



# Community Connection

## Licking Memorial Health Systems

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



Volume 9, Issue 1

January/February 2012

Measurably Different ... for Your Health!

## LMH Oncology Renovation Project Enhances Healing Environment for Cancer Patients



As part of the renovation project, the Oncology Department's chemotherapy infusion area now features private rooms, as well as added amenities to ensure that patients receiving treatment are comfortable.

The Licking Memorial Hospital (LMH) Hematology/Oncology Department is proud to offer a complete, comprehensive cancer treatment program and long-term follow-up care for adults with cancer. However, while patients can expect to receive the highest quality medical care with the convenience of being close to home, LMH also recognizes the need to ensure that patients and their families are comfortable throughout the treatment

*LMH Oncology Renovation Project (continued on page 2)*

## Parks, Paths and Trails Beneficial to County's Health

A valuable resource in Licking County has been greatly diminished over the past two years due to financial difficulties when Licking Park District lost nearly 70 percent of its government funding. Facing serious financial difficulties, the Park District was forced to cut all but one of the staffing positions and eliminate all programs and services.

A dedicated group of volunteers managed to keep some of the Park District's facilities open to the public throughout 2011, but further cutbacks in services are expected to be necessary in 2012, without additional funding. Also, much-needed repair and maintenance projects have emerged during the past year and must be addressed to uphold the safety and quality of the facilities. Fortunately, Licking County residents have an opportunity to save the Licking Park District's parks, paths, trails and programs through a small levy in the March primary election.



The fate of the beautiful parks, paths and trails managed by Licking Park District depend on a 5-year, 0.25 mill levy in the March 6 primary election.

*Parks, Paths and Trails Beneficial to County's Health (continued on page 5)*

Check out our Quality Report Cards online at [www.LMHealth.org](http://www.LMHealth.org).

See pages 12-18 for Quality Report Cards in this issue.

### COMMUNITY EDUCATION

#### Radon: What You Need to Know

**Date:** Thursday, January 19  
**Location:** LMH First Floor Conference Rooms  
**Time:** 6:00 – 7:00 p.m.  
**Speaker:** Bob Sealock, R.S.

*(continued on page 8)*

#### Beyond New Year's Resolutions: How to Create and Maintain Positive Change in Your Life

**Date:** Thursday, January 26  
**Location:** LMH First Floor Conference Rooms  
**Time:** 6:00 – 7:00 p.m.  
**Speaker:** Connie Jenkins, M.D.

*(continued on page 22)*

#### The Heart Truth: A Red Dress Event

**Date:** Thursday, February 9  
**Location:** Bryn Du Field House in Granville  
**Time:** 5:00 – 8:00 p.m.  
**Speaker:** Gail Hogan, NBC4

*(continued on page 8)*

#### Are You at Risk for a Heart Attack?

**Date:** Thursday, February 23  
**Location:** LMH First Floor Conference Rooms  
**Time:** 6:00 – 7:00 p.m.  
**Speaker:** Terri McConnell, R.N., B.S.N.

*(continued on page 20)*

process. As part of that goal, LMH is currently working on a \$1.5 million Oncology Department renovation project.

The newly remodeled LMH Hematology/Oncology Department will feature a larger, upscale registration and waiting area, upgraded private chemotherapy infusion rooms, additional exam rooms, an updated chemotherapy mixing room and a centrally located staff office. "This renovation is designed to expand the existing areas and to serve the patients and physicians better by utilizing space more efficiently and effectively," said Rob Montagnese, Licking Memorial Health Systems (LMHS) President & CEO. "We recognize how difficult that the cancer experience can be for our patients and their families, and we are committed to providing them with excellent health care, and a soothing, stress-free environment."

#### Registration and Waiting Area

A spacious registration and waiting area was created by combining the existing lobby and an auxiliary area. The new reception area will offer greater accommodations and amenities for patients and visitors while they are waiting for treatment. In addition to a large, flat-screen television, a custom-made, L-shaped, 450-gallon saltwater aquarium will be installed in floor-to-ceiling Pennsylvania maple cabinetry as a focal point in the waiting area. The Rod Callander Memorial Aquarium was made possible by a generous Founder Level gift from Jim and Amy Matesich and will help create a therapeutic environment for both patients and visitors.

#### Chemotherapy Infusion Rooms

The chemotherapy infusion area has been converted from one group room to eight private rooms to accommodate patients who wish to receive treatment privately. This renovation will allow for more privacy and flexibility for patients receiving chemotherapy. An additional private room will be designated for chemotherapy injections only, as this type of treatment requires a shorter visit for patients. During chemotherapy, each patient will be provided with additional amenities to

help alleviate pain and discomfort, including a reclining chair, personal television and access to a soothing, therapeutic massage from the full-time certified massage therapist on staff at LMH.

#### Clinical Staff Areas

Nurses and clinical staff have been relocated from hallway workstations to a centrally located, enclosed workroom, and separate offices were created for physicians. This will improve the level of privacy and confidentiality that can be achieved during medical care. The Chemotherapy Mixing Room was updated and located in the same hallway, which will provide for ease of communication between the nursing staff and the pharmacy.

#### Patient Exam Rooms

The number of exam rooms has been increased from seven to ten. In addition, each room size was increased to accommodate patients, along with their friends and family, more comfortably. Additional benefits of this renovation include the relocation of dialysis from the fifth floor to the fourth floor in an area that will better accommodate their patient volume. Outpatient Services relocated to the Hospital's first floor to allow patients to be closer to their treatment location upon arrival.

These renovations are made possible, in part, through the generous contributions of numerous individuals and businesses in the community. All unrestricted contributions to the Licking Memorial Health Foundation (LMHF) during 2011 supported the Oncology Department renovation project. LMHF is a non-profit corporation established in 1984 for the purpose of conducting fund-raising activities for the benefit and support of LMHS. It is through the generosity and forethought of the Licking County community that LMH is able to provide increasingly sophisticated, state-of-the-art equipment and implement facility improvements. A dedicatory event will take place in the spring to commemorate the completed renovations.



## INSIST ON LMH

**When your physician recommends a medical procedure, request Licking Memorial Hospital for your medical care.**

LMH offers advanced medical technology — typically found in large metropolitan hospitals, superior care, excellent patient outcomes and proven quality measures. LMH has been named on the national 100 Top Hospitals list by Thomson Reuters ten times, and as a Best Regional Hospital by U.S. News and World Report.



Licking Memorial Hospital

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# Licking Memorial Health Systems Opens Neurology Practice



Linquan Sun, M.D.

Licking Memorial Health Systems (LMHS) is proud to announce the opening of Licking Memorial Neurology, staffed by Linquan Sun, M.D. The new practice is located in the Moundbuilders Doctors' Park, Building 2, at 1272 West Main Street in Newark.

Neurology is a specialty that focuses on medical problems affecting the nervous system. Neurologists receive specialized training and experience to treat acute chronic illness, including:

- Cerebrovascular disease
- Epilepsy
- Dementia
- Headaches
- Tremors
- Multiple sclerosis
- Neuromuscular diseases such as myasthenia gravis, myositis and neuropathy

Neurology is the most recent specialty added to the Licking Memorial Health Professionals (LMHP), a group of healthcare practices with more than 100 medical professionals dedicated to improving the health of the community. "LMHS is constantly reviewing the needs of the community to ensure that we honor our commitment to provide accessible, quality healthcare services to Licking County residents," said Rob Montagnese, LMHS President & CEO. "We are proud to reinforce that commitment with the addition of Dr. Sun to Licking Memorial Neurology."

Dr. Sun, a neurologist, received his Doctor of Medicine degree from Suzhou Medical College in Suzhou, China. He completed an internship at the Brookdale University Hospital and Medical Center in Brooklyn, New York, and completed a neurology residency at The Ohio State University Medical Center in Columbus. He also completed extensive research training at Johns Hopkins Medical Center in Baltimore, Maryland, and Lausanne University Medical Center in Lausanne, Switzerland.

Dr. Sun is now accepting patients for Licking Memorial Neurology. Appointments can be made by calling (740) 348-7985. Please note that some insurance companies require a referral from a primary care physician to cover specialty medical services. Please consult both your primary care physician and your insurance company before scheduling an appointment.



## AEDs Save Lives at YMCA



Licking County Family YMCA representatives Dana Rublo (left) and Ed Bohren (right) accepted a donated AED device from LMHS President & CEO Rob Montagnese (center) in September 2011. In November 2011, the device was credited with saving the lives of two YMCA members who had heart attacks.

Approximately 1,000 Americans die each day from sudden cardiac arrest, according to a report published by the American Heart Association. Many of those deaths could have been prevented if the victims had received prompt treatment. Locally, two men survived, in unrelated cases, after suffering sudden cardiac arrest within 24 hours of each other while exercising at the Licking County Family YMCA in November. In each case, an automated external defibrillator (AED) that was donated by Licking Memorial Health Systems (LMHS) in 2011 delivered the life-saving electrical impulse. In both incidences, the men survived their heart attacks and were able to return to normal daily activities within a couple of weeks.

One of the patients, 44-year-old Jon Bowers, took a break from work on November 21 to exercise at the YMCA. Jon, who is Executive Director of Licking Areas Computer Association, was training for his next triathlon event. "I do not remember anything that happened, but I have been told that I suddenly collapsed while I was on the treadmill."

*AEDs Save Lives at YMCA (continued on page 4)*

Another YMCA member, Cody Mason, L.P.N., quickly sprang to Jon's side and discovered that he was not breathing. YMCA Health and Wellness Coordinator Constance Wedemeyer began CPR while YMCA employee Trish Harrison grabbed the AED from its well-displayed place on the wall. Cody took over performing CPR while Constance used the AED to deliver a single shock to Jon's chest, following the AED's instructions. Emergency medical technicians from the Newark Fire Department arrived just four minutes after receiving the 9-1-1 call, and by that time, Jon had already regained a pulse and was breathing.

When Jon arrived by ambulance at the Emergency Department of Licking Memorial Hospital (LMH), Cardiologist Debra Heldman, M.D., was already aware of his heart rhythm through the ambulance's 12-lead EKG equipment that also was donated by LMHS. Dr. Heldman quickly diagnosed Jon's condition as acute myocardial infarction, and he was taken to the Catheterization Lab for a stent implantation. Jon was released from LMH three days later.

