



Community Connection

Licking Memorial Health Systems

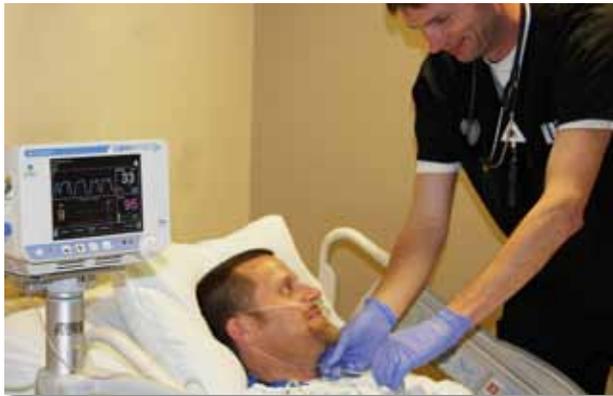
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September/October 2013

LMH Earns an "A" in Patient Safety on Hospital Safety Score



Licking Memorial Hospital has many safeguards in place, such as the capnography monitor pictured above, to increase patients' safety. Capnography is used extensively in the Surgery Department to assess the quality of patients' breathing.

Licking Memorial Hospital (LMH) has earned its second consecutive "A" rating by The Leapfrog Group, an independent national nonprofit group that compares hospitals' safety performance. Hospitals in the U.S. are graded by a Hospital Safety Score of A, B, C, D or F, based on 26 measures of publicly available hospital safety data. LMH earned the highest score of any Central Ohio hospital.

"Earning an 'A' on the Hospital Safety Score shows LMH has exhibited excellence in our national database of patient safety measures," said Leah Binder, President and CEO of The Leapfrog Group. "I congratulate LMH for your achievement and encourage you to continue to put a priority on the safety of your patients."

LMH Earns an "A" in Patient Safety on Hospital Safety Score (continued on page 2)

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

See pages 16-20 for Quality Report Cards in this issue.

COMMUNITY EDUCATION

Preventing Diabetes

- Date:** Thursday, September 26
- Location:** LMH First Floor Conference Rooms
- Time:** 6:00 p.m.
- Speaker:** Teresa Knicely, R.N., C.D.E.

According to the American Diabetes Association, there are approximately 25.8 million people with diabetes in the United States. In addition, it is estimated that an additional

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Dining with Diabetes

- Date:** Tuesday, October 10
Tuesday, October 17
Tuesday, October 24
- Location:** LMH First Floor Conference Rooms
- Time:** 5:30 p.m.
- Speaker:** Annmarie Thacker, R.D. L.D., C.D.E.
Shari L. Gallup, M.S.

Making smart meal choices is important for diabetes management, but healthy eating can be challenging. Dining with Diabetes is a three-part cooking school program

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LMH Named on 2013 Health Care's Most Wired Award List

Licking Memorial Hospital (LMH) was recently named as one of the Most Wired Hospitals for 2013. Conducted in cooperation with McKesson Corp., AT&T, the College of Healthcare Information Management Executives, and the American Hospital Association (AHA), the Most Wired Award is given to hospitals that have made great strides in establishing and creating robust clinical information systems aimed at improving patient care. This includes adopting technologies to improve patient documentation, advance clinical decision support and evidence-based protocols, reduce the likelihood of medication errors, and rapidly restore access to data in the case of a disaster or outage.



"Over the past several years, we have been heavily focused on implementing advanced clinical systems at the point of care to directly impact the quality of care provided to our patients at Licking Memorial Health Systems (LMHS)," said Rob Montagnese, LMHS President & CEO. "We are pleased to be

LMH Named on 2013 Health Care's Most Wired Award List (continued on page 3)

Measurably Different ... for Your Health!

LMHS President & CEO Rob Montagnese said, "Earning this national recognition is a confirmation to all LMHS employees and Medical Staff that their efforts matter. Every one of Licking Memorial Health Systems' 1,700-plus employees is involved in patient safety every day. The Leapfrog Group's 'A' rating reflects our hard-working team effort to protect patients from infections, injuries and medication errors."

The Leapfrog Group was founded in November 2000 and is based in Washington, D.C. To compile the 2013 Hospital Safety Scores, the group surveyed 2,514 general hospitals in the U.S. Only 780, or 31 percent, of the hospitals earned the highest possible "A" rating.

Every LMHS Employee Contributes to Patient Safety

The Leapfrog Group rating is one of three national recognitions that Licking Memorial Health Systems (LMHS) has received in 2013 for its performance in patient safety. These recognitions reflect the culture of patient safety at LMHS that includes every employee, volunteer and Medical Staff member.

The term "patient safety" refers to a discipline in health care that tracks preventable adverse events that patients experience from their health care, whether they received the care in a hospital, physician's office, nursing home, other healthcare facility, or even at home.

Preventable adverse events include a range of potentially harmful occurrences, such as medication errors, wrong-site surgeries, patient falls, healthcare-acquired infections, allergic reactions or medical identity theft.



Jeanne Emmons, C.I.C., Director of Infection Prevention, evaluates employees' hand-washing techniques as part of LMH's patient safety policies.

Following a disturbing World Health Organization report that as many as 1 in 10 patients were harmed by medical errors worldwide, Licking Memorial Hospital (LMH) joined hundreds of other U.S. hospitals in the innovative "100,000 Lives" campaign in 2005. The Institute for Healthcare Improvement launched the initiative, as well as a follow-up "5 Million Lives" campaign in 2006. Through both initiatives, hospitals voluntarily agreed to implement safety interventions with the goal of eliminating preventable deaths.

Rob Montagnese, LMHS President & CEO, said, "The safety of our patients

has always been a priority at LMHS, but the 100,000 Lives and 5 Million Lives campaigns provided us with an opportunity

Every LMHS Employee Contributes to Patient Safety (continued on page 3)

Examples of LMHS' daily efforts to keep patients safe from harm

Members of the LMHS Executive Administration shared a few examples of their departments' contributions to patient safety:

Sallie Arnett, Vice President Information Systems – "Our highly trained Information Systems (IS) team keeps our computer systems running smoothly so that patient records are always available to the Medical Staff. In addition, the IS team is charged with data protection to ensure the privacy of patient information."

Craig Cairns, M.D., Vice President Medical Affairs – "The Medical Staff Office carefully screens and verifies physicians' credentials and monitors their practice performance to assure excellent patient care. The Quality Management Department continuously monitors patient care processes and works closely with external agencies, such as The Joint Commission, to ensure that we are implementing safety innovations as well as maintaining compliance with national standards."

Veronica Link, Vice President Development & Public Relations – "Each volunteer at LMH receives training on transporting patients safely in wheelchairs. Members of the Pastoral Care Department pay close attention to patients' conversations and room surroundings to determine if there are any needs that are not being met. The Public Relations Department carefully verifies information in LMHS' publications to ensure that all medical information is correct."

Christine McGee, Vice President Physician Practices – "The office staff members of our physician practices carefully record patients' medical information into the electronic medical records. The healthcare providers also use electronic medication prescriptions whenever possible to reduce the risk of the wrong drug being given to a patient at the pharmacy."

Anne Peterson, Vice President Human Resources & Support Services – "The Environmental staff members carefully follow procedures that require specific cleaners in different areas. The Plant Operations team ensures that all facilities are hazard-free. The Food Services Department adheres to all food safety regulations to provide safe meals to patients and their visitors."

Cindy Webster, Vice President Financial Services – "The Materials Management staff monitors Hospital supplies for any recall notices or reports of adverse events. The Patient Accounting and Central Billing Departments are careful to ensure patient privacy when mailing out account statements."

Debbie Young, Vice President Patient Care Services – "Before dispensing any drugs to inpatients, LMH nurses use a barcode medication verification system to ensure the patient receives the correct drug according to the dosage, schedule and delivery method that the physician prescribed. Before surgery, the pre-op team verifies with the patient the procedure that will be performed, and the operating room team takes a "time out" before the procedure to re-verify the surgical procedure before they begin."

to re-examine our policies and procedures. Since we were building on a solid existing foundation of safety practices, the improvements quickly propelled us into the forefront of patient safety.”

At the conclusion of an 18-month, statewide initiative in 2010 to study infection prevention in Ohio hospitals, LMH was asked to share its experience with reducing cases of hospital-acquired infections at a Clostridium Difficile Infections: Collaborative for the State of Ohio Project meeting. Jeanne Emmons, C.I.C., LMHS Director of Infection Prevention, delivered the presentation, explaining the Health Systems’ stringent policies on cleaning and disinfecting, hand-washing, special precautions for infected patients, and careful documentation of completed procedures. “I was surprised to learn that some hospitals were not tracking their rates of infection properly,” Jeanne said, “and some hospitals were not using special precautions for their infected patients or cleaning their patient rooms adequately every day. Infection prevention is a major focus of patient safety, and we were able to help the staffs

from the other hospitals see the direct correlation between having specific policies and protecting their patients from disease.”

“Our reputation for excellent patient safety results from many years of steadfast teamwork,” Rob explained. “We continuously examine every nuance of our care, from performing medical procedures to providing parking lot shuttle service, so that we can identify and eliminate potential hazards. LMHS’ patients are also our family members, friends and neighbors, so we certainly do everything we can to protect them from harm.”

Every Medical Staff member, employee and volunteer at LMHS is responsible for patient safety in some respect. In addition to job-specific patient safety training, each of LMHS’ 1,700-plus employees receives patient safety instructions during new-hire orientation and participates in an annual education program that includes refresher training on how to keep patients safe in the event of an emergency, such as a tornado.

LMH Named on 2013 Health Care’s Most Wired Award List (continued from front page)

recognized at a national level for our efforts to improve the health of our community.”

Those efforts include use of its wireless network to support clinical technology at the point of care, mobile radiology and biomedical equipment, barcode medication administration, handheld devices to capture patient vital signs and lab data, cellular telephone service, Vocera nurse call and paging system integration, in-room patient monitoring equipment integration with Vocera, and wireless infusion pumps. In addition, wireless internet access is available to patients and visitors throughout the entire Hospital facility.

“Research has shown that information technology can be a powerful tool in supporting the delivery of high quality patient care,” said Sallie Arnett, M.S., RHIA, CHCIO, LMHS Vice President Information Systems. “Such technologies assist medical staff with patient care decisions, improve clinical outcomes and reduce medical errors.”

Among some of the key findings this year for LMH in particular:

- Total inpatient medications orders are entered 100 percent electronically.
- Approximately 99 percent of all inpatient medications are electronically matched to the patient.
- 100 percent of the employed physician practices have implemented electronic clinical documentation, results viewing, computerized provider order entry, and decision support.

LMH makes available digital diagnostic images from Radiology, Cardiovascular Imaging, Mammography, Neuroimaging, and Nuclear Imaging to the appropriate care provider regardless of the provider’s location. LMH also utilizes patient monitoring equipment which sends data directly into the Hospital’s electronic medical records (EMR), including bedside blood pressure, pulse oximetry, temperature, glucose, lab tests, and fetal monitoring.

“This year’s Most Wired organizations exemplify progress through innovation,” says Rich Umbdenstock, AHA President and CEO. “The hospital field can learn from these outstanding organizations ways that Information Technology can help to improve efficiency.”

Health Care’s Most Wired Survey, conducted between January 15 and March 15, asked hospitals and health systems nationwide to answer questions regarding their information technology initiatives. Respondents completed 659 surveys, representing 1,713 hospitals, or roughly 30 percent of all U.S. hospitals.