"There is no history of heart disease in my family, and I did not have any of the usual risk factors," Jon said. "My wife and I have two young children, and the heart attack came as a big shock to all of us. It was so unexpected because I am active and try to take care of myself."

Within one month of his heart attack, Jon was able to return to his workouts at the YMCA. "I cannot overstate how

grateful I am to the people who were there to help me, and to LMHS for donating the AED equipment," he said. "That is why I am alive right now. This experience has made me very conscious of where AEDs are located, and whether people are trained to use them in an emergency."

Since 2005, LMHS has redoubled efforts to prevent cardiac deaths in Licking County. Because many cardiac deaths occur before the patient arrives at the Hospital, LMHS donated more than \$198,000 for approximately 150 AEDs, that were placed in various county locations, including, emergency medical vehicles, law enforcement vehicles, schools, youth athletic fields and Newark City Hall. LMHS also provided training to ensure that bystanders would feel confident to use the AEDs before first-responders could arrive.

In other sudden cardiac death prevention measures, LMHS equipped all of Licking County's emergency medical vehicles with uniform 12-lead EKG transmissions, as well as upgrades, at a cost of more than \$350,000. In addition, LMHS has offered free pre-participation sports screenings for Licking County's high school students in 2006. That program, called Heart to Play, has grown to include middle school students and offers free EKG screenings for additional protection against sudden cardiac arrest during activities. LMHS underwrites the cost of the Heart to Play program so that the screenings can be provided to students free of charge.



**Date:** Thursday, February 9

**Location:** Bryn Du Field House  
537 Jones Road NE  
Granville

**Time:** 5:00 to 8:00 p.m.

**Featured Speaker:** Emmy Award  
Winning Journalist  
Gail Hogan

Admission is free; however,  
space is limited to 350 attendees.  
Call (740) 348-1572 for reservations.

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“Licking Memorial Health Systems (LMHS) strongly urges Licking County residents to support the Park District's levy issue,” stated Rob Montagnese, LMHS President & CEO. “The Health Systems’ mission is to improve the health of the community, and the Park District clearly promotes healthy outdoor activities and exercise for our communities’ families. We are grateful to the volunteers for keeping the parks open through this difficult financial situation, and we urge voters to support the levy in March to help the Park District meet its budget and reinstate the programs and services they were forced to cut.”

Licking Park District is the only countywide agency preserving open space and providing outdoor recreation services to the citizens of Licking County. The Park District is responsible for the care and upkeep of more than 1,600 acres of open-space park land and reserves, as well as many miles of hiking, horseback riding trails and bike paths. The Licking Park District maintains 13 facilities around Licking County, eight are open to the public for recreation and various activities, while five are dedicated to nature preservation and conservation goals (open to the public by permit only).

Concerned that the budget cuts have hurt Licking Park District’s ability to provide recreational and educational opportunities for local families, a group of community leaders have organized Citizens for Parks, Paths & Trails.

Rob Montagnese serves as Chair of the group, and Rick Platt, President & CEO of the Heath-Newark-Licking County Port Authority is Vice-Chair.

“Licking Park District plays an important role in Licking County’s culture. The Park District has made it possible for families to enjoy a day of safe bicycling, take nature walks, attend the Junior Naturalist Adventurer Program or witness a Civil War encampment,” Rick said. “The Park District even provides an economic benefit to the community. I frequently talk to companies looking to bring new business and jobs to the area. Our parks, paths, and trails are a unique and valuable asset that distinguishes Licking County and makes us stand out among communities our size. A vote in favor of this small levy is truly an investment in the community, contributing greatly to business growth and new jobs for future generations.”

Dan DeLawder, Chairman of The Park National Bank, serves as Treasurer of Citizens for Parks, Paths & Trails. He said, “Licking Park District is requesting a 0.25 mill levy from voters on the March 6 ballot. The 5-year levy would cost only \$7.65 per year for the owner of a \$100,000 home.”

For questions about the levy, please visit the Citizens for Parks, Paths & Trails Facebook page. Information about Licking Park District also is available online at [www.lickingparkdistrict.com](http://www.lickingparkdistrict.com).

## About Licking Park District...

Licking Park District maintains eight facilities around Licking County that offer recreational and educational opportunities for the community. The public facilities include:

**T.J. Evans and Panhandle Bike Trails** Located in Hanover, from Newark to Johnstown. These trails offer 36 miles of bicycle riding.

**Infirmary Mound Park – Granville** Located off State Route 37. The 316-acre park features fishing ponds, hiking and horseback riding trails, picnic shelters and a shelter house.

**Lobdell Reserve – Alexandria** Located off Mount Vernon Road. In the reserve, 210 acres of mature woodlands, meadows, cliffs and a stream include a disc golfing course and eight miles of hiking, horseback riding and mountain biking trails.

**Morris Woods State Nature Preserve – Johnstown** Located off Dutch Road. A 107-acre beech and maple woodland and small lake attract many species of birds and other wildlife. It is also an excellent location for viewing spring wildflowers.

**Ohio Canal Greenway – Hebron** Located on the old Penn Central Railroad right-of-way. A 3.8-mile multi-purpose recreational trail offers opportunities for fishing, bird watching and hiking. The trail features a wooden truss covered bridge that was built in 1992.

**Riverview Preserve – Newark** Located at the east end of Ohio Street. The preserve extends along the Licking River through woodland and wetland habitats. It includes fishing access and a public canoe launching site.

**Taft Reserve – Newark** Located on Flint Ridge Road. The 425-acre reserve contains meadows and woodlands with 8 miles of horseback riding and hiking trails.

**William C. Kraner Nature Center – Newark** Located at the south end of Taft Reserve. The modern 28,000-square foot building features educational displays and programs about nature.

# TWIGS COOKBOOK



Cookbooks are available for purchase at the cost of \$16 each at:  
**Licking Memorial Hospital Volunteer Office**

Located on the ground floor of the Hospital.

All proceeds benefit Licking Memorial Hospital.



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# Dr. Baltisberger Receives Recognition for Outstanding Immunization Rates

The Licking County Health Department recently presented special recognition to Pediatrician Richard Baltisberger, M.D., and his staff, for outstanding success in immunizing his young patients. Dr. Baltisberger practices at the Tamarack location of Licking Memorial Pediatrics.



Shown are (left to right): Licking County Health Commissioner Joe Ebel, Richard Baltisberger, M.D., Vice President Physician Practices Christine McGee, Diane Kintner of the Licking County Health Department and LMHS President & CEO Rob Montagnese.

The Licking County Health Department strives for the same goals as the Centers for Disease Control and Prevention (CDC), ensuring that 90 percent of children are fully immunized by 24 months of age. In 2011, 93 percent of Dr. Baltisberger's patients in that age group were completely up-to-date on all immunizations.

Joe Ebel, Licking County Health Commissioner, while presenting a crystal recognition piece to Dr. Baltisberger said, "I would like to congratulate Dr. Baltisberger on his remarkable feat in helping to immunize so many of Licking County's children. It is difficult to persuade families that health is about maintaining wellness, but you are encouraging

this goal through your promotion of childhood vaccinations."

Rob Montagnese, LMHS President & CEO, said, "As an organization, we are proud of our pediatricians and their staff, as well as the Licking Memorial Health Professionals, in the work that they have done to be successful. It is a great honor to have Dr. Baltisberger become the third pediatrician in our organization to receive this honor. This demonstrates the pride that Licking Memorial Pediatrics takes

in improving the health of the community."

In the late 1980s, an outbreak of measles in the U.S. revealed that many 2-year-old children had not received the recommended vaccinations for infants and toddlers. The CDC recommends that by the age of 2 years, children should be protected against hepatitis A, hepatitis B, rotavirus, diphtheria, tetanus, pertussis, influenza, hemophilis influenza type B, pneumococcal disease, polio, measles, mumps, rubella and chicken pox.

# Separate Well Child/Sick Child Entrances Improve Pediatric Patient Safety

As most parents know, children frequently come into contact with germs that can make them sick. Young children and infants are especially susceptible to infectious disease because their immune systems may not be fully developed, and they have a tendency to place their hands, toys, books and other objects into their mouths.

As part of the ongoing patient safety improvement measures at Licking Memorial Health Systems (LMHS), the Tamarack Road office of Licking Memorial Pediatrics has completed renovations that will reduce the risk of children contracting illnesses while waiting for their well child appointments.

With the new renovations, the office now has two entrances to separate waiting areas – one for well child visits, and the other for sick child visits. The two separate waiting areas are designed to prevent well infants and children from coming into close contact with others who are sick. In addition, there are no toys in the waiting areas that could spread germs between children. Parents are encouraged to bring their



The Licking Memorial Pediatrics office on Tamarack Road in Newark now has separate entrances and waiting areas for well child and sick child office visits as a way to prevent the spread of disease.

children's own toys and books to enjoy as they wait to be seen.

When parents call the Licking Memorial Pediatrics practices for an appointment, the office staff will instruct them which entrance and waiting area to use. The staff further promotes patient safety through their scheduling policies. Newborn babies, who are at even higher risk for communicable illness, are scheduled for well visits in the early morning or immediately after lunch breaks

to reduce the potential for a lengthy interval in a crowded waiting room.

The Licking Memorial Pediatrics office on Tamarack Road in Newark contains the practices of four board certified pediatricians: Hanna Abdelmessih, M.D., Richard A. Baltisberger, M.D., Robert R. Baun, M.D., and Shelley Gittens, M.D. Three certified nurse practitioners also see patients: Kelly R. Morrison, C.N.P., Emily F. Cramer, C.N.P., and Catherine R. Wohlford, C.N.P. The providers care for patients from birth to adolescence.

# LMH Continuing Medical Education Program Re-accredited by OSMA

Licking Memorial Hospital (LMH) was recently surveyed by the Ohio State Medical Association (OSMA) Focused Task Force on Accreditation and awarded accreditation for four years as a provider of continuing medical education for physicians. OSMA accreditation seeks to assure both physicians and the public that continuing education activities developed by LMH meet the high standards of the Essential Areas, Elements and Policies of accreditation as specified by the OSMA. LMH's continuing medical education program was originally certified in 1975, making it the first institution to be accredited in Ohio.



The Licking Memorial Hospital Continuing Medical Education program organizes numerous lectures, seminars and conferences each year to provide physicians with an opportunity to refresh their existing knowledge and remain at the forefront of the medical field.

Physicians are required to complete at least 100 hours of continuing medical education every two years in order to keep their licenses current. In addition, 40 of those hours must be certified as American Medical Association Physician Recognition Award Category 1 Credits™, which are offered at LMH.

“We understand the importance of ensuring that our physicians are able to keep abreast of new technology, procedures and scientific findings in their field,” Dr. Cairns said. “Our status as an accredited organization offers

our community a higher level of confidence in its healthcare service provider.”

The Hospital's status as an accredited organization signifies that LMH has passed a series of rigorous standards for the provision of continuing medical education set by the Accreditation Council for Continuing Medical Education. Accreditation is determined through an extensive on-site, peer-based survey of the facilities and services. “This accreditation underscores Licking Memorial's long-standing commitment to providing the highest quality continuing medical education programs to our physicians,” said Craig Cairns, M.D., M.P.H., Vice President Medical Affairs.

The LMH CME program offers a variety of options, including lectures, symposiums and cancer conferences to review the cases of oncology patients. Nationally recognized speakers were brought to LMH as part of the program, and numerous physicians and other healthcare providers participated in the program in 2010.

## LMH TWIGS 6 Granville Thrift Shop

The Thrift Shop offers a variety of items including:

- All-occasion clothing for men, women, children and infants
- Shoes and accessories, such as jewelry and handbags
- Household appliances
- Artwork, handmade crafts and other home décor items
- Tools
- Books
- Children's toys



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Tuesday from 1:00 to 6:00 p.m., and Wednesday through Saturday from 1:00 to 4:00 p.m., from September through May.

## Community Education – Radon: What You Need to Know *(continued from front page)*



According to the Environmental Protection Agency (EPA), radon is responsible for thousands of deaths per year. The Surgeon General reports that radon is second only to smoking as a cause of death from lung cancer. Radon is present at increased levels in an estimated 1 in 15 homes. In Licking County, the average indoor radon level is 17.3 pCi/L, compared to the national average of 1.3 pCi/L. Testing for radon is easy, inexpensive and the only way to know if your family is at risk.

Bob Sealock, R.S., Director of Environmental Health at the Licking County Health Department will discuss topics concerning radon during an educational session on Thursday, January 19, 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.

## Community Education – The Heart Truth: A Red Dress Event *(continued from front page)*



Licking Memorial Health Systems (LMHS) will present The Heart Truth: A Red Dress Event on Thursday, February 9, at the Bryn Du Field House, located at 537 Jones Road NE, in Granville. The doors will open at 5:00 p.m., and the program will begin at 6:00 p.m. This free program is designed to encourage women to make heart-healthy lifestyle

changes in cooperation with the American Heart Association's (AHA) Go Red for Women Day, which is celebrated nationally on Friday, February 3. The red dress has become a national symbol to increase awareness that heart disease is the number one cause of death for women.

The Heart Truth: A Red Dress Event will feature Emmy award winning journalist Gail Hogan as the featured speaker. Door prizes will be awarded, and each guest will receive a red dress lapel pin to wear on Go Red for Women Day in the future. Prior to the program, free blood pressure testing will be offered on a first-come, first-served basis to the first 50 attendees.

Light refreshments will be available. Pre-registration is required, and space is limited to the first 350 registrants. To register, or for further information, call (740) 348-1572.

### Featured Speaker:



Gail Hogan is an Emmy award winning journalist and has worked in television and radio news for more than 30 years. Gail has been a radio morning show host, host of the nationally syndicated television show PM Magazine, a news reporter and anchor for 16 years at NBC 4, and most recently, a business owner. She founded GMH Media, Ltd, produced her own television talk show, Showcase Columbus, then returned to NBC 4 in September 2008, to host Daytime Columbus, a daily talk show.

Gail also is a heart disease survivor and has volunteered for more than 20 years with the Columbus Chapter of the American Heart Association (AHA). Gail is currently on the board of the Central Ohio Chapter of the AHA. She has been a champion for women's heart health, and is a founding member of the Central Ohio AHA's Women's Heart Health Initiative that led to the current and national Go Red for Women campaign.



This month, Licking Memorial Hospital marks 114 Years of Caring. Congratulations and thanks to our Employees, Medical Staff, Volunteers, TWIGS, Board Members, Development Council and other supporters for doing their part to help improve the health of the community.



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## Insist on LMH

Licking Memorial Hospital (LMH) has the same quality of skilled professionals and state-of-the-art technology that typically are centered in large metropolitan hospitals. In fact, LMH has the unique double vantage of being able to offer both the highly sophisticated procedures found in large cities, and the genuine friendliness, compassion and consistency that are valued in smaller communities.

Craig Cairns, M.D., Vice President Medical Affairs, said, "Many physicians on LMH's Active Medical Staff also have privileges with other hospitals. When patients need a test or procedure, the physician may initially suggest a different facility than LMH without realizing how much inconvenience and stress the additional travel will create for the patients and their loved ones. In some cases, patients have been surprised to learn that LMH offers

technology that is not available at larger hospitals in Columbus, or even in all of Central Ohio."

Dr. Cairns added, "I inform my friends that if a physician tells them that they need a test or surgery at a different hospital, they should ask if it is available at LMH. Most physicians will be very happy to accommodate the request because it is in the patient's best interest to make health care as accessible, convenient and successful as possible. Patients should insist on LMH."

LMH has been named on the national 100 Top Hospitals list by Thomson Reuters a total of 10 times, and as a Best Regional Hospital by U.S. News and World Report. Patients also can see how LMH's quality measures compare with national benchmarks online at [www.LMHealth.org](http://www.LMHealth.org), by clicking on the link, "Quality Report Cards."

## Cosmetic Enhancements

**Date:** Wednesday, January 18

**Time:** 5:00 p.m. to 7:00 p.m.

**Location:** 1272 West Main Street,  
Building 2, Upper Level, Newark

Please join Licking Memorial Reconstructive & Cosmetic Services for an evening event with James Jeffries, M.D. Dr. Jeffries will host an informal discussion regarding facial enhancements through simple and convenient cosmetic treatments. Light refreshments will be served during the event. Registration is required - please call (740) 348-7955.

Dr. James Jeffries is a board-certified member of the American Board of Plastic Surgery, and a fellow of the American College of Surgeons. He specializes in a variety of services, including:

- Breast surgery
- Abdominoplasty (tummy tuck)
- Liposuction (SmartLipo™)
- Blepharoplasty (eyelid surgery)
- Botox®, Juvéderm®, Radiesse®, and Latisse®
- Lesion removal
- Wound care management



James M. Jeffries III,  
M.D., F.A.C.S.



 Licking Memorial  
Reconstructive & Cosmetic Services

# Expanding Education Programs at LMH

Licking Memorial Health Systems (LMHS) is expanding its community education programs that provide informative sessions on a variety of health topics. As part of its mission to improve the health of the community, LMHS offers the programs as an effective and convenient way for community members to learn more about disease prevention and detection, and ways to manage health conditions.



The program topics are often selected from community members' requests. For example, two programs scheduled in February, "Heart Failure" and "Are You at Risk for a Heart Attack?" both evolved from requests by previous programs' attendees for more heart-related information.

LMHS is planning approximately 20 evening community education programs at Licking Memorial Hospital (LMH) in 2012, which is an increase over the 10 programs per year

that were scheduled in the past. In addition, there are plans to increase the number of informal afternoon education sessions in LMH's Betsy Eaton O'Neill Health Resource Center.

Community education is an extension of the healthcare services that LMHS provides and has proven to overcome some of the barriers that can prevent community members from receiving the information they need to improve their health. Most of the programs are offered

free of charge. For the few programs that involve a cost to attend, the fee is used to defray the expense of supplies.

Speakers at LMHS' community education programs include physicians and other presenters who are knowledgeable in their fields and can respond to questions from the attendees. The presentations are easy to understand and often include visual aids to explain complex issues.



## 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 healthcare topics. The programs are held at 1:00 p.m., and are free to the public; however, registration is required. Please call (740) 348-2527 to register.

### **Wednesday, January 18 – Ten Tips for Quitting Tobacco in the New Year**

The beginning of a new year is an excellent time to resolve to quit tobacco. Join LMH Tobacco Cessation Program Counselors, Bonnie Ghiloni, R.N., B.S.N., and Patty Wicks, R.N., for an informal program that will explore options to help you successfully quit tobacco.

### **Wednesday, January 25 – Healthy Dining Choices**

Making healthy choices when dining at restaurants can be challenging, but it is possible. Join Licking Memorial

Clinical Dietitian, Annmarie Thacker, M.S., R.D., L.S., C.D.E., for an informative discussion on how to enjoy your meal without compromising healthy eating goals.

### **Wednesday, February 8 – Easy Exercises for Home or Work**

Many people begin the new year with fresh goals for exercise and weight loss, yet abandon these plans by spring. Sustaining a commitment to exercise is difficult, but it can be accomplished, even with a busy lifestyle. Join Licking Memorial Health Systems Physical Therapist, Kerri Marks, for an informative presentation about effective exercises at home or work.

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.

# Physician Spotlight – James M. Jeffries, M.D.



James M. Jeffries,  
M.D.

James M. Jeffries III, M.D., FACS, a board certified plastic surgeon at Licking Memorial Reconstructive & Cosmetic Services, joined Licking Memorial Health Professionals in July 2007. He received his Medical Degree at the University of Medicine and Dentistry of New Jersey in Newark, New Jersey, where he also completed an internship in general surgery and residencies in general surgery and plastic and reconstructive surgery. Dr. Jeffries received his board certification from the American Board of Plastic Surgery. He is a fellow of the American College of Surgeons, and a member of the American Society of Plastic Surgeons. Dr. Jeffries has been listed in the Castle and Connolly Limited as one of the Top Doctors in Plastic Surgery in the New York Metro area for the years 2004 through 2006.