The AHA is a not-for-profit association of health care provider organizations and individuals that are committed to the health improvement of their communities. The AHA is the national advocate for its members, which includes nearly 5,000 hospitals, health care systems, networks, other providers of care, and 43,000 individual members.

Community Education – Preventing Diabetes (continued from front page)



Teresa Knicely,
R.N., C.D.E.

79 million Americans have prediabetes – a condition in which blood sugar levels are elevated, but not high enough to be classified as diabetes. The prevalence of diabetes continues to rise sharply, as risk factors such as prediabetes, obesity, genetics and lifestyle continue to add to the number of people with diabetes each year. However, much can be done to delay or avoid the onset of diabetes.

Join Licking Memorial Diabetes Educator Teresa Knicely, R.N., C.D.E., for an informative discussion on diabetes prevention on Thursday, September 26, at 6:00 p.m., in the LMH First Floor Conference Rooms, located at 1320 West Main Street in Newark. Registration is required. To register, please call (740) 348-2527.

Active•Fit Youth Wellness Program Receives Community Outreach Award

Licking Memorial Health Systems' (LMHS) Active•Fit Youth Wellness Program received the prestigious Community Outreach Award at Columbus Business First's 2013 Health Care Heroes Awards reception in Columbus on July 11. The award was designed to recognize an awareness program that educates the general community about vital healthcare issues.

Active•Fit began in 2012 as a collaborative effort between LMHS and Newark Advocate Media to address the rising incidence of childhood obesity in Licking County. Through the innovative program, youth between the ages of 6 and 12 are encouraged to make beneficial lifestyle changes that include increased physical activity, healthy eating choices and adequate sleep. Under the supervision of an adult, participants set goals and track their progress. In addition, LMHS frequently hosts free, fun health-related events that can be used toward the youths' goals.

At the end of each four-month period, participants are eligible for a prize drawing if they have met their goals. Prizes have included Xbox 360 video game consoles with fitness software, bicycles, iPods with exercise software, gift cards to sporting



(Left to right) LMHS employees Olivia Biggs, David Alianiello, Tim Argyle, Tom Argyle, Jane Melin, Emily Cramer, Melissa Smith and Amanda Harr were present to accept LMHS' Community Outreach Award that was presented at Columbus Business First's Health Care Heroes Awards reception.

goods retailers and athletic shoes. Currently, the program has more than 1,200 participants and is still growing. Active•Fit was previously recognized by Jackson Healthcare as a Program of Promise.

"We developed the Active•Fit Youth Wellness Program in an effort to make a meaningful impact on the community's health," stated LMHS President & CEO Rob Montagnese. "By helping our youth develop better dietary, activity and sleeping habits at a young age, we believe their healthier lifestyles will continue into adulthood and improve their health on a lifelong

basis. We are thrilled with the community's response to the program and that the Community Outreach Award recognizes the importance of our efforts."

The Active•Fit Youth Wellness Program continued throughout the summer with fun, free events, such as the Active•Fit Bowling at Park Lanes Bowling Center in Heath and the Active•Fit 1K Run at The Dawes Arboretum. Period 1 of the program's second year runs from September 1 through December 31, and online registration is available at www.ActiveFit.org.

LMH Pharmacist Jane Melin Receives Recognitions



Jane Melin, RPh., received Honorable Mention in Columbus Business First's Care for the Underserved Award.

Jane Melin, RPh., a registered pharmacist at Licking Memorial Hospital (LMH), recently received two prestigious recognitions to honor her dedicated work with patients at the Hospital and in the community. Jane was given an Honorable Mention in the Care for the Underserved Award category by Columbus Business First, and a nomination for the statewide Albert E. Dyckes Health Care Worker of the Year Award by the Ohio Hospital Association.

Jane manages the LMH outpatient pharmacy, serving employees and uncompensated patients, and consults with patients who have diabetes, both at LMH and the Central Ohio Diabetes Association. She received her Bachelor of Science degree in pharmacy from Ohio Northern University. She is certified in diabetes management and is working toward her certification as a Diabetes Educator. Jane recently completed Project Impact, a diabetes pilot study by the American Pharmacists Association that involved 25 sites in the U.S. The study is assessing the effect that pharmacist counseling can have on a patient's self-management of diabetes medications.

At LMH, Jane makes approximately 2,300 interactions each year with low-income and/or uninsured patients to ensure they receive their full medications, along with the education they need to take the medications correctly. She also provides education about diabetes medications for the popular Diabetes Self-Management Education Classes at Licking Memorial Health Systems (LMHS).

"Jane exemplifies the type of healthcare worker we all want to be there for us when we need care," LMHS President & CEO Rob Montagnese said. "Her compassion and extensive knowledge are unequaled, and are an important component of a patient's treatment. We are fortunate to have a professional of Jane's caliber at LMH."

Jane has been employed at LMH for 30 years. During that time, she was also recognized for her positive feedback from patients and received LMHS' MVP Award for her exemplary performance and demonstration of LMHS' CARE values of compassion, accountability, respect and excellence.

She is a member of the Westfall Civic Group, and attends Reynoldsburg United Methodist Church. She and her husband, Joel, reside in Pickerington and have three children, Kyle, Ryan and Amy. In her spare time, Jane enjoys oil painting, reading, photography and scrapbooking.

Nuclear Technology Among Updates Within 2013 Radiology Initiative



Among the updates to the Radiology Department are the advanced gamma camera systems, like this Philips BrightView XCT which was installed July 1.

The Licking Memorial Hospital (LMH) Radiology Department is undergoing a structural renovation and technological update, thanks to the 2013 Radiology Initiative. The initiative, which is responsible for equipment replacement and expansion within the Department, is LMH's annual project for this year's fundraising efforts, including events such as the LMH Community Cornerstone Campaign and the LMH Golf Gala, as well as generous donor contributions.

The Licking Memorial Hospital (LMH) Radiology Department is undergoing a structural renovation and technological update, thanks to the 2013 Radiology Initiative. The initiative, which is responsible for equipment replacement and expansion within the Department, is LMH's annual project for this year's fundraising efforts, including events such as the LMH Community Cornerstone Campaign and the LMH Golf Gala, as well as generous donor contributions.

Patients can expect to benefit from the following changes:

- A nuclear medicine expansion, including two private injection rooms, three semi-private imaging rooms and two replacement nuclear medicine gamma cameras, equipped with state-of-the-art single-photon emission computed tomography (SPECT) technology combined with computed tomography (CT) technology or SPECT/CT technology. Nuclear SPECT

is the main non-invasive technology for evaluating coronary artery disease and for patients with suspected acute coronary syndromes. Over the past several years, there has been a growth in the use of SPECT/CT, because the images produced by this technology improve diagnostic accuracy. The two different types of scans are combined to provide physicians with more precise information, a 3-D image of the patient's body and can result in better identification and localization of tumors, infection or disease.

- A replacement of three ultrasound imaging systems with expanded technology at two off-site locations – Licking Memorial Women's Health at 15 Messimer Drive in Newark and the Pataskala Health Campus. This will result in a technological upgrade to clinically mirror the systems in place at LMH. The Hospital's Radiology and Neurovascular Lab also have gained five ultrasound imaging system upgrades, allowing for higher quality imaging and greater depth and breadth of tissue characterization and quantification.
- A replacement of the current stereotactic breast biopsy system with the digital spot mammography. A minimally invasive alternative to surgical biopsy, this system has a high accuracy rate with less scarring, minimizing the interference of future monitoring and diagnosis of breast abnormalities.

"The roles of imaging in disease diagnosis and treatment monitoring continue to increase because of advances in imaging technologies and concomitant improvements in detection sensitivity, spatial resolution and quantitative information," said Leslee Arthur, Director of Radiology.

Additional provisions of the Radiology Initiative include the replacement of a Mammotome[®] dual vacuum-assisted tissue biopsy device and tissue specimen management device, three fully digital, mobile fluoroscopic C-arms for surgery, and three fully digital mobile X-ray systems. The Radiology Department will also receive technologically-advanced devices to further improve patient scans and monitoring. "Thanks to the generosity of our community, patients can expect to receive more advanced healthcare services," said Rob Montagnese, President & CEO of Licking Memorial Health Systems (LMHS). "The 2013 Radiology Initiative is another way that LMHS is improving the health of our community." The renovation is nearly complete.

Community Education – Dining with Diabetes *(continued from front page)*



Annmarie Thacker, R.D., L.S., C.D.E.



Shari L. Gallup, M.S.

for individuals with diabetes and their families that offers healthy alternatives to food preparation. The program, led by Registered Dietitian Annmarie Thacker, R.D., L.D., C.D.E., and Shari L. Gallup, M.S., will include healthy meal demonstrations, taste-testing and discussions about carbohydrates, fats and vitamins. In addition, a three-course meal will be served at each session.

Dining with Diabetes is presented by Licking Memorial Health Systems in partnership with The Ohio State University Extension Office. Advanced registration is required to attend the three-part program. Please call (740) 670-5315 to register. The cost is \$10 for senior citizens (age 60 and over), \$20 for all other participants, and is due at the time of registration. Space is limited – please register by Friday, October 4.



“For Your Health” 5K Run and Fun Walk

The Dawes Arboretum in Newark provided a scenic backdrop for the Licking Memorial Hospital (LMH) 2013 “For Your Health” 5K Run and Fun Walk on August 3. More than 750 individuals participated in the sixth annual event and had the option to run or walk the 5-kilometer course, which weaved through The Dawes Arboretum’s renowned botanical collections. Walkers also were given the option to follow a shorter 1-mile route.

“The annual “For Your Health” 5K Run and Fun Walk supports our mission to improve the health of the community,” said Licking Memorial Health Systems (LMHS) President & CEO Rob Montagnese. “The event promotes exercise and encourages healthy lifestyles for all age groups while showcasing The Dawes Arboretum as a picturesque fitness environment for walking or running. We are proud to present this excellent event each year.”

The honorary co-chairs of the 2013 “For Your Health” 5K Run and Fun Walk were Dr. Garth and Marci Bennington. The Licking Memorial Hospital Development Council, The Dawes Arboretum, the Licking County Family YMCA and Park National Bank (PNB) co-sponsored the event.

The overall female and male winners of the “For Your Health” 5K Run and Fun Walk included: first place – Seleina Baker (19:46) and Isaac Wheeler (17:36), second place – Natalie Price (20:23) and Brock Finelli (18:02), and third place – Haylee Zigan (21:32) and Chris Briggs (18:20). The top three overall female and male finishers received medals and gift cards to Dick’s Sporting Goods. Medals were also awarded to those who finished first in their age and gender groups.

The “For Your Health” 5K Run and Fun Walk is an event not only for avid runners, but also can mark a major milestone for individuals seeking to improve their health. Approximately 100 LMHS and PNB employees took part in the Couch to 5K program, a nine-week training regimen designed to assist individuals who are not experienced runners train for the 5K.

Group workout sessions also were offered to LMHS and PNB employees. Participants in the 2013 Couch to 5K program were honored with a celebratory cookout at LMH on August 1.

Pamala Thacker, an Imaging Specialist in the LMH Radiology Department, finished the “For Your Health” 5K run for the second consecutive year after completing the Couch to 5K training prior to the 2012 race. She and several friends registered for the program because they wanted to accomplish the goal of finishing a 5K – a challenge they had not previously thought possible. The group held each other accountable to attend training sessions and encouraged one another during tough training periods.

“I have never been a runner or athlete, so finishing a 5K run was an awesome feeling,” Pamala said. “Since participating in the Couch to 5K program, I have lost more than 30 pounds and developed much more strength and endurance than I had before. I want to keep building on my successes, and I plan to continue running as long as my health allows.”