Dr. Jeffries is accepting new patients at his office, located at 1272 W. Main St., Building 2, Upper Level, in Newark. To make an appointment, please call (740) 348-7955.

## Ask a Doc – Tummy Tucks with James M. Jeffries, M.D.

**Question:** No matter how much I exercise, my abdomen still protrudes. I am a 35-year-old mother of two children, stand 5 foot 7 inches tall, and now weigh 130 pounds after recently losing nearly 45 pounds. Am I a good candidate for a tummy tuck?

**Answer:** The most common reason that patients request a tummy tuck, known as abdominoplasty, is to improve the appearance of their abdomens after pregnancy or excessive weight loss. For some women, pregnancy can permanently stretch the abdominal muscles so much that they cannot return to their former tone. Also, the fascia (a layer of tissue that secures the muscles in place) may have stretched during pregnancy, allowing the muscles to fall forward when standing. After excessive weight loss, both men and women often have extraneous skin that does not tighten up naturally as the underlying fat layer reduces.

A quick at-home test can help determine if a protruding abdomen is caused by fat tissue or stretched muscles and fascia. Simply lie flat on your back. If your tummy sinks into a flat or concave contour, gravity has pulled the muscles back into place so that they no longer bulge. If your tummy still protrudes in a convex shape, there is probably a layer of excess fat causing the bulge.

Plastic surgeons commonly use two basic procedures to improve the abdomen's contour: abdominoplasty to remove excess skin and tighten muscles, and liposuction to suction away fat cells. Each procedure also has variations that offer advantages, such as mini abdominoplasty and SmartLipo™, which adds laser energy to liposuction for better removal of fat cells. Either of these procedures may be performed alone or combined for optimal results. Abdominoplasty is usually performed under general anesthesia, while liposuction may be performed under general anesthesia or oral conscious sedation.

As a physician, I am concerned about my patients' overall health, so I always counsel them that the most healthful option to improve their tummy's appearance is with diligent diet and exercise. However, as you have learned, diet and exercise may

not always achieve the body image that you desire, and plastic surgery may be a good option for you. After evaluation, a qualified plastic surgeon will be able to explain the advantages that each procedure would have.

A bulging tummy may be disconcerting to the patient, but typically it is medically harmless; therefore, these are generally considered to be elective cosmetic procedures by most insurance companies. In some cases, however, the procedures may be necessary to remove excess skin after massive weight loss, or to correct medical conditions, such as scarring from previous surgery, abdominal wall defects, hernias or low back pain. (Ten pounds of excess fat tissue in the abdomen places 100 pounds of stress on the disks in the lower back and alters the spine's alignment.) In these cases, many insurance companies consider surgery to be reconstructive.

All forms of liposuction remove fat cells, so the resulting reduction is permanent as long as the patient does not replace the fat cells by regaining excess weight. On the other hand, the need for abdominoplasty may recur, especially after subsequent pregnancies.

Please choose your plastic surgeon carefully. Not all physicians who advertise cosmetic services have sufficient training or experience with the procedures. Look for an American Board of Plastic Surgery certified plastic surgeon who has completed a rigorous process of testing and peer evaluation, and is required to present proof of continuing education and experience for continual re-certification.



## Patient Story – Michael Sussman

As a senior care provider, Pataskala resident Mike Sussman knows that excellent patient care depends on details. “As soon as you walk into the front lobby of Licking Memorial Hospital (LMH), you notice that the Hospital is very clean, and the place looks so nice that it gives you a good impression right away. You just know the staff is going to take good care of you. Then, when you discover the advanced technology that is available at LMH, you wonder why anyone would travel someplace else for their health care.”



Michael Sussman found that Licking Memorial Hospital has a high level of technology, professionalism and convenience.

Mike has been making monthly visits to LMH’s Anticoagulation Clinic for nearly two years, ever since his Columbus surgeon discontinued monitoring services for the regular blood tests he needs. “I take the anticoagulant drug, warfarin (sold under the brand names, Coumadin and Jantoven), to prevent blood clots. I need monthly monitoring to check the clotting level of my blood, and to ensure that my diet and other medications are not interfering with the warfarin. After my surgeon notified me that he would no longer provide the service, I tried to make other arrangements through a Columbus hospital to have another physician monitor my blood tests, but that hospital’s staff was not helpful at all, and even seemed to be annoyed by my request.”

Mike’s family physician, Megan Miller, D.O., of Licking Memorial Family Practice – Hebron, suggested that he visit the Anticoagulation Clinic at LMH. “I admit that I was skeptical about going to LMH at first,” Mike said. “I had been there a couple of times back in the 1970s and 1980s, and I was not impressed. However, when I called for an appointment, the staff member who answered the phone sounded really friendly and professional. My next impression of LMH came from the parking lot. It was well maintained and landscaped, and the parking was so convenient and free of charge. The last time I had a test done in Columbus, it took 45 minutes just to find a parking spot.”

“LMH today is nothing like the hospital that I remembered from 30 or 40 years ago,” Mike continued. “The facility is outstanding – comparable to hospitals in larger cities – and the staff is experienced and compassionate. When I arrived at the LMH Anticoagulation Clinic on the sixth floor, the staff greeted me with pleasant smiles. After answering a few

questions, I took a seat in the waiting area, and an STNA soon called me back to a patient care room to take my blood pressure, asked some questions about my diet, and encouraged me to ask questions in return. Next, I met with a pharmacist who is very knowledgeable about drug therapy and drug interactions. They are very prompt at the Anticoagulation Clinic – I have never had to wait more than five minutes to be seen. I find that all the staff at LMH are genuinely interested in my welfare and will go out of their way to help me; whereas in Columbus, I felt like a ‘number’ because they

were too busy to spend any significant amount of time with me. Every time I leave the Anticoagulation Clinic, I receive a printout of my medication instructions and a sense that the staff is really looking out for me.”

Mike recently had another opportunity to compare hospital services. “I had an ultrasound at one of the Columbus hospitals, but the technician did not seem to know how to operate the equipment well, and just did not seem professional. A couple of months later, I had an ultrasound at LMH for a suspected kidney ailment. That experience was much better. The technician was well-trained, efficient and friendly. Afterward, I met with Dr. Tewolde (Nephrologist Hintsu Tewoldemedhin, M.D.). He diagnosed my condition immediately, and said that I did not have a kidney problem – I had a medication problem. He advised me to eliminate one of my medications, and the problem cleared up a few months later. Dr. Tewolde is spectacular. He takes more time with patients than any other doctor I know.”

Mike lives in Pataskala with his wife, Vicki, and son, Adam. He retired in 2009 from a commercial mortgage brokerage. Mike provided care for his father who had Alzheimer’s disease, and his mother, who had chronic obstructive pulmonary disease (COPD), and both experiences influenced him to become a senior care provider. He frequently discusses LMH’s advantages with those he meets because he believes that the Hospital’s technology and convenience, as well as the staff’s professionalism and positive attitude, are valuable resources that should be shared with as many friends and family members as possible.

# Patient Safety – 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](http://www.LMHealth.org).

**1** The Institute of Medicine published a report in 2000 that highlighted the stunning effects of medication errors. The report set forth a national agenda for reducing errors and improving patient safety by designing a safer health system. Although the medication error rate at Licking Memorial Hospital (LMH) is significantly better than the national benchmark, we make continuous efforts to improve the process. LMH dispensed approximately 1 million doses of medication in 2010.

	LMH 2008	LMH 2009	LMH 2010	National <sup>(1)</sup>
Medication errors	0.008%	0.012%	0.014%	0.310%

**2** Protecting patients from hospital-acquired infections is a primary patient safety goal. LMH has an ongoing program to prevent and treat infections in patients. Per the Centers for Disease Control and Prevention (CDC) recommendations, LMH tracks high-risk patients, including those with an increased risk of infection due to the presence of an invasive device, such as a ventilator, catheter or central venous line. The following data reflects how many infections occurred during 1,000 patient days compared to the national benchmarks.

	LMH 2008	LMH 2009	LMH 2010	National <sup>(2)</sup>
Pneumonia Infection rate of ICU patients on ventilators	1.7	1.3	1.3	1.9
Urinary tract infection rate for ICU patients with urinary catheters	0.8	1.4	0.0	3.7
Bloodstream infection rate for ICU patients with central venous catheters	0	0	1.5	1.9

**3** LMH conducts a comprehensive assessment to determine if a patient is at risk for a fall at admission and during the Hospital stay. Personal alarms and bed sensors help alert staff to a potential fall.

	LMH 2008	LMH 2009	LMH 2010	Goal
Inpatient falls	0.23%	0.33%	0.25%	less than 0.30%

**4** Coumadin is a blood thinner (anticoagulant) used to help prevent and treat blood clots. The most common side effect of Coumadin is bleeding in any tissue or organ. It is important for patients to have their blood tested regularly. The blood test, called prothrombin time (PT) and International Normalized Ratio (INR), helps the physician determine how fast the blood is clotting and whether the dosage of Coumadin should change. The testing is very important and must be accomplished at recommended periodic intervals in order to keep the PT/INR result in the best and safest range for the medical condition. Licking Memorial Health Professionals (LMHP) has adopted this recommendation as a safety measure.

	LMHP 2008	LMHP 2009	LMHP 2010	Goal
LMHP patients on Coumadin with PT/INR in last two months	97%	96%	96%	greater than 90%

**5** Metformin (trade name Glucophage) is a medication that is used in the treatment of diabetes mellitus and polycystic ovarian disease. It is an effective medication for treatment of both of these unrelated disease processes, but must be used cautiously in patients with compromised renal (kidney) function. It is recommended to monitor renal function prior to initiation of therapy and at least annually thereafter. Licking Memorial Health Professionals (LMHP) has adopted this recommendation as a safety measure.

	LMHP 2008	LMHP 2009	LMHP 2010	Goal
LMHP patients on Metformin with creatinine within last year	95%	91%	91%	greater than 90%

**6** Venous thromboembolism (VTE) is a potentially life-threatening condition that results when a blood clot forms within a vein. If the clot becomes dislodged, it can travel to the lungs and cause serious harm or even death. The risk of developing a clot can be high with some studies estimating that approximately 10 to 20 percent of all hospitalized patients develop a clot. Risks are even higher for patients undergoing surgery, those who have suffered a stroke, and in cancer and trauma patients. Often, patients will have no symptoms when a clot has formed. By using preventive measures, such as blood thinners or mechanical devices, the risk for developing a clot can be significantly reduced. One study<sup>(3)</sup> indicated that nationally, only about 34 percent of hospitalized patients at risk for developing clots receive these preventive measures. Due to the great risk of blood clots for patients, LMH has adopted a prevention protocol that applies to nearly all patients admitted to the Hospital to reduce their risk.

Medical patients receiving VTE prophylaxis by end of Hospital day 2	<b>LMH 2008</b> 76%	<b>LMH 2009</b> 85%	<b>LMH 2010<sup>(4)</sup></b> 89%	<b>Goal</b> greater than 85%
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**7** LMHS recognizes the importance of keeping our staff healthy and lessening the likelihood that they will infect our patients with influenza while under their care. The Health Systems is committed to providing and encouraging free, easily accessible flu vaccines to all employees.

LMHS employees receiving the seasonal influenza vaccine	<b>LMHS 2008</b> 77%	<b>LMHS 2009</b> 85%	<b>LMHS 2010</b> 85%	<b>LMHS Goal</b> greater than 80%	<b>National<sup>(5)</sup></b> 62%
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**Data Footnotes:** (1) *To Err Is Human – Building a Safer Health System*, National Academy Press, Washington D.C., 2000. (2) *CDC National Healthcare Safety Network pooled median (ICU only) from January 2006 through December 2007*, issued November 2008. (3) *Anderson, FA IMPROVE; Blood 2003*. (4) 2009 data reflects only fourth quarter data using new CMS specifications. (5) *Centers for Disease Control and Prevention (CDC). Interim Results: Seasonal Influenza Vaccination Coverage Among Health-Care Personnel. MMWR April 2, 2010/59(12); 357-362.*

## Drug Safety Depends on Physician, Pharmacist and Patient

Physicians have a long list of brand name and generic prescriptions available to treat their patients’ illnesses. Most of these drugs are generally considered safe after receiving intense scrutiny by the U.S. Food and Drug Administration (FDA). However, the safety of the drugs may be compromised by the patient’s health, interactions with other drugs or supplements, and the patient’s own compliance. Although physicians receive extensive training in drug therapy, many recommend that patients also take advantage of services offered by pharmacists who specialize in pharmacology.



Matthew J. Farrell, M.D.

Matthew J. Farrell, M.D., of Licking Memorial Family Practice – Granville, said, “Thousands of drugs are available with varying strengths and forms, and the FDA approves more each month. Physicians have a vast amount of knowledge about the way drugs affect the patient’s body and which work best for each condition. When we prescribe a new medication, we educate

the patient on the reason for the drug, how to take it, and possible side effects. Whenever possible, Licking Memorial Health Professionals physicians now send prescriptions electronically to the patient’s pharmacy to prevent any errors concerning handwritten instructions. We even give our patients a printout of all their current prescriptions at the end of each office visit.”

Dr. Farrell recommends that patients who have questions about their medication following an office visit should consult their pharmacist. “Pharmacists do much more than fill your prescriptions,” he explained. “They have had extensive training in drug therapy and possible interactions. They can often advise patients about the best way to take medications, or whether certain over-the-counter drugs are safe for them to take.”

“A qualified pharmacist has an important role in my patients’ overall health care,” Dr. Farrell added. “Because there is a potential for adverse drug interactions, it is in the patients’ best interest to have a single pharmacy manage their medications. Even though some pharmacies may offer incentives for new or transferred prescriptions, that practice may be contrary to the patients’ well-being. Patients should fill all their prescriptions at just one pharmacy where their medical history, allergies, and medications list are on file so that the pharmacist can oversee the entire drug regimen.”

Medications can become dangerous if they are used incorrectly. To prevent undesired effects and to receive maximum benefit, patients should:

- Check with the pharmacist if a drug looks different than usual
- Follow instructions for dosage amounts and time intervals
- Follow instructions for taking drug with food or water
- Store all medications in a cool, dry place
- Take the entire prescription, unless otherwise instructed
- Avoid sharing prescriptions with others
- Keep an updated list of all your medications at home and take it to all physician and Hospital visits



## Patient Story – Deacon Steve DeMers

With many people counting on him, Steve DeMers of Newark was determined after a heart attack in 2011 to work his way back to being the active husband, father, grandfather, businessman and church leader that he wanted to be. He knew it was going to take some hard work, but he wanted to return to his normal, busy life. He decided that the Cardiac Rehabilitation program at Licking Memorial Hospital (LMH) would provide his best chance of achieving that goal.

On a Saturday in July 2011, Steve and his wife, Theresa, were working in the yard at home when he took a break. “I felt tightness in my chest, and I knew right away it must be a heart attack,” he said. “I also had heaviness in my chest and discomfort in my left shoulder and neck.”

Steve arrived at LMH’s Emergency Department just minutes later. “They immediately took me in and began to care for me,” he said. “I was diagnosed with a mild heart attack due to some blockage in a lower artery. I had a stent implanted in the Catheterization Lab at LMH on the following Monday, and the doctor said I also was having A fib (atrial fibrillation).”

After the stent was implanted, Steve was placed on several medications to control his heartbeat and was advised to complete a 12-week program of closely monitored heart-strengthening exercise at LMH’s Cardiac Rehabilitation Department. “When I first started, I told Marilyn (Marilyn Klingler, R.N.) that I owned a treadmill, and I would exercise at home. I work long days as the business manager of *Catholic Times* in Columbus. With my long hours, I did not think I would be able to get to LMH to exercise. However, my employer was gracious and gave me time to fit in the exercise sessions. We knew that it was very important for my recovery.”

Steve soon learned that exercising at the Cardiac Rehabilitation center showed better results than exercising at home. “What I realized is that the staff closely monitors you,” he explained. “They take your blood pressure before and after you work out, and you wear a heart monitor while you exercise. They were able to tell instantly if I was going into A fib. There was one



Steve and Theresa DeMers have been married 40 years. The DeMers were working in their yard in July 2011 when Steve suffered a heart attack.

time they sent me down for an EKG because my heartbeat was different.”

“It gave me confidence to have them close at hand,” he added. “I started with 10 to 12 minutes on the treadmill or step machine. By the time I had been there for several weeks, I had increased my treadmill time to 30 minutes. It gave me the confidence to push myself a little bit since I had someone watching over me, and Marilyn and Terri (Terri McConnell, R.N.) were very good at keeping me motivated.”

In 2004, Steve had suffered two strokes one week apart that left him with some minor speech and balance impairments. As he progressed through the Cardiac Rehabilitation program after his heart attack in 2011, he began to notice an improvement in his balance. Steve said, “When I first began to use the treadmill, I had to hold on to the hand

rails, and when I walked down a hallway at work or home, I would intentionally bump against a wall to keep my balance. During the Cardiac Rehabilitation sessions, I was actually able to use the treadmill without holding on to the hand rails. With exercise, I have definitely seen an improvement over the damage that the strokes caused. I am stronger and my balance is better.”

After graduating from the Cardiac Rehabilitation program, Steve made a special effort to increase his activity level during the day at his office in addition to using his treadmill at home. “My work is mostly sedentary, so I find ways to fit in exercise whenever I can. I walk to the bank, and I walk around the office building more. I try to move every hour or so, because I noticed that it is more difficult to stay mobile if I sit for long periods of time,” he said.

Steve and Theresa have been married 40 years. They have five children and 12 grandchildren. Steve also devotes evenings and weekends to his role as deacon at St. Francis de Sales Catholic Church, where he assists with Masses, leads several committees and a Bible study group, and presides over weddings, baptisms and prayer sessions.

# Heart Care – How do we compare?

Check out  
our Quality  
Report Cards online  
at [www.LMHealth.org](http://www.LMHealth.org).

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

**1** Angiotensin-converting enzyme (ACE) inhibitors reduce the risk for mortality in patients with left ventricular systolic dysfunction (LVSD) after heart attack. LVSD refers to the reduced squeezing ability of the left ventricle that can occur after heart attack. Additionally, the likelihood of the patients having another heart attack can be reduced if an ACE inhibitor is administered.

	LMH 2008	LMH 2009	LMH 2010	National Average <sup>(1)</sup>
ACE/ARB at discharge for LVSD	100%	100%	100%	96%

**2** The first step in heart attack treatment is to confirm that the patient is truly experiencing the symptoms of an attack. An electrocardiogram (EKG) measures the electrical activity of the heart and can determine if a heart attack is occurring.

	LMH 2008	LMH 2009	LMH 2010	Goal <sup>(2)</sup>
Median time from arrival to completion of EKG	2 minutes	4 minutes	5 minutes	less than 10 minutes

**3** In patients having a heart attack, emergency angioplasty restores blood flow to the heart muscle by re-opening blocked or clogged arteries. This is done by inserting a catheter into the artery that feeds the heart, inflating a balloon and placing a stent inside the artery to keep it open. This procedure can help reduce damage to the heart muscle, and has the best results when performed within 90 minutes after arriving in the Emergency Department. Licking Memorial Hospital began performing this procedure in 2008.

	LMH 2008	LMH 2009	LMH 2010	National Average	Goal
Median time from arrival until balloon angioplasty performed	74 minutes	67 minutes	70 minutes*	64 minutes <sup>(3)</sup>	less than 90 minutes <sup>(2)</sup>
Time to balloon within 90 minutes	92%	94%	86%	90% <sup>(1)</sup>	greater than 90%

\*In the first 10 months of 2011, LMH's "median time from arrival until balloon angioplasty performed" improved to 52 minutes, while "time to balloon within 90 minutes" improved to 100 percent. The results from 2011's full year will be reported in the Heart Care issue of the Quality Report Card in February 2013.

**4** During a heart attack, the heart tries to compensate for its weakened pumping action by beating faster which increases strain. Beta blockers reduce the heart's tendency to beat faster. Additionally, aspirin has been shown to prevent further blood clotting in heart attack patients.