Chris Warth of Newark joined the LMHS Couch to 5K program this year through a relative who is employed within the Health Systems. He knew that he needed to improve his health, but considered the lifestyle changes with some apprehension. Surrounding himself with a supportive team proved to be exactly the motivation he required to begin exercising regularly and eating more healthfully.

“I had some problems with high blood pressure and back pain, but I did not want to take medications as a 23-year-old,” said Chris, who is working toward a degree in health services administration. “As I progressed through the program, my back pain subsided, my blood pressure lowered and I lost 20 pounds. I also found that I had more energy throughout the day for work and school assignments. I am extremely proud

“For Your Health” 5K Run and Fun Walk (continued on page 7)

that I finished this year’s ‘For Your Health’ 5K run knowing I could not have done it back in May.”

Park National Bank’s Monte VanDeusen has participated in numerous races since completing the Couch to 5K training in 2012. When he registered for the program, his A1c score – a measurement of blood sugar control – had risen above recommended levels. Encouraged by coworkers and inspired by his daughter running a half marathon, he joined the Couch to 5K team at PNB and appreciated having the group’s support during frustrating training periods.

“I did not enjoy running at first because it took so long for me to notice any progress,” Monte recalled. “It was not until after the “For Your Health” 5K run that I began to feel better physically. Now, I am enjoying the health benefits of running. All of my blood work is the best it has ever been, and I’ve lost more than 20 pounds. Through the past year, I completed nearly 10 5Ks and a quarter marathon, and I am currently preparing for the Columbus Half Marathon in October.”

Jeff Branham of Pataskala also experienced drastic lifestyle improvements through his past participation in the “For Your

Health” 5K Run and Fun Walk. He weighed approximately 350 pounds at the time of the event in 2009 and registered for the run only to find it necessary to walk the course. The frustration from his performance motivated Jeff to get in shape, and he set a goal to finish the 5K run the following year. He consulted his physician and lost 120 pounds over the next 12 months through new exercise and dietary regimens, which his wife, Julie, supported and participated in, as well. In 2010, he finished sixth in his age group with a time of 28:52, and has since continued to run for recreational exercise.

“It is unbelievable what you can accomplish when you put your mind to it. I made the decision to improve my lifestyle four years ago, and I am still feeling great, both physically and mentally,” said Jeff. “It is truly amazing to be healthy after being heavy for so many years.”

Prior to the “For Your Health” 5K Run and Fun Walk, the Active•Fit Youth Wellness Program offered a 1-kilometer race for children aged 6 to 12 to promote the health benefits of running as regular exercise. More than 60 children participated in the inaugural event and went home with a t-shirt and goody bag.

LMHS Names New Appointments to Expanding Nursing Team

Licking Memorial Health Systems (LMHS) is pleased to announce the recent appointments to the nursing leadership team. Greg Wallis, R.N., B.S.N., CNOR, Director of Surgical Services, and Heather Burkhart, R.N., Director of Medical Surgical Nursing and Respiratory Therapy, have been asked to lead in an Assistant Vice President capacity.



Heather Burkhart, R.N.

Both will report directly to Debbie Young, Vice President Patient Care Services. “In conjunction with the growth of our organization, the leadership roles have also expanded,” said Debbie. “Greg and Heather both are well-qualified to lead in these critical roles and ensure our continued success in providing excellent health care services to our community.”

As the Assistant Vice President Outpatient Services, Greg will oversee Case Management, Emergency Services, GI Lab, Home Care, Pain Clinic, Rehabilitation Therapy Services, Surgical Services, Urgent Care and Wound Clinic. Greg joined LMHS in 1997 and has served in various roles, including



Greg Wallis, R.N., B.S.N., CNOR

Nursing Attendant, Scrub Technician, Staff Nurse, Patient Care Manager and Director of Surgical Services. In 2011, the Health Systems honored him with the Manager of the Year Award. In addition, Greg is a member of the Ohio Organization of Nurse Executives (OONE) and the Association of Peri-Operative Registered Nurses.

Heather, now serving as Assistant Vice President Inpatient Services, will be responsible for Acute Inpatient Rehabilitation, Cardiology, Critical Care Services, Dialysis, Maternity Services, Medical/Surgical Nursing, Oncology Services, Respiratory Therapy, and oversight of Patient Care Coordinators. Heather began at LMH in 2000 as a Staff Nurse and has also served as Patient Care Manager and Director of Medical Surgical Nursing and Respiratory Therapy. In 2012, Heather received the LMHS Manager of the Year Award. She is a member of the OONE and the Academy of Medical/Surgical Nurses.

Transplant Patient Thankful for LMH Pulmonary Rehabilitation Program



Surrounded by his family, Michael Graham (seated, center) is thankful for the care he receives as a participant in Pulmonary Rehabilitation at Licking Memorial Hospital. Michael received a lung transplant in June 2012, and the program has enabled him to regain an active lifestyle, including his wildlife photographing hobby.

Last year, Michael Graham of Buckeye Lake received a new lease on life as the recipient of a lung transplant. A longtime smoker, Michael suffered from chronic obstructive pulmonary disease (COPD). Due to the severity of his condition, he was confined to a wheelchair and required to use an oxygen tank. As his COPD worsened and a transplant became the only option to improve his health, his physician outlined the numerous steps that he would need to take before receiving a new lung. Among the first commitments that Michael had to make was to attend Pulmonary Rehabilitation at Licking Memorial Hospital (LMH), which he credits with making the transplant possible.

“I would not have received the transplant if not for the caring therapists in the Pulmonary Rehabilitation program at LMH,” Michael said. “Before being approved for a new lung, I had to put in a lot of hard work to prove that I was physically and mentally eligible for it. The LMH Pulmonary Rehabilitation staff really helped me establish that drive and tenacity for myself.”

Michael spent several months in Pulmonary Rehabilitation to prepare physically for the transplant, which was performed at the Cleveland Clinic on June 2, 2012. Following a lengthy recovery period, he returned home to continue his rehab at LMH. Every Tuesday and Thursday, Michael participates in Pulmonary Rehabilitation and the improvement has been noticeable.

“When I was in the wheelchair, getting from one room to another was such a chore,” Michael recalled. “Going to rehabilitation helped me strengthen my legs and get my stamina back. Once I was up and walking around again, it was hard to keep me down. People whom I have not seen since the transplant are surprised to see how well I am doing. It is a great feeling, and I owe a lot to the Pulmonary Rehabilitation therapists.”

As an avid wildlife photographer, Michael is especially thankful to have the strength and conditioning for long walks around Buckeye Lake and The Dawes Arboretum in Newark to capture the beauty of nature with his camera. His ability to enjoy the outdoors, as well as the company of his two children and four grandchildren, is a direct result of his dedicated efforts during rehab sessions, and he is grateful to have the program as a part of his ongoing care.

*Transplant Patient Thankful for LMH Pulmonary Rehabilitation Program
(continued on page 9)*

Pulmonary Rehabilitation at LMH

For patients with acute or chronic respiratory illnesses, the Pulmonary Rehabilitation program at Licking Memorial Hospital (LMH) can make breathing easier. Individuals with conditions such as asthma, emphysema or chronic obstructive pulmonary disease (COPD) attend the program twice per week for exercise and education. Pulmonary Rehabilitation also provides an opportunity for camaraderie and friendship among participants while helping them to lead active, productive lives. Members of the LMH Respiratory Therapy Department, who are respiratory care professionals licensed by the State of Ohio, oversee Pulmonary Rehabilitation and create individualized goals and treatment plans for every patient. Each session typically lasts up to an hour and features an exercise regimen designed to keep the heart and lungs in optimal condition. Participants gradually progress through the closely-monitored exercises to increase endurance and strength while learning to minimize and control shortness of breath.

Pulmonary Rehabilitation at LMH also provides key information that helps participants successfully live with chronic lung diseases. Educational topics covered in the program include:

- Introduction to Pulmonary Rehabilitation
- Breathing training for pulmonary patients
- Exercise for pulmonary patients
- Pulmonary medications and hygiene
- Stress and relaxation techniques for pulmonary patients
- Dietary education with a dietitian
- Healthy choices for managing your pulmonary illness

A physician’s order is required to attend the LMH Pulmonary Rehabilitation program. For more information about Pulmonary Rehabilitation services at LMH, please call (740) 348-4189.

“I love coming to Pulmonary Rehabilitation at LMH. The quality of equipment and care that is available right here in Licking County is second to none,” said Michael. The family atmosphere that exists among everyone involved in the program is the best part, though. It is a real credit to the great staff that they create such a welcoming and friendly environment. Everyone goes above and beyond their normal responsibilities and the experience provides much more than a typical patient-caregiver relationship. If I miss a session or two, I know a therapist will call to check on me – not because it is their job, but because they genuinely care about me as a person.”

In addition to physical exercise, education is an equally important component of Michael’s care. As a lung transplant recipient, he had to adopt new routines, such as maintaining a rigorous schedule for taking his medications – which total more than 40 pills per day – and wearing a surgical mask in public to guard against germs and breathing irritants. To assist Michael through the process, the LMH Pulmonary Rehabilitation staff not only equipped him with important

information, but also connected him with a fellow lung transplant recipient in the program to utilize as an additional resource and support.

“I smoked cigarettes for almost 40 years, so I do not blame anyone except myself for the condition I was in,” Michael said. “Someone’s kindness allowed me to have a second chance – I did not do anything to earn it. I cannot begin to express my appreciation to Pulmonary Rehabilitation at LMH for allowing me to make the most of the opportunity I’ve been given.”

According to the National Institutes of Health, the 12 months immediately following a lung transplant are the most critical because of the high risk of complications. For Michael, then, reaching the one-year anniversary of his transplant marked a major milestone. While the gift of a new lung will require him to remain diligent about his health for the rest of his life, the supportive staff of the Pulmonary Rehabilitation program at LMH will be there to assist him every step of the way.

Licking Memorial Women’s Health Brings Urodynamics to Licking County



Ngozi Ibe, M.D.

According to the National Association for Continence, one in four women over the age of 18 experiences involuntary bladder leakage during physical activity, or when coughing, laughing or sneezing. Non-surgical and minimally-invasive options are available to treat urinary incontinence, which is often a result of prolapse – the displacement of pelvic organs – or problems with the lower urinary tract.

Urodynamics help determine the best course of treatment by identifying the cause of persisting symptoms such as urine leakage, frequent or painful urination, sudden or strong urges to urinate, difficulty starting a urine stream or emptying the bladder completely, or recurring urinary tract infections. Previously, local residents had to travel to Columbus for the procedures, but Licking Memorial Women’s Health now offers the convenience of urodynamic testing in Licking County.

Ngozi Ibe, M.D., an obstetrician and gynecologist with an interest in urogynecology at Licking Memorial Women’s Health in Newark, orders urodynamics when physical exams or simple urine tests do not reveal the cause of lower urinary tract problems. Through a contractual agreement, Bladder Health Network (BHN) conducts state-of-the-art testing on site, and provides a comprehensive report with detailed notes from the testing and urodynamic findings data. After reviewing the results, Dr. Ibe consults with the patient and discusses treatment options.

Urodynamics testing measures the speed and volume of urine (uroflowmetry), the amount of urine that remains in the bladder

after urination (postvoid residual), the amount of urine that the bladder can hold, the pressure inside the bladder when it stores urine, the pressure at which the bladder leaks and how full the bladder is when the urge to urinate begins (cystometrics), and the bladder pressure required to urinate and the flow rate that a given pressure generates (pressure flow). Electromyography, which uses special sensors to record nerve impulses and show whether messages sent to the bladder and sphincters are received properly, can also be used to determine if a urinary problem is related to nerve or muscle damage.