	LMH 2008	LMH 2009	LMH 2010	National Average <sup>(1)</sup>
Aspirin within 24 hours of patient arrival	98%	100%	100%	99%
Aspirin ordered at hospital discharge	100%	90%	93%	99%
Beta blocker ordered at hospital discharge	94%	100%	100%	98%

**5** Cardiac rehabilitation programs aid people who have experienced heart attacks. LMH's program provides medical oversight and heart monitoring for individuals as they exercise and strengthen their hearts. LMH also measures participants' progress in improving certain indicators of heart health. The following results were reported by cardiac rehabilitation patients.

Health Indicator	LMH 2008	LMH 2009	LMH 2010	Goal
Stopped smoking	70%	48%	78%	greater than 75%
Improved weight	44%	58%	57%*	greater than 75%
Increased exercise time	100%	100%	100%	100%

\*The cardiac rehabilitation goals are customized for each individual patient. LMH offers nutritional counseling, supervised wellness sessions and an incentive program to reinforce the importance of making healthy lifestyle choices.

**6** The left ventricle is the chamber of the heart that pumps blood out of the heart and into the body. Measuring left ventricular function (LVF) helps determine how well a chronic heart failure (CHF) patient's left ventricle is working.

	LMH 2008	LMH 2009	LMH 2010	National Average <sup>(1)</sup>
LVF assessment completed	95%	99%	99%	98%

Heart Care – How do we compare? (continued on page 17)



**7** Medications beneficial to many CHF patients include ACE inhibitors, beta-blockers, and angiotensin-receptor blockers (ARBs). ACE inhibitors and ARBs have been shown to lower mortality and improve functional capacity and quality of life. Beta-blockers can reverse or prevent some of the health effects associated with heart failure. Patients treated with beta-blockers may see significant improvement in heart function after three months.

	LMH 2008	LMH 2009	LMH 2010	National Average
CHF patients on ACE or ARB at discharge	96%	99%	94%	95% <sup>(1)</sup>
CHF patients on beta-blockers at discharge	99%	97%	94%	90% <sup>(3)</sup>

**8** It is vital that CHF patients be involved in their own care to reduce health complications and improve quality of life. They must monitor their weight, limit their salt intake, and take their medications regularly. Healthcare providers need to give thorough discharge instructions to help these patients effectively manage their condition.

	LMH 2008	LMH 2009	LMH 2010	National Average <sup>(1)</sup>
All discharge instructions given	85%	95%	93%	89%

**9** Licking Memorial Health Professionals (LMHP) physicians also monitor the usage of antiplatelet drugs, such as aspirin or an antithrombotic drug, in patients with coronary artery disease (CAD). The usage of these medications lowers the risk of myocardial infarction (MI) or death in patients with CAD.

	LMHP 2008	LMHP 2009	LMHP 2010	Goal <sup>(4)</sup>
LMHP CAD patients with aspirin and/or antithrombotic prescribed	95%	90%	92%	greater than 80%

**10** LMHP physicians monitor the cholesterol levels, specifically the LDL (bad cholesterol) levels of their patients with diagnoses of CAD. Elevated LDL cholesterol level is a risk factor for myocardial infarction (MI), but is reversible through medication, diet and exercise.

	LMHP 2008	LMHP 2009	LMHP 2010	Goal <sup>(4)</sup>
LMHP CAD patients with LDL less than or equal to 100 mg/dl	66%	61%	58%	greater than 50%

**Data Footnotes:** (1) *Hospitalcompare.hhs.gov* national benchmarks. (2) ACC/AHA 2007 Guidelines for the Management of Patients with Unstable Angina/Non ST-Elevation Myocardial Infarction, *J. Am. Coll. Cardiol.* 2007; 50: e1-e157. (3) Comparative data from the Midas Comparative Database. (4) AHA/ASA/NCQA Heart/Stroke Recognition Program.

## Happiness Is Good for Your Heart

Although the exact reasons are not known, studies indicate a strong correlation between good mental health and good cardiovascular health. Adults with anger, anxiety and depression are at higher risk to develop heart disease, and conversely, adults with heart disease are at higher risk to develop depression. One study, published in 1996, examined 1,551 people in Baltimore, Maryland, who initially

had no signs of heart disease. The study found that those who had a history of depression were four times more likely to have a heart attack within the next 14 years than those who did not have depression. Another study from Canada found that adults who reported a high level of happiness were 22 percent less likely to have a heart attack. Although these studies' findings have not been scientifically proven, it is certainly in the patients' best interest to improve any negative outlook they may have.



Spending fun, happy times with family promotes good heart health.

“Stressful emotions, such as anger, anxiety and depression cause many physiological changes that affect the heart,” explained Interventional Cardiologist Hassan Rajjoub, M.D., of the Licking Memorial Heart Center. “These emotions cause a rapid heartbeat, high blood pressure, and elevated levels of hormones, insulin and cholesterol. In addition, stress can cause sleep disturbances, which also are associated with elevated blood pressure and heart disease. All of these factors cause damage to the arterial walls.”



Hassan Rajjoub, M.D.

*Happiness Is Good for Your Heart (continued on page 18)*

Dr. Rajjoub recommends that patients of all ages engage in stress-beating activities on a daily basis. "Exercise is a great way to relieve stress," he said. "Moderate activity, such as walking, yard work or dancing will alleviate muscle tension. Relaxation and recreational activities, such as yoga, music, painting, hobbies and board games also provide stress relief. It is important to make time for enjoyable activities on a regular basis."

Studies also have indicated that 1 out of every 3 cardiology patients will develop depression after a heart attack or cardiac surgery. Dr. Rajjoub said, "Their bodies have gone through a great deal of physical stress, and they may be having difficulty in coming to terms with their illness. Patients who are depressed may take longer to recover and may neglect to take

their medications. Fortunately, depression is usually treatable, so cardiology patients should tell their physicians if they are feeling depressed, sad or anxious."

Some individuals have been able to make improvements in their levels of happiness by implementing positive steps, such as:

- Making an effort to have a positive outlook every day
- Expressing gratitude every day
- Volunteering in the community
- Practicing forgiveness
- Practicing acts of kindness
- Interacting with friends and family

However, if feelings of sadness or depression persist, individuals should consult with their physician for possible treatment.

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### MEMORIAL GIFTS

In Memory of John R. Gore  
by Beth Anderson  
Anonymous  
Patty Banks-Chester  
Amy Berry  
Carol and Gary Barnes  
Jeff and Taryn Barnes  
Tom and Kathy Bradley  
Michael and Barbara Cantlin  
Roy Cartwright and Lana Coffman  
Jay and Linda Dalgarn  
Cindy Davis  
Gene and Jeanine Fisher  
John and Elaine Gard  
Walt Gemmell  
Angie Greenfield  
Karl and Arlene Haynes  
Ann Howard  
James and Barbara Knapp  
LMHS Public Relations and Print  
Services  
Mary Jane McDonald  
Robert and Patricia McGaughy  
Robert and Lauren Montagnese  
National Trail Country Store, LLC  
John J. O'Neill  
Park National Bank  
James and Mary Ritchey  
Leah Rugg, Hunter and Max  
Gary and Diane Ryan  
Steve and Sue Schlicher  
Dave and Tickle Shull  
Jeff Smith  
Sheila Wayland  
Thaddeus and Cindy Webster  
Gordon Wilkin

\* Deceased

# LMHS Recognizes Donors for Their Contributions to the Licking Memorial Health Foundation

Two new donors recently were recognized for their membership in The William Schaffner Society and for their generous contributions to the Licking Memorial Health Foundation (LMHF). The William Schaffner Society is comprised of community members and Licking Memorial Health Systems (LMHS) employees who have pledged a minimum of \$10,000 to LMHF over the course of 10 years. These contributions ensure that Licking Memorial Hospital (LMH) can continue to provide excellent, quality health care to the community with state-of-the-art technology and capital expansions.



LMH Board Chairman Patrick Jeffries (far left), LMHS President & CEO Rob Montagnese (center right) and LMHS Board Chairman Gordon Wilken (far right) congratulate Bruce Campbell (center left) in recognition of his membership in The William Schaffner Society.

## **Bruce Campbell, R.N.**

Bruce Campbell serves as a Registered Nurse in the Cardiovascular Lab and Interventional Radiology, and has assisted patients at LMH for 24 years. He completed his nursing degree at Central Ohio Technical College (COTC) in 1977 and has been awarded the LMHS Nursing Award for Clinical Excellence, as well as the COTC Alumnus of the Year Award and Lifeline of Ohio Community Hospital Nurse of the Year Award.

Bruce lives in Newark with his wife, Annette, and has three adult children, Christopher, Keith and Kate. In his spare time, he enjoys staying involved in the activities of his eight grandchildren, serving as a YMCA Volunteer Youth Basketball Coach and tinkering with his 1998 BMW.



Vice President Development & Public Relations Veronica Link (left) and LMHS President & CEO Rob Montagnese (right) recognize Claire Gant (center) for her generous contribution to the LMHF.

## **Claire Gant**

Claire Gant has served LMH since 1995 as a Registration Specialist. She is a lifelong resident of Licking County and a graduate of Heath High School. In addition, she earned her associate degree in Computer Programming Technology from Central Ohio Technical College in 1993.

Claire has one adult son, Thomas. She is a member of Christian Life Center in Heath, and enjoys relaxing and spending time with her family. She has served as a committee member for three LMH PRIDE Campaigns in 2007, 2010 and in 2011. In addition, Claire was recognized as one of LMHS' MVP Award recipients in 2010.

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. LMHS is proud to acknowledge those who make significant contributions to support the Health Systems' mission to improve the health of the community. The funds are used to enhance medical services and facility improvements at LMHS, and do not assist with general operating expenses.

## New Appointments



**Mushtaq A. Khan, M.D.**,  
joined Licking Memorial  
Dermatology.



**Matthew S. Pinsky, D.D.S., M.D.**,  
of East Ohio Oral & Maxillofacial Surgery,  
joined Licking Memorial Hospital's  
Active Medical Staff.



**Kristen H. Upton, C.N.P.**,  
joined Licking Memorial  
Pediatrics – Pataskala.

# LMH Provides Fantastic Birth Experience

Obstetrician/Gynecologist Janae M. Davis, M.D., has an invitation for every pregnant woman in Licking County – come in to check out the Maternity facilities and services at Licking Memorial Hospital (LMH). She believes that LMH's comfortable birthing suites, private mother-baby rooms, state-of-the-art technology and special amenities provide a unique birthing experience that every new mother will appreciate.

Dr. Davis was the featured speaker at the Licking Memorial Development Council's Corporate Breakfast on December 6. "We deliver approximately 1,000 babies each year at LMH," she said, "But approximately 2,000 women in Licking County have babies each year. That means that a lot of women are traveling someplace else to have their babies. We would like to encourage them to stay closer to home."

Dr. Davis outlined some of the advantages of having a baby at LMH. "After medical school, I trained at Aultman Hospital in Canton, which has a large, 'Level III' Maternity Department. However, when I first saw LMH's Maternity facility, I was impressed by the quality of services that are offered to new mothers. I immediately recognized that the technology is spectacular. We have all the tools we need, such as centralized maternal and fetal monitoring. LMH is designated as a 'Level II' maternity facility, so we can provide care for women with low-risk or moderate-risk pregnancies. We refer women with high-risk pregnancies to a Level III facility, usually in Columbus. However, all the obstetricians at LMH have trained at Level III hospitals, so if a high-risk situation suddenly develops, we are capable of providing emergency care.

"In addition, I was amazed at the 'over-the-top' details that are embedded in the LMH Maternity program. We offer small, personal prenatal classes for the expectant mothers and other family members. New mothers who successfully complete a series of breastfeeding classes and deliver at LMH can qualify for a free Medela® Pump In Style personal-use electric breast pump. Every new mother receives a private mother-baby suite, complete with a private bathroom and shower. New mothers are encouraged to keep their babies in their rooms



Obstetrician/Gynecologist Janae M. Davis, M.D., is proud of the Maternity services that LMH has to offer.

so they can breastfeed and learn about their new infants more quickly. We have 24-hour inpatient pediatrician coverage, which is very valuable for the newborn babies' well-being.

"But there are two special touches to the LMH Maternity program that I found to be completely astounding," Dr. Davis said. "All Maternity patients are offered a therapeutic massage by a certified, on-staff massage therapist. Then, after the baby is born, the new mother is offered a complimentary gourmet dinner for two in the privacy and comfort of her room. These are two special details that are not medically necessary, but LMH believed would enhance the childbirth experience."

Dr. Davis said that her insight into LMH's Maternity program comes from the perspective of both a physician and a patient. In 2010, Dr. Davis gave birth to her second daughter at LMH. "I took advantage of every service we had to offer," she said. "Even though I am a physician, I took the prenatal education classes, and received my free breast pump. I had a massage and enjoyed every minute of it. Certified Nurse Midwife Erica Brown, C.N.M., delivered my daughter, and it was the most beautiful experience to hear Brahms's Lullaby playing throughout the Hospital to announce Mara's arrival. My husband and I had the gourmet dinner, which was delicious, and it gave us some quiet time together to reflect upon the miracle that had just taken place in our newly expanded family."

LMH schedules Stork Tours and Maternity Tours throughout the year so that expectant women can see the facility first-hand. Information about the tours and other First Impressions classes is available online at [www.LMHealth.org](http://www.LMHealth.org).

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

## Community Education – Are You at Risk for a Heart Attack? *(continued from front page)*



Terri McConnell,  
R.N., B.S.N.

Heart disease is the leading cause of death in the United States. Each year, 1.5 million people will suffer a heart attack, with up to one-half of those resulting in death. Knowledge is the key to preventing a heart attack through the modification of controllable risk factors.

Terri McConnell, R.N., B.S.N., of Licking Memorial Cardiology, will discuss the risk factors of a heart attack during an educational session on Thursday, February 23, 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.

# Heart Care: Cardiovascular Disease

Presented By:  
Hassan Rajjoub, M.D.  
Licking Memorial Heart Center



## Graduates Attend Annual Cardiac Rehabilitation Dinner at LMH

Recent graduates of the Licking Memorial Hospital (LMH) Cardiac Rehabilitation Program were invited to attend the annual Cardiac Rehabilitation Dinner in December at the LMH Café. Approximately 40 graduates were in attendance with their friends and family to celebrate their successful completion of the Program.

During the event, members of the LMH Cardiology Department, including cardiologists Hassan Rajjoub, M.D., and Bryce Morrice, M.D., as well as the managers, nurses and staff, were in attendance to show their respect for the hard work and dedication that each graduate had demonstrated throughout the Program. The Licking Memorial Health Systems (LMHS) Food Service Department prepared a delicious heart-healthy meal served by the Cardiology staff.

LMHS President & CEO Rob Montagnese also was in attendance to congratulate the graduates for completing the program. “We are committed to improving the health of the community, which means providing patients with the tools, skills and resources necessary to maintain a healthy lifestyle after experiencing a cardiac event,” Rob said. “Cardiac rehabilitation is an important part of the recovery process, and I am impressed each year by the hard work and dedication of each graduate to live a heart-healthy lifestyle.”

Hassan Rajjoub, M.D., a cardiologist at Licking Memorial Heart Center, was the featured speaker at the event. He promoted the Million Hearts Initiative, a collaborative program of the U.S. Department of Health and Human Services to promote evidence-based strategies and ultimately prevent 1 million heart attacks and strokes over the next five years. Dr. Rajjoub also counseled attendees on effective clinical services that include aspirin therapy, blood pressure control, cholesterol management and smoking cessation, to greatly reduce preventable cardiovascular disease risk factors. “As part of the Hospital’s commitment to providing quality care, Licking Memorial Health Professionals routinely monitor these risk factors to ensure that their patients are healthy and to promote good heart health before an issue occurs,” Dr. Rajjoub said.

The Cardiac Rehabilitation Dinner is an annual event that began in 1987. The first graduating class was comprised of 10 people. To date, there have been more than 2,500 graduates who have completed cardiac rehabilitation at LMH.

# Volunteer Spotlight – Mary Lou Place



Mary Lou Place

Mary Lou Place enjoyed giving back to the community through volunteering at Licking Memorial Hospital (LMH) during the 1970s. She chose to serve as a Volunteer because of the overall experience at LMH during the birth of her first daughter. Each evening from 6:00 until 8:00 p.m., she assisted the Maternity Department with issuing visitor passes to families and their friends visiting their newest loved ones.

Her service at LMH ended when her second daughter was born at LMH. Mary Lou's attention then became focused on raising and supporting her family.

In 2007, Mary Lou was diagnosed with breast cancer. Today she is cancer free, and her fight against cancer re-established her interest to serve again as volunteer at LMH. "My struggle with cancer gave me a different outlook on life and renewed my desire to serve others by being part of the healthcare community," said Mary Lou. "I know what it is like to be a patient with cancer, so I returned to volunteer at LMH back in 2009 to assist others through my new insights and perspective."

She is now part of a volunteer team that specializes in knitting and crocheting projects throughout LMH. Mary Lou commented, "I now get to help provide caps and blankets to patients with cancer. As a cancer survivor, I know what they mean to our patients. The right cap is difficult to find and often expensive."

"Mary Lou is a hard-working and very organized Volunteer," said Carol Barnes, Director of Volunteers, TWIGS and Events. "She contributes through knitting, crocheting, making patient reminder calls and assisting with special projects. We are very fortunate to have Mary Lou as a member of our team."

Mary Lou has shared 20 years of marriage with her husband, David. She has three children, 12 grandchildren and 8 great-grandchildren. In her spare time, Mary Lou enjoys cooking and baking. The couple also shares their home with four dogs and four cats which are rescue animals. Mary Lou is a member of the Christian Endeavor United Methodist Church in Newark and serves on their hospitality committee.

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# Development Spotlight – Vince Brown



Vince Brown

Vince Brown, a Site Operations Manager at Owens Corning, recently joined the Licking Memorial Hospital (LMH) Development Council, and serves on the Annual Support Committee. Vince serves as a board member for the Licking County Chamber of Commerce and the United Way of Licking County. He also is a member of the Newark Rotary Club.

As a member of the Annual Support Committee, Vince plans to utilize the leadership, communication and quality-improvement experience that he has gained during his service in the military, as well as private sector business, non-profit and not-for-profit organizations, to contribute valuable and relevant information to further the mission of both the Development Council and Licking

Memorial Health Systems (LMHS). "I had an exceptional experience with the LMH Surgical Services Department several years ago, so I am both energized and humbled to be a part of the Development Council," Vince said. "I hope to use this opportunity to promote the quality services that LMHS offers and ensure that the reputation and standing of the Health Systems continues to grow within the community."

Vince has a Bachelor of Arts degree in mathematics from The Citadel – The Military College of South Carolina, in Charleston, South Carolina, and a Master of Business Administration degree from Thomas More College in Crestview Hills, Kentucky. He also served in the U.S. Marine Corps from 1988 to 1995. Vince has two sons, George and Garrison. For the past five years, Vince has been a resident of Granville, but recently moved to Pataskala.

## Community Education – Beyond New Year's Resolutions: How to Create and Maintain Positive Change in Your Life *(continued from front page)*



Connie Jenkins,  
M.D.

In 2012, an estimated 50 percent of Americans will set a New Year's resolution. By mid-January, 30 percent will have scaled back on their commitment, and most will have completely given up by June. Most resolutions are doomed to fail, despite the best intentions to achieve goals, such as quitting smoking, losing weight or saving money. However, positive change is possible with the correct steps.

Connie Jenkins, M.D., of Licking Memorial Psychiatric Services – Pataskala, will discuss creating, maintaining, and achieving your New Year's resolutions during an educational session on Thursday, January 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.

# Retiree Spotlight – Cindy Kikeli



Cindy Kikeli

Cindy Kikeli began her 40-year career at Licking Memorial Hospital (LMH) as a nurse on 4-North in 1968. After serving in that capacity for six weeks, she transferred to the Operating Room, working there as a staff nurse for the remainder of her career. Cindy remarked, “Working in the Surgery Department was exciting to me because I always enjoyed caring for those of my own community.”