Licking Memorial Women’s Health began scheduling urodynamics sessions with BHN in February, and plans to continue offering testing dates on a monthly basis. For more information, please contact Licking Memorial Women’s Health at (740) 348-4689.



Licking Memorial Women's Health

LMH Supports National Mammography Day with Free Mammogram Program

Licking Memorial Hospital (LMH), Licking Memorial Women's Health, the Licking County Health Department, and Tri-County Radiologists, Inc., will offer free mammograms to qualifying low-income women in order to promote the importance of breast cancer screening awareness. The Licking County Health Department will sponsor screenings on Wednesday, October 16, and Thursday, October 17, and LMH will sponsor screenings on Friday, October 18. The screenings are in recognition of National Mammography Day on October 18. Tests will be performed from 7:00 a.m. to 6:30 p.m. at the Women's Imaging Center at LMH, and Licking Memorial Women's Health, located at 15 Messimer Drive in Newark. The number of free mammograms will be limited to 225.

In order to be eligible to participate in this program, women must meet the following criteria:

- Must reside or work in Licking County
- Must be at least 40 years old
- Must be uninsured, or eligible for Medicare or Medicaid
- Must have a physician's referral
- Should be low-income (determined by the patient's physician)
- Should have no symptoms of breast cancer
- Must not have received a free mammogram from LMH in the last 12 months



The Women's Imaging Center at LMH offers high-tech digital mammography for more precise diagnoses.

The free tests apply only to screening mammograms. The X-rays will be interpreted by Tri-County Radiologists, including Joseph Fondriest, M.D., Owen Lee, M.D., Subbarao Cherukuri, M.D., Timothy Lifer, D.O., Edward Del Grosso, M.D., and Sean Choice, M.D. If the results of the screening mammogram indicate that the patient needs further testing, the follow-up mammogram will not be covered under the free program. However, financial assistance programs are available if follow-up is required. Information regarding the Hospital Care Assurance Program can be obtained at the LMH Cashier's Office.

Any woman who is interested in receiving a free mammogram at LMH should contact her physician for more information and a referral. Patients may schedule their own appointments (after obtaining the physician's orders) by calling Central Scheduling at (740) 348-4722. Patients may also ask their physician's office to schedule the appointment for them.

LMH also partners with the Licking County Health Department to provide screening mammograms for residents who are under-insured or uninsured. These services are available year-round through the Screening and Survivor Support (SASS) Breast Cancer program. Information about SASS is available online at www.lcsass.org, or by calling the Health Department at (740) 349-6535.

Licking Memorial Women's Health Adds New Office

Licking Memorial Women's Health recently opened a third location to best serve the healthcare needs of the community. In addition to physician offices on Messimer Drive in Newark and at the Pataskala Health Campus, Licking Memorial Women's Health now offers a convenient location at 270 Goosepond Road, off 21st Street, in Newark. Todd Lemmon, M.D., is available to provide gynecology services at the new practice in North Newark. Please call (740) 348-7945 to schedule an appointment with Dr. Lemmon or for more information.

In addition, Tiffany Inglis, M.D., relocated her practice from the Messimer Drive facility. Dr. Inglis is now seeing patients at the Pataskala Health Campus, and appointments can be made by calling (740) 348-1920. To take the place of Dr. Inglis in Newark, Dalia Elkhairi, M.D., moved her practice from Pataskala to Messimer Drive. Please call (740) 348-7970 to schedule an appointment with Dr. Elkhairi.



Dr. Hall Retires from LMH Active Medical Staff

Following a distinguished 34-year career, Mary Beth Hall, M.D., has retired from the Licking Memorial Hospital (LMH) Active Medical Staff. Board-certified in family practice and a Fellow of the American Academy of Family Physicians, Dr. Hall was a founding member of Cherry Westgate Family Practice in Granville.



Joined by her husband, Thomas Hall, M.D. (left), Mary Beth Hall, M.D. (center), received a plaque from LMHS President & CEO Rob Montagnese (right) at her retirement reception in recognition of her 34 years of service to LMH.

Dr. Hall received her Doctor of Medicine degree from The Ohio State University School of Medicine after earning a Bachelor of Arts degree at Ohio Wesleyan University. Following a residency in family medicine at Methodist Hospital in Indianapolis, Indiana, she began practicing in Licking County and joined the LMH Active Medical Staff in 1979. After two years at the Wehrle Primary Care Center, Dr. Hall formed a private practice in 1981 that became Cherry Westgate Family Practice in 1988. At the Hospital, she served on numerous committees and was named the 1998 Physician of the Year.

“I will certainly miss the long-standing relationships I have had with my patients, whom I have had the pleasure of helping through both the best and most difficult times in their lives,” Dr. Hall said. “As a physician, I often spent more hours at the office than I did at home, but my staff always made that time enjoyable. After 34 years together, we became more like an extended family than coworkers, and I will miss seeing them on a daily basis.”

“One of the many reasons I love living in Licking County is the opportunities a smaller community provides to keep in

contact with former patients and coworkers. If I have to, I will start shopping at all of the grocery stores in town to be sure I cross paths with everyone from time to time,” she joked.

Originally from Piqua, Ohio, Dr. Hall was involved in the local medical community as a member of the Licking County Academy of Family Physicians and as a member and past President of the Licking County Medical Society. She remains a member of the Ohio State Medical Association, the American Academy of Family Physicians and the Ohio Academy of Family Physicians, and is a past member of the American Medical Association. Her community involvement includes serving on the Boards of Directors for the Carol Strawn Center and The Center for Balanced Living in Worthington, Ohio. She also is a former Board member for the Alzheimer’s Association of East Central Ohio, the Alcohol, Drug Addiction and Mental Health (ADAMH) Board, and the Foundation for Hospice of Central Ohio.

On June 25, patients and coworkers attended a reception at LMH to thank Dr. Hall for her years of service. In retirement, she plans to continue living in Newark and enjoy the opportunity to spend more time with her family. She has been married for 38 years to her husband, Thomas Hall, M.D., who also served on the LMH Active Medical Staff from 1979 through 2001 as an emergency physician. The couple has two grown children, Mike and Jessica, and three grandchildren.

New Appointments



D. Roché Brown, CRNA, M.N.A., M.B.A.,
joined Licking Memorial Anesthesiology.



Darren Burgin, C.N.P.,
joined Licking Memorial
Outpatient Psychiatric Services.



Jason D. Carrier, CRNA, M.S.,
joined Licking Memorial Anesthesiology.



W. Andrew Highberger, M.D.,
joined Licking Memorial
Addiction Medicine.



J. Michael Oaks, D.O.,
joined Licking Memorial Outpatient
Psychiatric Services – Newark.



Alene K. Yeater, M.D.,
joined Licking Memorial
Women’s Health.



The Active•Fit Field Day concluded with water games that allowed the participants to get soaking wet – all in the spirit of fun.

Local Partnerships Keep Active•Fit Program on Pathway of Success

As the Active•Fit Youth Wellness Program enters its second year, more organizations are partnering with Licking Memorial Health Systems (LMHS) to promote healthy lifestyles and habits to Licking County’s children. The initiative began as a collaborative endeavor between LMHS and Newark Advocate Media, and other businesses and organizations became involved by sponsoring or hosting Active•Fit events. The community-wide effort to date has resulted in more than 1,200 children, ages 6 to 12, learning about the benefits of exercise, healthy eating and proper rest through their enrollment in the free program.

Three Active•Fit events that were made possible through cooperation with local groups and businesses were held in July and August to promote summer fun and activity. More than 130 youth gathered at Park Lanes in Heath on July 17 for an afternoon of free bowling and healthy snacks. As part of the annual Licking Memorial Hospital “For Your Health” 5K Run and Run Walk at the Dawes Arboretum on August 3, more than 60 participants completed the inaugural Active•Fit 1K race. On August 14, Alford-Reese Park – also the site of the Newark Area Soccer Association (NASA) – hosted a Field Day event that featured more than 50 children playing flag football, freeze tag, kickball, soccer and water games.

“Hosting the Active•Fit bowling event was a fantastic opportunity for us,” said Park Lanes General Manager Joe Harris. “Bowling is a great activity for kids because it helps develop coordination and strength, and everyone gets the opportunity to participate. Prior to planning the event, I had not heard of the Active•Fit program, but I look forward to partnering with the initiative again to promote wellness in Licking County children.”

“LMHS has been a tremendous community resource for us, and I wanted to pursue other opportunities for our organizations to work together,” NASA Director Keith Loughlin said. “When given the chance to partner with the Active•Fit program, we were thrilled to host the field day event. The children had a lot of fun participating in a variety of activities, and it was a great time for the adults, too. We plan to continue our involvement with Active•Fit in the future because it is a wonderful outreach program that combats childhood obesity and builds a strong sense of community in Licking County.”

*Local Partnerships Keep Active•Fit Program on Pathway of Success
(continued on page 13)*



The first annual Active•Fit 1K at The Dawes Arboretum on August 3 attracted more than 60 participants.

The recent activities, which were part of Active•Fit Period 3, are among several from the program's inaugural year that involved other Licking County organizations. Previous events included a guided historical and nature walk at Blackhand Gorge, a Wii Fit Just Dance party at the Licking County Family YMCA, and a Junior Chef event at C-TEC.

Each period of the Active•Fit Program features exciting events and opportunities for children to get active and learn about their health. Period 1 of the program's second year runs from September 1 through December 31, and scheduled activities include an Active•Fit event at Infirmiry Mound Park on Saturday, October 12, and the second annual Wii Fit Just Dance Party, which again will be hosted by the Licking County Family YMCA, on Saturday, November 2. For more information, or to register for the Active•Fit Youth Wellness program at any time throughout the year, please visit www.ActiveFit.org.



More than 130 boys and girls enjoyed an afternoon at Park Lanes Bowling Center in Heath during the free Active•Fit Bowling event. The award-winning Active•Fit Youth Wellness Program encourages healthy activities for improved lifestyles.

FIRST IMPRESSIONS MATERNAL CARE

FEATURING PRIVATE SUITES FOR MOTHERS AND NEWBORNS

At Licking Memorial Hospital, new parents can expect to receive caring, high-tech maternal care close to home. Our Maternal Child Department has been enhanced with the recent addition of new mother-baby suites, to ensure that parents are able to enjoy the private intimacy of their newborn's first hours. Our maternity experience also features:

- Complete in-room entertainment center
- Private bathroom with shower
- Custom gourmet meal prepared by our on-site chef
- Massage therapy
- Newborn care and breastfeeding education



Licking Memorial Hospital



first impressions



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View our Quality Report Cards online.

Physician Spotlight – Megan E. Miller, D.O.



Megan E. Miller,
D.O.

Family Practice Physician Megan E. Miller, D.O., joined Licking Memorial Health Systems in 2005. She earned her Doctor of Osteopathy Degree from the Ohio University College of Osteopathic Medicine in Athens, Ohio. She completed her internship and residency with St. Vincent Mercy Medical Center in Toledo, Ohio. She is board certified in family medicine.

Dr. Miller is accepting new patients at Licking Memorial Family Practice – Hebron, located at 96-H Integrity Drive, off State Route 79. Appointments can be made by calling (740) 348-7930.

Ask a Doc – Head Lice with Megan Miller, D.O.

Question: Is there anything I can do to protect my young children from head lice?

Answer: Many parents are embarrassed to ask questions about head lice; however, it is an important topic to discuss, especially now that schools are back in session. There are some tips you can teach your children to reduce their risk of contracting head lice, and if they do become infested, there are products available that can usually take care of the problem without much difficulty.

Head lice are parasitic insects that live in three stages: nit, nymph and adult. They can be found in hair on the scalp, eyebrows or eyelashes.

Nits are tiny, oval shaped eggs, approximately 1/16-inch long, and are usually light yellow or white. The adult female louse firmly attaches each nit to a single hair shaft within 1/4-inch of the scalp. The nits hatch in 8 to 9 days.

The nymph hatches from the egg after 8 or 9 days. It begins to feed immediately by biting into the scalp for blood. Its saliva causes an allergic reaction that is responsible for the characteristic itching, although the itching sensation may take weeks to begin.

By the time the nymph is 9 to 12 days old, it has developed into a full-grown adult louse, approximately 1/8-inch long, feeding on the scalp several times each day. It has tiny claws at the end of each leg that enable it to cling tightly to hair. Head lice are usually tan or grayish white.

Head lice move by crawling – they cannot jump, hop or fly. Therefore, they are spread primarily from head-to-head contact. It is possible, but uncommon, for head lice to spread through clothing, shared combs or furniture. Pets do not contract head lice or spread them between humans.

The Centers for Disease Control and Prevention (CDC) reports that there are an estimated 6 million to 12 million cases of head lice infestation each year, mostly among children, age 3 to 11 years. A head lice infestation is not an indication of poor hygiene, in fact, there is evidence that they are resistant to soap and water, and actually prefer freshly washed hair.

Children are prone to the spread of head lice due to their physical contact with friends, schoolmates and family members. To protect children from head lice, teach them to:

- Avoid head-to-head contact with others
- Avoid sharing hats, scarves, combs, brushes and hair accessories
- Avoid sharing towels, pillows or stuffed toys with anyone who has an active infestation

If you suspect that anyone in your family may have contracted head lice, you should check carefully through the hair on the scalp, using a magnifying glass if necessary, and paying close attention to the areas behind the ears and near the neckline at the back of the head. Adult lice may be difficult to detect because they can crawl very quickly to hide under cover. The small nits that are attached on the hair close to the scalp may be the first evidence that you see.

A head lice infestation can usually be treated at home without consulting a physician. There are several over-the-counter products available at your local pharmacy that include medicated shampoos, cream rinses or lotions. The products contain pesticides that are considered safe when used precisely as directed. Be sure to read the directions carefully to ensure that you are using a product that is approved for your child's age group, and that you use the product correctly to attain best results. Home remedies, such as mayonnaise, have not been proven to be effective.

Some products kill only the nymph and adult lice and will require a second treatment to kill nits that continue to hatch. Other products may kill some of the unhatched nits and will probably require retreatment. A third type of product kills all stages of head lice, including the nits, and will require retreatment only if live lice are detected several days after the initial treatment. Consult your pharmacist if you have questions about which product will be best for your family.

To prevent reinfestation:

- Have the family member put on clean clothing after treatment
- Use a fine-toothed nit comb to remove remaining nits and lice every 2 to 3 days after treatments for 2 to 3 weeks

Ask a Doc – Head Lice (continued on page 15)

- Machine wash and dry (or dry clean) clothing, bed linens and other items that have been used by the family member with head lice within the past 2 to 3 days
- Seal other items that may be infested in a plastic bag and store for 2 weeks
- Soak combs, brushes and hair accessories in very hot water (130°F) for 10 minutes
- Vacuum the floor and furniture in areas where the family member with head lice spent time within the past 2 to 3 days
- Consult with your family physician or pediatrician about a different treatment product if live lice are still detected and appear active 8 to 12 hours after treatment
- Retreat 7 to 9 days after the initial treatment, only if directed by the product's manufacturer

The risk of spreading head lice through household furnishings is quite small, so intensive cleaning of the home or classroom is unnecessary. Also, fumigant sprays are not recommended in the home setting because the toxic ingredients can be inhaled or absorbed through the skin.

If you have followed the full course of treatment and possible retreatment as directed by the product's manufacturer and live lice are still detected, consult with your physician or pediatrician. It is possible that the head lice are resistant to the product's active ingredient and a prescription treatment may be necessary.



Education Programs at the Betsy Eaton O'Neill Health Resource Center

Community members are invited to the Licking Memorial Hospital (LMH) Betsy Eaton O'Neill Health Resource Center, located near the LMH Main Lobby, for upcoming education programs, which will cover a variety of health care topics. The programs are held at 1:00 p.m., and are free to the public; however, registration is required and space is limited. Please call (740) 348-2527 to register.

Wednesday, October 23

Recipe Modification to Reduce Salt – Salt (or sodium) is a necessary mineral for life. However, if you have high blood pressures, congestive heart failure, or kidney or liver disease, excess sodium can worsen health problems. It is necessary to

reduce sodium, even if you are on medications to treat these conditions. Join Licking Memorial Dietitian, Aundrea Parker, R.D., L.D., CNSC, to learn how to reduce sodium in recipes by utilizing healthy alternatives.

The Betsy Eaton O'Neill Health Resource Center offers numerous medical resources free of charge, including computers, Internet access, reference manuals, anatomical models, and health-related journals. The Health Resource Center is staffed by volunteers, many with clinical backgrounds, and is open to the community, Monday through Friday, from 8:00 a.m. to 4:00 p.m.

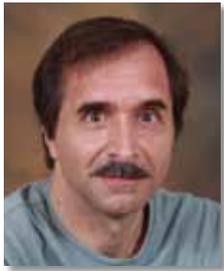
Hartford Fair Projects Receive LMHS Support

Licking Memorial Health Systems (LMHS) purchased the 1,255-pound reserve champion market steer owned by Clay Foor. Clay is a member of Boots-n-Buckles 4-H Club. LMHS plans to donate the beef to the Salvation Army of Licking County.





Patient Story – Michael Petrella



Michael Petrella

Not long after Michael Petrella began seeing his new physician, Talya Greathouse, M.D., at Licking Memorial Family Practice, the then-48-year-old husband and father was diagnosed with diabetes. As a new patient, Michael was given a routine blood test and it was in November 2010 that he received a call from Dr. Greathouse informing him of his high blood glucose levels.

Following the diagnosis, Dr. Greathouse educated Michael on diabetes and the lifestyle changes that can help control the disease. “After she called me and told me what the levels were, she instructed me how to test my own blood levels and gave me literature about diet and exercise, outlining all the various things that would help me along the way,” Michael said. Following Dr. Greathouse’s advice, he also attended three evening classes dedicated to educating those who have been newly diagnosed with diabetes.

For Michael, the diagnosis came as a surprise. He is the first person in his family to develop the disease, which has led him to believe his diet could be to blame. However, Michael has lost 35 pounds and has become very diligent about portion size and what he eats since his diagnosis. “I have started to become a carb-counter,” said Michael. “It is hard when I go to a restaurant and cannot be certain of the nutrition, so I will stick to a salad because I know it is low-carb.”

According to Michael, Dr. Greathouse has helped him control his blood sugar levels by emphasizing moderation and portion control. Michael said his family has not necessarily changed their diet, and he can eat what they have, just less of it. “I have come to realize

that I have a really bad sweet tooth,” admitted Michael. “But I have learned that you do not need a large portion of dessert – just a little bit will satisfy your craving.” The self-proclaimed chocolate lover said that the exercise portion of managing diabetes is particularly beneficial for blood glucose levels. “If you for some reason have too many sweets and cause a spike in your blood sugar, you can exercise to burn it off and get the levels to dissipate a little,” he said.

Another main component that Dr. Greathouse introduced to him was daily blood sugar checks. Michael monitors his levels at home to help him determine what foods he can or cannot eat in a given day. Beyond daily checks, he visits Dr. Greathouse’s office at 150 McMillen Drive in Newark twice a year for checkups and for his routine hemoglobin A1c test, which averages his blood sugar levels over the past three months. For Michael’s past two checkups, his A1c level has been 6.2. Dr. Greathouse explained that while an A1c value of 7.0 is certainly acceptable, she emphasizes the importance of achieving the best diabetic control possible, and strives for her patients to obtain values even lower than 7.0. Michael said that Dr. Greathouse has been more than helpful over the past few years. “She always maintains a positive attitude even if she detects a problem,” he said. “She is really easy to talk to and answers all of my questions with clarity. It has been very nice.”

Licking Memorial Hospital’s Diabetes Learning Center offers education classes for those who wish to learn more about the lifestyle changes associated with diabetes management. Classes are offered Tuesday morning (9:00 a.m. to 11:00 a.m.), Wednesday afternoon (1:00 p.m. to 3:00 p.m.) and Wednesday evening (7:00 p.m. to 9:00 p.m.) during a four-week course. For general information about the Diabetes Self-Management classes, please call (740) 348-4915.

Health Tips - Preventing Diabetes-related Vision Loss

Patients with diabetes are at elevated risk for eye complications that can cause loss of sight, which can range from blurred vision to total blindness. The risk increases the longer the patient has diabetes and in cases where the patient’s blood glucose levels are not well controlled. Diabetes is the leading cause of vision loss in adults, age 20 to 74, mostly due to diabetic retinopathy, which is characterized by damage to the retina’s blood vessels. The damaged blood vessels lose their ability to carry oxygen and nutrients to eye tissues and begin to leak fluid. Also, cataracts may develop earlier in patients with diabetes compared to patients who do not have diabetes. Fortunately, the risk of vision loss can be reduced with careful diabetes management and early detection and treatment of complications.

The following actions are ways that patients with diabetes can prevent or minimize vision loss:

- Keep their blood sugar at normal levels
- Control their high blood pressure
- Avoid smoking
- Have annual eye exams for early detection of problems
- Receive prompt treatment if problems are noted

An annual eye exam for patients with diabetes will enable the ophthalmologist to discover abnormalities at an early stage when they are the most treatable and may even be reversed to some extent. Without regular annual eye exams, the opportunity for effective treatment may be missed. Medicare and medical insurance carriers generally cover the cost of an annual eye exam for patients with diabetes to support their efforts to protect their vision.

Diabetes 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 healthcare choices.

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

1 Much of the care diabetes patients receive takes place in the outpatient or physician office setting. The physician offices of Licking Memorial Health Professionals (LMHP) measure the most critical indicators for diabetes.

	LMHP 2010	LMHP 2011	LMHP 2012	National
LMHP diabetes patients receiving eye exam	70%	71%	67%	58% ⁽¹⁾
LMHP diabetes patients having HbA1c test	97%	97%	96%	88% ⁽¹⁾
LMHP diabetes patients having lipid profile	94%	95%	94%	83% ⁽¹⁾
LMHP diabetes patients having microalbuminuria test	90%	92%	90%	84% ⁽¹⁾
LMHP diabetes patients having foot exam	90%	92%	92%	80% ⁽²⁾

2 While having the testing done is important, the test results (or outcomes) indicate how well the physician, in collaboration with the patient, is managing the diabetes. The hemoglobin A1c (HbA1c) test is a simple lab test that shows the average amount of sugar (also called glucose) that has been in a person's blood over an extended period of time.

	LMHP 2010	LMHP 2011	LMHP 2012	National ⁽¹⁾
LMHP diabetes patients with HbA1c less than or equal to 7%	54%	57%	58%	38%
LMHP diabetes patients with HbA1c less than or equal to 8%	68%	79%	78%	59%

3 People with diabetes are at high risk for heart disease. An elevated LDL (“bad”) cholesterol test reveals if an individual has unhealthy fat levels, which increase the risk for heart disease, a very serious complication of diabetes.

	LMHP 2010	LMHP 2011	LMHP 2012	National ⁽¹⁾
LMHP diabetes patients with LDL less than or equal to 100 mg/dL	62%	64%	65%	48%

4 The Community Case Management (CCM) program at Licking Memorial Hospital (LMH) provides services to people in the community with diabetes. The American Diabetes Association recommends that a person with diabetes should have an HbA1c blood test at least every six months to monitor glucose levels. LMH staff members work closely with patients and their doctors to ensure that this test is performed as recommended in order to manage each patient's condition better.

	LMH 2010	LMH 2011	LMH 2012	Goal
CCM diabetes patients who obtained an HbA1c test	98%	100%	99%	Greater than 80%

5 Licking Memorial Hospital offers special classes and services for people with diabetes. Certified diabetes educators, registered nurses, dietitians and pharmacists provide one-on-one education to patients and work closely with them to set their own meaningful personal goals for improving their health and well-being.

	LMH 2010	LMH 2011	LMH 2012	Goal
Goals met by diabetes education graduates – within six months	90%	93%	93%	Greater than or equal to 80%

Data footnotes: (1) Average of reported Commercial Medicare and Medicaid/HEDIS measures. (2) National Committee for Quality Assurance – NCQA Diabetic Recognition Program.



Quality Reporting to the Community

Patient Story and Benchmarks for Pediatric Care



Patient Story – Maya Smith

Maya Smith is a healthy, energetic 7-year-old, and whether she realizes or not, she has a support team that is encouraging her to make positive lifestyle decisions now to increase her chances of enjoying a long, healthy life. Maya's parents, Liz and Mark, and big sister, Zoe, keep their minds and bodies sharp through a wide variety of interesting activities. Meanwhile, her medical team, that includes Hanaa Abdelmessih, M.D., and the Licking Memorial Pediatrics staff, provides thorough wellness checks and compassionate care during her infrequent times of illness.



Maya Smith and her mother, Liz, learned new healthy snack recipes at the Active•Fit Junior Chef event in March.

“Dr. Hanaa (Abdelmessih) has provided care to Maya since she was born and to Zoe since she was a toddler,” Liz said. “We just love her. She always remembers the girls when she sees them and has encouraged me to keep them active and keep their minds engaged. I worked with Dr. Hanaa when I was on the Board of Kairos Academy, a local school for dyslexia and love that her office participates in the Read for 20 program and encourages both a healthy body and a healthy mind. I have recommended Dr. Hanaa to many friends and coworkers who are looking for a new pediatrician. I believe that when you find something good, you should share it.”

Maya occasionally sees Dr. Abdelmessih for minor illnesses, such as an earache or high fever, otherwise, she has an annual wellness visit to ensure her growth and childhood development are on track. “As a parent, I find the wellness visits to be valuable because they provide an extra set of eyes and ears to ensure that my children are healthy,” Liz said.

“At first, the nurses check Maya's vital signs, such as height, weight and blood pressure,” Liz explained. “They give me a chance to ask any questions that I may have, and I try to take a list of questions so that I do not forget them while I am in the physician's office. Then Dr. Hanaa examines Maya and checks for general things, such as her immunization status. If Maya needs any new immunizations, they are given during the same visit. Dr. Hanaa also keeps us up to date on the type of auto safety restraint that Maya should be using since safety seat regulations are based on a child's height and weight. Before the visit ends, Maya and I are always invited again to ask about any concerns that we may have.”

Liz explained that Dr. Abdelmessih's office also has services that are convenient and considerate for both the parent and child. “They have walk-in hours for the times that we need a

sick child to be seen, and it is nice that they have separate entrances and waiting areas for sick children and those who are there for wellness visits,” she commented. “If any prescriptions are needed, the office staff sends them directly to the pharmacy to have them filled by the time I arrive to pick them up. That is such a big help when you are with a sick child who is not feeling well.”

Dr. Abdelmessih's proactive approach to children's wellness fits perfectly with Liz's own values. “I used to work in a large hospital on the vascular unit, so I know what can happen after years of smoking,

sedentary lifestyles and poor diets,” she said. “I saw patients with advanced heart disease, and I vowed to myself, ‘Nobody at our house is ever going to get that!’”

At the age of 6, Maya began participating in a new initiative at Licking Memorial Health Systems, the Active•Fit Youth Wellness Program, that encourages healthy eating, activity and sleep to create a lifetime of healthy lifestyles. Liz eagerly registered Maya for the program, and together they track her progress online and have attended special fun events, such as the Active•Fit Junior Chef Event, the Active•Fit Bowling, Active•Fit 1K, and Active•Fit Field Day.

“The cooking class has been my favorite thing,” Maya said, referring to the Active•Fit Junior Chef Event. Liz said that Maya also enjoyed the 1K on August 3, announcing at the end of the race, “That was fun – can I do it again?” As a result, mother and daughter are planning to run two 5K races together this fall.

Although Zoe, at age 13, is not eligible to register in the Active•Fit Youth Wellness Program, the discussions about the program at home reinforce the values that are important to her parents. “I love fast food, but I do not have it very often,” she said. “When I go out to eat at a restaurant, I try to order more veggies. When I eat at home, I just have whatever my mom makes, because I know that it is going to be healthy.”

Liz recalled, “There was one time that Zoe looked at the dinner table, and there were three kinds of vegetables. She said, ‘We eat the healthiest meals of anyone I know!’ That made me feel really good that she noticed.”

Both Smith girls are physically active and have explored a variety of activities, including bicycle riding, swimming, ballet

Patient Story – Maya Smith (continued on page 20)

Pediatric 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 healthcare choices.

1 Immunizations are one of the safest and most effective methods to protect children from potentially serious childhood diseases. Licking Memorial Health Professionals (LMHP) monitor the percentage of children, aged 19 months to 35 months, who receive the individual and complete set of recommended immunizations. The series is frequently referred to as the 4:3:1:3:3:1 series. It consists of the following vaccines:

- 4 doses of diphtheria, tetanus (lockjaw), and pertussis (whooping cough)
- 3 doses of polio
- 1 dose of measles, mumps and rubella
- 3 doses of Haemophilus influenzae B (influenza type B)
- 3 doses of hepatitis B
- 1 dose of varicella (chicken pox)

	LMHP 2010	LMHP 2011	LMHP 2012	National ⁽¹⁾
Childhood immunization rate (4:3:1:3:3:1 series)	91%	90%	91%	72%
	2009-2010*	2010-2011	2011-2012	National ⁽²⁾
Children, aged 6 months to 18 years, receiving the influenza vaccination	26%*	47%	49%	52%

*2010 was the first year that ACIP recommended influenza vaccines for this expanded age group.

2 LMHP providers follow Advisory Committee on Immunization Practices (ACIP) recommended vaccinations to prevent cervical cancer, varicella (chicken pox) and meningitis among adolescents.

	LMHP 2010	LMHP 2011	LMHP 2012	National
Female adolescents, aged 13 to 17 years, completing HPV vaccination series	45%	48%	53%	33% ⁽³⁾
Adolescent children receiving varicella vaccination	90%	92%	94%	68% ⁽³⁾
Adolescent children receiving meningococcal vaccination	81%	83%	85%	59% ⁽⁴⁾

3 Pharyngitis (sore throat) is a common illness in children. The majority of children's sore throats are caused by viral illnesses. While antibiotics are needed to treat bacterial pharyngitis, they are not useful in treating viral pharyngitis. Before antibiotics are prescribed, a simple diagnostic test needs to be performed to confirm the presence of a bacterial infection. Inappropriate use of antibiotics for viral pharyngitis is costly, ineffective and contributes to the development of drug-resistant bacterial strains. LMHP monitors and reports how many children with sore throats, aged 2 to 18 years, received a Group A streptococcus test before they were given a prescription for antibiotics.

	LMHP 2010	LMHP 2011	LMHP 2012	National ⁽⁴⁾
Children with pharyngitis receiving test before antibiotics	96%	96%	97%	75%

4 When a child arrives with suspected or known sexual abuse, the specially trained sexual assault response team (SART) conducts a comprehensive evaluation of the child, including use of forensic kits to gather evidence from sexual assault victims. Complete use of this kit ensures that evidence is collected properly and submitted to law enforcement for analysis.

	LMH 2010	LMH 2011	LMH 2012	LMH Goal
Forensic kit collection was complete for children treated for sexual abuse	100%	100%	100%	100%

Data Footnotes: (1) Estimated Vaccination Coverage with Individual Vaccines and Selected Vaccination Series Among Children 19-35 Months of Age by State and Local Area; US, National Immunization Survey Q3/2011-Q2/2012. (2) Centers for Disease Control and Prevention, National Immunization Survey, "Flu Vaccination Coverage, United States, 2011-12 Influenza Season," updated Oct. 30, 2012. (3) Estimated Vaccination Coverage with Selected Vaccines and Doses Among Adolescents Aged 13-17, by State/Area; National Immunization Survey-Teen (NIS-Teen), United States, 2012. (4) National Committee for Quality Assurance (NCQA), The State of Healthcare Quality 2012.

lessons, ice skating, and yoga. Liz stated that the Active•Fit Program has encouraged her family to try new activities that they would have overlooked otherwise. “After the Active•Fit Bowling, I thought, ‘That was so much fun. We should go bowling,’ and now we are planning to go soon as a family.”

Liz acknowledges that Licking Memorial Health Systems’ offerings have benefitted her family. “It takes a village, as they say. It is nice to know that between Dr. Hanaa’s care and the fun events that the Active•Fit Program provide, there is a support team that is working to help the community’s children have healthier lives,” she said.

Dr. Abdelmessih is accepting new patients at Licking Memorial Pediatrics, which is located at 1865 Tamarack Road in Newark. Appointments can be made by calling (740) 348-4934.

The Active•Fit Youth Wellness Program is designed for youth, ages 6 to 12. The award-winning initiative began as a cooperative effort between the Health Systems and Newark Advocate Media to promote healthy lifestyles and habits among Licking County’s youth. Participants in the program choose eight fitness- and nutrition-related goals every four months, and those who complete their goals during the period are entered into a special prize drawing. Each participating youth needs to register with the guidance of adult, who can be a parent, relative, friend, teacher, etc. There is no charge for the program.

Period I of the program’s second year runs from September through December 2013. For more information about the Active•Fit Youth Wellness Program, please visit www.ActiveFit.org.



Pataskala Street Fair Parade

Many area residents saw familiar faces at the Pataskala Street Fair on August 17 as Licking Memorial Health Systems (LMHS) participated in the annual parade. Two physicians from the Licking Memorial Pataskala Campus supported the community event by greeting thousands of spectators.

The Licking Memorial Pataskala Campus is located at One Health Place, off State Route 16, on the east side of Pataskala. The Pataskala Health Campus offers a range of services, including: Licking Memorial Urgent Care, Licking Memorial Pediatrics, Licking Memorial Women’s Health, Licking Memorial Family Practice and Licking Memorial Outpatient Psychiatric Services.

Pictured in the Pataskala Street Fair Parade are (left to right): Emergency Medicine Physician Joel W. Anders, D.O., Pediatrician John D. Applegate, D.O., and LMHS President & CEO Rob Montagnese.

Zonta’s Tradition of Giving Benefits Women’s Health Services at Licking Memorial Hospital

The Zonta Club of Newark has made annual charitable contributions to Licking Memorial Health Systems (LMHS) since 1989 with the goal of enriching patient care services. This year, Director of Development Sheila Wayland and Director of the Licking Memorial Pataskala Health Campus Laura Edelblute accepted a \$3,500 donation from the Zonta Club to benefit Women’s Health Services at Licking Memorial Hospital. The funds were raised through the Zonta Club’s Annual Champagne Luncheon, Silent Auction and Style Show, which was held in May.

Pictured are (left to right): Becky Shoults, Joan Garrett Wine, Laura Edelblute, Sheila Wayland, Wendy Danielson and Zonta Club President Jo Ann Darnes.



Students Support LMH Through Summer Volunteer Program



Student volunteers are (left to right): Front row – Micaela Schmoll, Laney Evans, Savannah Hottinger, and Neriah-Shae Licata. Back row – Sam Choice, Arthur Lian, James Ballenger, and Tyler Lewis. Not pictured – Avery Evans, Maxwell Koontz, Aaron Link, Mykala Ryan, and Haylee Zigan.

This summer, 13 high school- and college-aged students spent a portion of their summer vacation serving as volunteers at Licking Memorial Hospital (LMH). The student volunteers provided support to LMH through a variety of services ranging from greeting visitors at the reception desk to providing clerical assistance.

Students between the ages of 15 and 18 are eligible to become members of the LMH Volunteer Department with their parents' or guardians' consent. They must complete a volunteer application, background check and training prior to undertaking their responsibilities.

The LMH Volunteers who are attending high school or college classes this fall include:

- James Ballenger
- Sam Choice
- Avery Evans
- Laney Evans
- Savannah Hottinger
- Maxwell Koontz
- Tyler Lewis
- Arthur Lian
- Aaron Link
- Mykala Ryan
- Micaela Schmoll
- Neriah-Shae Licata
- Haylee Zigan

Many of the student volunteers have an interest in health care, and are assigned various duties accordingly. A goal of the program is to provide first-hand experience and opportunities to participate in work activities that correspond with their interests. “We are very fortunate to have such a great group of student volunteers,” said Carol Barnes, Director of Volunteers, TWIGS and Events. “Each student is goal-oriented, hard-working and committed to supporting LMH.”

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 and select “About Us,” then “Volunteers” from the drop-down menu.

LMHS Participates in Annual Pataskala Relay for Life

The annual Pataskala Relay for Life event took place at Watkins Memorial High School from 6:00 p.m. on July 12, through 1:00 p.m. on July 13. Relay for Life, the signature event of the American Cancer Society, features 18 hours of continuous walking, with the goal of raising funds to benefit cancer research through sponsorships and donations. This year's event featured hundreds of registered walkers, some of whom were cancer survivors themselves, in addition to the many friends, caretakers, and family members whose lives have been impacted by cancer. Together, they raised more than \$26,000 for cancer research. Some attendees also participated in an honorary Survivors Lap to recognize those who have won the fight against cancer, as well as a Luminaria Ceremony in remembrance of lost loved ones.



The Pataskala Relay for Life took place on July 12 and 13. The primary goal of the annual event is to raise awareness and funds for cancer research.

During the opening ceremony, Rob Montagnese, Licking Memorial Health Systems (LMHS) President & CEO, offered words of appreciation to the attendees. “LMHS has been inspired by the participants of Relay for Life who have contributed so much to the fight against cancer, not just at this event, but in their everyday lives, as well. We are proud to join you in this fight.”

LMHS is dedicated to the early detection and treatment of cancer. In addition to excellent patient care, the

Health Systems provides free community education programs on topics including colorectal cancer and skin cancer, various educational opportunities in the Betsy Eaton O'Neill Health Resource Center, and cancer screenings including free mammograms to qualifying women with financial need.

Donors Recognized for Contributions to the Licking Memorial Health Foundation

New donors were recently recognized for their generous contributions to the Licking Memorial Health Foundation (LMHF). These contributions ensure that Licking Memorial Hospital (LMH) can continue to provide excellent, quality healthcare for the community with state-of-the-art technology and facilities.



LMHS President & CEO Rob Montagnese (right) welcomed Carol and Patrick Guanciale, Chairman of the LMH Board of Directors, into The William Schaffner Society in honor of their recent donation.

The William Schaffner Society

Patrick and Carol Guanciale

Patrick and Carol Guanciale were recognized for their commitment to The William Schaffner Society. The Society is comprised of community members and LMHS employees who have pledged a minimum of \$10,000 to LMHF over a period of 10 years.

Patrick is a realtor with Coldwell Banker King Thompson in Newark, and is certified as a residential broker by the National Association of Realtors. He is a past President of the Licking County Board of Realtors (LCBR) and has twice been named the organization's Realtor of the Year. Patrick also received the \$75 Million Dollar Club Award from LCBR in 2008. He is a graduate of Newark Catholic High School and attended Ohio University in Athens, Ohio.

Patrick is the Chairman of the LMH Board of Directors and has served on the Board since 2005. He also is a current member of the Newark Rotary, and the Board of Directors for the Newark Catholic High School Foundation and Grow Licking County. Additionally, Patrick is a former member and Chairman of the Licking County Chamber of Commerce Board of Directors. He also provides ground support for the Newark Fire Department and is a recipient of the William Howard Public Service Award from the Ohio State Fire Marshall Commission.

Carol previously served as a volunteer with Big Brothers Big Sisters of Licking County and the former TWIGS 3 Chapter at LMH. She has also volunteered at St. Francis de Sales School and Newark Catholic High School. Carol is a graduate of Newark Catholic High School and attended Ohio University.

Patrick and Carol are lifelong residents of Licking County and members of St. Francis de Sales Church. They have a son, Andrew, a daughter-in-law, Jill, and a grandson, Luke.

Brian and Janine Mortellaro

Brian and Janine Mortellaro also were recognized for their commitment to The William Schaffner Society. Brian is an owner and operator of six McDonald's restaurants in the Newark/Mount Vernon area. He also runs seven additional McDonald's restaurants that are part of the family business started by his father. He is a graduate of Mount Vernon High School and earned his bachelor's degree in accounting from John Carroll University in northeast Ohio. In addition, Brian is a Certified Public Accountant (CPA).

Brian recently joined the Licking Memorial Hospital (LMH) Board of Directors and also is currently a member of the Newark/Heath Rotary and the McDonald's Ohio Operators Association. He is the Vice President of the McDonald's of Central Ohio Co-Op and serves on the Board of Directors for the Licking County Family YMCA, the Midland Theatre and the Newark Area Soccer Association (NASA). He is a member of the Finance Committee for the Licking County Foundation and also coaches youth girls' basketball in his spare time.



Janine and Brian Mortellaro were recognized for their commitment to The William Schaffner Society by Vice President Development & Public Relations Veronica Link (left) and LMHS President & CEO Rob Montagnese (right).

Janine serves as the Community Relations Director for Mortellaro McDonald's. She is originally from Pittsburgh, Pennsylvania, and earned her Bachelor of Arts in education from John Carroll University. Janine serves on the Development Committee for The Works, and assists the Licking County Foundation by reviewing scholarship applications. She volunteers at Granville Schools Parent-Teacher Organization events and is a past member of the 20th Century Club. Brian and Janine reside in Granville with their three daughters, Emma, Abby and Sarah.

Nancy and Jack Neely, O.D.

Nancy and Jack Neely, O.D., also were recognized for their commitment to The William Schaffner Society. Nancy is Superintendent of the Licking County Board of Developmental Disabilities. She has worked to improve the lives of Ohioans with developmental disabilities since 1979. Originally from northeast

Donors Recognized for Contributions to the LMHF (continued on page 23)



Vice President Development & Public Relations Veronica Link (left) and LMHS President & CEO Rob Montagnese (right) present Nancy and Jack Neely, O.D., with a glass recognition piece in honor of their generous commitment to The William Schaffner Society.

Ohio, Nancy moved to Licking County in 1984. She received her Bachelor of Arts degree in psychology from Bowling Green State University, and her master's degree in education administration from the University of Dayton. She has also completed post-graduate coursework at Ashland University.

Nancy has served on the LMH Board of Directors since 2011. She is a past President of Region Five of the Ohio Association of Superintendents of County Boards of Developmental Disabilities, and currently serves as Secretary for its Board of Directors. Nancy also presently serves on the Board of the Mideast Ohio Regional Council of Governments.

Previously, Nancy served on the Boards of Hospice of Central Ohio, United Way of Licking County, Leadership Tomorrow, the Ohio Association of Adult Services, the Adult Services Division of the Professional Association for Retardation in Ohio, and Central Ohio Technical College's Allied Health and Public Service Program. She is a past President of the Alliance of Ohio Work Centers. She was a recipient of the Licking County YWCA Women of Achievement Award, and twice received the Outstanding Young Women of America Award.

Dr. Neely is self-employed as an optometrist in Newark and has lived in Licking County for 36 years. Originally from northwest Ohio, Dr. Neely received his Bachelor of Science in zoology from Ohio University, and his Doctor of Optometry degree from the Ohio State University. He is a member of the American Optometric Association and the Ohio Optometric Association.

Dr. Neely previously served on the Board of Directors with the Epilepsy Foundation of Central Ohio and the Diabetes Association of Licking County. He also is a former member of the Newark Jaycees and officiated high school basketball games for 20 years.

Nancy and Dr. Neely are members of the First United Methodist Church and Newark Rotary. They have two children, Anthony Wedemeyer and Emily Neely. The William Schaffner Society was created in memory of William Schaffner, who dedicated his life to assure the availability of quality healthcare services to our community. William Schaffner was the first Chairman of the Licking County Hospital Commission in 1961 and was instrumental in

the passage of the county bond issue that financed the current location of LMH.

Benefactor Level 20th Century Club

The 20th Century Club, a service organization committed to enriching the lives of local youth, was honored for their contributions at the Benefactor Level. Benefactors are special friends of LMHS, both individual and businesses, who support the LMHS mission to improve the health of the community by pledging between \$50,000 and \$99,000 over a period of 10 years.

Originally founded in 1913 by 10 young girls ranging in age from 10 to 12, the 20th Century Club now consists of more than 100 adult volunteers dedicated to supporting Licking County children and organizations. The club was formed as the Girls of 1913, but soon became known as the 20th Century Club. The organization's first fundraiser was a benefit garden party that raised \$60 to furnish the maternity ward at the newly-constructed Newark City Hospital. Since that initial effort, the 20th Century Club has maintained its support for Licking Memorial Hospital. The Club has furnished clothing for the LMH Nursery, provided tours for expectant parents, purchased and distributed books and magazines for patients, and continued to support the Hospital monetarily.



LMHS President & CEO Rob Montagnese (right) presented a glass recognition piece to 20th Century Club President Agnes Windholtz for the organization's Benefactor level commitment.

Throughout the years, the 20th Century Club has also aided campaigns for Community Chest, Red Cross, Christmas and Easter Seals, the United Way, and Camp O'Bannon. In 1937, the club began presenting the 20th Century Flyer and continues to produce the musical variety show as a primary fundraiser every two years. The organization has also partnered with Moundbuilders Country Club since 1983 to host an annual Pro-Am golf tournament to benefit Camp O'Bannon.

LMHS is proud to acknowledge those who make significant contributions to support the Health Systems' mission to improve the health of the community. Charitable contributions to LMHF will be utilized toward the 2013 Radiology Initiative. The contributions are not used for salaries or general operating expenses.

Development Spotlight – Steve Stilwell



Steve Stilwell

Steve Stilwell recently joined the Licking Memorial Hospital (LMH) Development Council Community Relations Committee. Steve serves as the Village Manager for the Village of Granville, a position he has held since 2011. Steve also has served as City Manager in Sidney, Ohio, and Big Rapids, Michigan, Village Manager in Elk Rapids, Michigan, Assistant Manager in Yellow Springs, Ohio, and Deputy Auditor in Clark County, Ohio. He is a member

of the International City and County Managers Association, the Ohio City Managers Association and the Northern Miami Valley Local Government Association. In 2001, he received the Northern Lights Big Rapids Community Award.

“After spending 35 years in local government, I understand economic development and how the public and private sectors work. I also helped Wilson Memorial Hospital work through a number of issues as City Manager in Sidney,” Steve said. “I know I can learn a lot from LMH as an organization, as well as the other members of the Development Council,

and I hope my knowledge and experience can be of assistance to LMH as a member of the Community Relations Committee. My granddaughter was born at LMH, so my family and I have benefitted from the high-quality care available at the Hospital. I want to be as supportive as possible so that LMH may continue its excellent service to the entire community.”

Steve earned a Bachelor of Arts degree in geology from Wittenberg University in Springfield, Ohio, and a master’s degree in public administration from the University of Dayton, in Dayton, Ohio. He also studied governmental accounting at Clark Technical College in Springfield, Ohio, and mechanical drawing at Edison State College in Piqua, Ohio. In addition, Steve has participated in the Grantsmanship Training Program at the Grantsmanship Center in Los Angeles, California, as well as the Institute for Public Administration program at Central Michigan University in Mt. Pleasant, Michigan.

Steve and his wife, Sally, currently reside in Granville, where they are members of the First Presbyterian Church. In his spare time, he enjoys golfing, running and spending time with his children and grandchildren.

Annual Golf Gala Supports LMH



Posing with Scrubs, the Hospital mascot, are the winners of the 2013 Golf Gala first-place award (left to right): Todd Harrold, Tom Swank, Richard Day and Mark Walters of the Kool 101.7/WNKO Radio team.

The Licking Memorial Hospital (LMH) Development Council hosted the 2013 Golf Gala at Granville Golf Course on June 24. The annual golf outing raises funds to obtain and enhance state-of-the-art technology and services within the Hospital. All proceeds from this year’s event benefitted the 2013 Radiology Initiative at LMH. The 2013 Golf Gala raised \$73,255, an increase of more than \$4,500 compared to the 2012 event.

“LMHS is committed to providing quality health care to our community, but we depend on your support to do that,” LMHS President & CEO Rob Montagnese said to the 132 golfers in attendance. “Your overwhelming support of this year’s Golf Gala will help us fulfill our mission to improve the health of the community, and allow the Hospital to remain in the forefront of healthcare technology.”

The honorary chair of the 2013 Golf Gala was John Hinderer. John served on the LMH Board of Directors from 1999 to 2003,

and the Licking Memorial Health Systems (LMHS) Board of Directors from 2004 to 2012. At the event, participants were provided with a boxed lunch and an opportunity to network with fellow attendees prior to an afternoon of golf. A total of 33 four-player teams participated in the 18-hole shotgun scramble. Following the round, participants enjoyed a barbeque dinner, as well as an awards ceremony with team and individual awards.

The Kool 101.7/WNKO Radio team, which included Richard Day, Todd Harrold, Tom Swank and Mark Walters, secured a first-place victory with a score of 58. Each team member received a trophy, a golf towel and a round of golf at Longaberger Golf Course. The Park National Bank team, which included Ed Bohren, Tom Cummiskey, Pat Jeffries and David Shull, took second place with a score of 59. Each member of the team received a golf towel and a round of golf at the Granville Golf Course. Unfortunately, there was not a winner for the Hole-in-One prize, a new 2013 Honda Accord Crosstour offered by John Hinderer Honda. Prizes were awarded for the following categories:

- Closest to the Pin – Tom Mullady received two rounds of golf at the Links at Echo Springs.
- Longest Drive for Women – Lee Ann Dye received two rounds of golf at Kyber Run Golf Course.
- Longest Drive for Men – Bill Mann received two rounds of golf at Kyber Run Golf Course.
- Longest Putt – Becky Hussey received two rounds of golf at Eagle Sticks Golf Course.

This year’s Ace Sponsors (\$5,000 donation) included MedBen, Newark Advocate Media, Park National Bank, Stedman Flooring, Inc. and Turner Construction. Eagle Sponsors (\$2,500 donation) included CS Construction, Gutridge Plumbing, Inc., Limbach Company, LLC, Summit Custom Cabinets, Surgical Interventions, LLC, The Jerry McClain Companies and US Foodservice.

2013 Golf Gala Sponsors

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Volunteer Spotlight – Marie Gartner



Marie Gartner

Marie Gartner recently celebrated her 90th birthday, but has no intention of allowing that milestone to slow down her volunteer service to Licking Memorial Hospital (LMH). Since 2007, Marie has volunteered more than 550 hours of her time as a member of the messenger service. Her duties include delivering cards and flowers, sorting papers, addressing mail and transporting specimens from the Oncology Department to the LMH Laboratory.

Although she lives in Sarasota, Florida, six months of the year, Marie considers Newark her lifelong home. In fact, the house on South 2nd Street in which she was born and raised still remains in her family. Marie began spending the winter in Florida in 1985, and has volunteered in a hospital gift shop there each year since. Based on that experience, her desire to help people and the encouragement of several local friends, she also decided to serve LMH during her extended stays in Newark over the summer months. Marie typically volunteers at the Hospital one day per week and enjoys the variety of tasks she performs because they keep her active and her mind sharp.

“All of the volunteers are glad to see Marie return from the Sunshine State in the spring,” said Director of Volunteers, TWIGS & Events Carol Barnes. “She is always pleasant, cheerful and eager to catch up on all of the happenings while she was away. Marie truly possesses the spirit of volunteering, and we are thankful she has chosen to share her time with us.”

“LMH is an enjoyable place to volunteer because everyone is so friendly. Carol always assigns volunteers to areas that suit us well and responsibilities that we enjoy,” Marie said. “I am proud to be a small part of the Hospital because of how much the entire staff cares about the health of Licking County residents.”

Marie retired after 25 years of managing payroll for Newark City Schools. She has been married to her husband, Harold, for more than 70 years and the couple has seven children – Larry, Bob, Danny, Tom, Tim, Peggy (Dunlap) and Mary (Humphreys) – 15 grandchildren, 25 great-grandchildren and nine great-great-grandchildren. In her free time, Marie enjoys Sudoku puzzles, attending performances at Weathervane Playhouse, and utilizing the Internet to research family history, communicate via e-mail, pay bills and follow the Newark High School basketball team while she is in Florida.

Donors

Contributions to Licking Memorial Health Foundation in 2013 are used toward the 2013 Radiology Initiative at Licking Memorial Hospital. This section highlights our donors and their very generous gifts received in May and June 2013.

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PAVING OUR FUTURE

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Retiree Spotlight – Gay Wolfe



Gay Wolfe

Over the course of a 25-year career, Gay Wolfe witnessed many changes to the Licking Memorial Hospital (LMH) Cafeteria. From the time of her hire in 1983 until her retirement in 2008, the LMH Cafeteria (now named the LMH Café) underwent three renovations. While the surroundings changed, Gay remained a constant presence to greet and serve visitors and staff at LMH on a daily basis.

She performed a variety of tasks in the cafeteria, from serving food to preparing the salad bar to working as a cashier. Gay also served as Supervisor for two years and managed staffing assignments for the food service stations.

Gay enjoyed the friendly atmosphere at LMH and misses the many wonderful people with whom she worked. She also remembers fondly the other staff members she saw regularly and appreciates that she developed a rapport with the physicians and nurses and could exchange some good-natured jesting in the cafeteria. However, what Gay liked best about LMH was the opportunity to work in an environment that allowed her to reach out to and assist others.

“I loved being able to help other people,” Gay said. “I remember one visitor who was visibly upset when she came into the cafeteria and started to cry when I asked her how she was doing. She told me her 4-year-old daughter was being treated in the Emergency Department, but her prognosis was uncertain at that point. I spent some time listening to and consoling her as best I could, and she hugged me before leaving. Two hours later, she returned to the cafeteria with a smile on her face and gave me an even bigger hug. She thanked me for the comfort I had provided earlier and told me her daughter’s outlook had become extremely positive. Being in a position to have a small but significant impact like that in someone’s life is why I enjoyed coming to work every day.”

In the five years since her retirement, Gay has occupied herself with gardening and spending time with her three grandchildren, but she has considered going back to work to keep busy. Born and raised in Holmes County, Ohio, Gay moved to Heath 48 years ago after she married her husband, Harold, with whom she has three sons, Neil, Jeff and Joe. Gay is a member of the Heath Church of Christ, where she sings in the choir and has been active as a Sunday school teacher and as a member of the Women’s Christian Fellowship Board.



LMHS Retirees Reconnect with Former Coworkers

More than 100 Licking Memorial Health Systems (LMHS) retirees gathered at the Annual Retiree Dinner on July 17 to reconnect with former coworkers and to catch up on changes within the Health Systems. The longest retired attendee was Elizabeth Roberts who retired in 1982 from the former Medical Records Department.

Vice President Human Resources and Support Services Anne Peterson outlined major projects and awards at LMHS that occurred over the past year, including the purchase of the former Medical Center of Newark facility, the opening of Licking Memorial Urgent Care – Granville, the Radiology Initiative at Licking Memorial Hospital, the opening of Licking Memorial Rheumatology, Community Outreach Award

recognition by Columbus Business First for the Active•Fit Program, Care for the Underserved recognition by Columbus Business First for Pharmacist Jane Melin, R.Ph., and the Most Wired Hospitals Award.

“We recognize the countless hours and selfless dedication you gave to the patients every day during your years of employment,” Anne told the retirees. “We are grateful to you for laying the groundwork to make LMHS the great organization that it is today.”

LMHS is Licking County’s largest employer with more than 1,700 employees. To learn about employment at the Health Systems, please visit www.LMHealth.org.



Licking Memorial Health Systems

1320 West Main Street
Newark, Ohio 43055

Please take a few minutes to read this issue of **Community Connection**.

You'll once again see why Licking Memorial Health Systems is measurably different ... for your health!
Visit us at www.LMHealth.org.

A publication of the LMHS Public Relations Department. Please contact the Public Relations Department at (740) 348-1572 to receive future mailings.

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Community Events

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

Active•Fit Nature Hike

Saturday, October 12, 4:30 p.m.
Infirmary Mound Park, off Route 37 in Granville

The community is invited to enjoy a series of 3 half-hour nature hikes to begin at 4:30 p.m. Healthy snacks will be provided following the hike series. Active•Fit Program Participants: Participation at this event will count toward your Active•Fit program goals.

Betsy Eaton O'Neill Health Resource Center Education

Recipe Modification to Reduce Salt
Wednesday, October 23, 1:00 p.m. No charge.
Licking Memorial Hospital - First floor, off main lobby.
Reservations are required. Call (740) 348-2527 to register.
Please see page 13 for additional program details.

First Impressions – Maternal Child Classes

Childbirth Education Classes Maternity Tour
Stork Tour Breastfeeding Class
Infant and Child CPR Sibling Preparation Class
Newborn Basics 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. Open to the public.
Shepherd Hill, 200 Messimer Drive, Newark

A physician will answer questions about chemical dependency and treatment options. Call (740) 348-4877 for more information.

Community Blood Pressure and Diabetes Management Screenings

Licking Memorial Wellness Center at C-TEC
150 Price Road, Newark
1:00 to 3:00 p.m. No charge.

Second Thursday of each month: blood glucose screenings
Fourth Thursday of each month: blood pressure screenings
No appointment required. Call (740) 364-2720 for more information.

Diabetes Self-Management (a four-class series)

Licking Memorial Diabetes Learning Center, 1865 Tamarack Road
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.

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