During her many years of service in the Surgery Department, Cindy witnessed many changes, especially with surgical procedures and technology. “One example I recall is the change in the surgical technique for appendix or gallbladder removal,” said Cindy. “Prior methods evolved to the less invasive laparoscopy procedure featuring much smaller incisions, and utilizing video cameras and smaller instruments.”

Cindy also observed many physical changes to the Hospital building, including the new Surgery Department area in the

John and Mary Alford Pavilion. “In one way it was sad to leave the familiar area where many of us had served for a number of years,” Cindy remarked while reflecting on her years at LMH. “However, it also was exciting to be part of the new surgery area, knowing what it would mean to our patients and community for years to come. The expansion included cutting-edge technology and plenty of room for future growth.”

Although she retired in 2008, her years of service within the healthcare community have not ended. In 2010, Cindy was contacted to serve as a Volunteer in the Betsy Eaton O’Neill Health Resource Center. She welcomed the opportunity, and now assists patients, their families and friends each Thursday afternoon utilizing her knowledge and experience in the healthcare field as a registered nurse.

Aside from volunteering, Cindy delights in exercising and vegetable and flower gardening. Cindy and her husband, Paul, are avid travelers with a deep desire to embark on a trip to Alaska. The couple have been happily married for 33 years, and are members of Saint Luke’s Episcopal Church in Granville.

# Art From the Heart

**Date:** Saturday, February 11

**Location:** The Works  
55 South First Street  
in Newark

**Time:** 11:00 a.m. to 3:00 p.m.

Licking Memorial Health Systems (LMHS) invites you and your family to join us for the Art From the Heart event featuring activities promoting creativity and healthy heart choices at The Works.

Children will be given the opportunity to explore The Works and create their own pieces of artwork. LMH Cardiology nurses will be available for discussions concerning heart health.

For more information, contact LMH Development Department at (740) 348-4102. Cost for The Works is \$3.00 for children, \$5.00 for seniors and \$7.00 for adults. This event is free to The Works members and LMHS employees, volunteers and medical staff.

 **The Works**  
Ohio Center for History, Art & Technology  
55 South First Street • Newark, OH 43058  
(740) 349-9277



**Licking Memorial  
Health Systems**

1320 West Main Street • Newark, Ohio 43055  
(740) 348-4000 • [www.LMHealth.org](http://www.LMHealth.org)

# LMH Celebrates First Baby of the Year

Vallon Elaine Kay Bingman joined the world as the first New Year's baby born at Licking Memorial Hospital (LMH) on January 1, 2012. Vallon's parents, Amanda Seals and Rob Bingman of Hebron, were not expecting their new bundle of joy until January 9. As the celebratory New Year's fireworks exploded in the distance, the couple drove to LMH at midnight, but shortly returned home. After returning to the Hospital hours later, Amanda and Rob welcomed their new infant at 9:43 a.m. Vallon's grandmother was adamant that she would be a New Year's baby. "My mom had predicted this would happen two weeks ago," Rob said.

To celebrate the first baby of 2012, Licking Memorial Health Systems presented a \$100 Toys R Us gift certificate to Amanda and Rob. Amanda is employed by Anomatic, and Rob owns and manages Bingman Collision Center in Hebron. They are excited to take Vallon home to join her four older siblings, Alex, 21, Madison, 10, Damon, 8, and Landon, 2.



Vallon Bingman sleeps soundly with her parents, Amanda and Rob, unaware of her designation as Licking Memorial Hospital's first baby of 2012.

## 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.





## LMH Food Service Offers Restaurant-Worthy Cuisine

A steaming bowl of savory chicken soup is a popular, time-honored home remedy for the flu, common cold, and many other maladies. Hot, homemade soup also is a daily staple at Licking Memorial Hospital (LMH), where the chefs have the daunting task of preparing restaurant-quality food for individuals with disparate dietary needs. Every day of the year, the LMH Food Service staff nourishes inpatients, outpatients, visitors and staff members around the clock while maintaining a high level of quality, flavor, safety, value and convenience.

“We take a different approach to ‘hospital food’ than most other healthcare organizations,” noted Chef Brian Merritt, Director of the LMH Food Services Department. “We believe there is a great benefit to having good food at LMH. Food is something that people relate to, so if we can create flavorful food, it helps to create a connection to the community. For our Hospital inpatients who may not be feeling well, a tasty meal can provide comfort and much needed nutrition, and even help to improve their Hospital experience. For some outpatients and visitors, a delicious, quality meal in a relaxing restaurant atmosphere is a welcomed convenience and bright spot in their stressful day. For outpatients who have been required to fast for an X-ray or procedure, it is a blessing to have ready-made food on-site. Like all of LMH’s departments, Food Service has a role in healing and serving the community.”

Chef Brian studied culinary arts at Johnson & Wales University in South Carolina, and he shares his knowledge with the 52 staff members whom he supervises in the Food Service Department. “We have the staff and equipment to make many of our items ‘to order’ so that each meal is really fresh and flavorful,” Chef Brian said. “At the Hot Entrée station, we serve meals that can be prepared in advance while

retaining their integrity and flavor, such as manicotti with roasted vegetables and garlic bread.”

On average, the LMH Café serves 700 meals daily. “Our busiest part of the day is lunch time, when a large number of employees take a break,” Chef Brian remarked. “We offer a fresh salad bar at an incentivized price to encourage healthful choices, and it is our most popular item. Our made-from-scratch soups are also very popular. We serve chicken noodle and beef vegetable soups every day, along with two soup specials. No matter what kinds of soup we feature, they are always in high demand.”

The salad bar contains approximately 24 salad items each day. The Café staff meticulously grooms and refreshes the produce continuously to ensure the red tomatoes, and crisp cucumbers, peppers, carrots and mixed greens are at their peak quality. In addition to the salad bar, one of the most popular meal choices in the LMH Café is the savory pot roast. “We try to emphasize seasonality,” Chef Brian said. “In the fall, we feature squash and hearty grains. In the winter, we prepare a lot of slow-cooked stews.”

“We keep our prices as low as possible, because our primary goal is to provide nourishment to our patients, visitors and staff,” he added. “As a result, we have some visitors who frequently come to LMH just to have breakfast or lunch. They have discovered they will receive a delicious restaurant-quality meal that is freshly made with many local products.”

Whenever possible, the Hospital’s kitchen purchases Ohio Proud products. “We use Ohio chicken and beef, cage-free eggs, and natural bacon, ham and turkey that contain minimal additives,” Chef Brian said. “We are in a position to help drive the local market, and we believe that it is the right thing to do.

*LMH Food Service Offers Restaurant-Worthy Cuisine (continued on page 26)*

In most cases, the natural and local foods are priced very competitively for us.”

Chef Brian observed, “Our diners want food that is wholesome, familiar and soul-satisfying. We even use a few recipes that were developed locally. For instance, our chili is made from a Food Service employee’s family recipe. It is so popular that we cannot keep it stocked on the days that it is offered. The menus are designed to pay homage to time-tested favorites, but we also experiment with new culinary offerings to add variety. For example, we recently introduced Mexican street tacos, Cuban sandwiches, and chicken and waffles. All of these sold very well.”

The LMH Café was completely renovated in 2007 to create a contemporary restaurant atmosphere. Sandwiches are made to order in the Deli Station, and hot dishes are prepared to order in the Pasta Station. Breakfast items and daily specials are featured in the Hot Entrée Station. To accommodate visitors and staff, the Café is open 24 hours a day with wrapped sandwiches and other single-serving food items in the “Grab & Go” area.

Upstairs in the patient rooms, the Food Service Department provides a different menu. “As a classically trained restaurant chef, it was challenging for me to learn how to prepare meals for patients. Food can taste rather bland for special diets that restrict things such as salt, sugar, fat, or gluten,” Chef Brian reflected. “We prepare a menu that can be easily adapted to most diets. If a patient has multiple dietary restrictions, I sometimes consult with the Hospital dietitian. Delicious dishes for even the most restrictive diets can be achieved by using more fresh and raw foods. We also are teaching the patients, by example, what types of foods they can prepare at home to fit into their individual dietary plans. People relate



Chuck Buerkle, a cook in LMH's Café, serves a hot pizza, fresh from the stone pizza oven.

their conditions to their food. They may not understand what is happening to their bodies, but they understand how it affects the kinds of foods they can eat.”

At LMH, a staff member assists inpatients with their menu options for the following day. If they prefer, inpatients also are welcome to order from the Café menu, as long as their choices fit into their prescribed dietary plans. Maternity patients are offered a special culinary treat to help celebrate the arrival of their

newborns. LMH serves the new mothers a complimentary gourmet dinner for two in the comfort of their rooms. Their entrée options include a juicy filet mignon steak, pork chops, chicken, lobster tail, fish filets or a vegetarian dish.

“We also have plans underway that will be even more accommodating to our patients’ individual needs and preferences,” Chef Brian divulged. “In 2012, we expect to add a room service feature that will allow patients to request made-to-order food at a time that is convenient for them, rather than a pre-determined schedule. I am excited about this new service, because I believe it will add another way that we can positively impact the patient’s Hospital experience.”

Like any restaurant in Ohio, the LMH Food Service Department must follow stringent Ohio Department of Health (ODH) food safety guidelines. Staff members are trained in proper food handling, and the Hospital’s seven licensed kitchens (including the main kitchen on the ground floor, five smaller kitchen stations on the patient floors, and one at the Shepherd Hill facility) receive unannounced ODH inspections to ensure the safety of the food supplies and preparation. All LMH Food Service managers are certified as ServSafe® food handlers by the National Restaurant Association.

## GSVA Student Art Exhibition at LMH Café

In partnership with Granville Studio of Visual Arts (GSVA), approximately 200 sixth grade science students from Newark’s Heritage Middle School studied cellular biology through visual art during the 2010-2011 school year. Incorporating traditional classroom practices and scientific inquiry with artistic exploration, the students completed an innovative unit entitled *Beautiful Biology: An Artful Examination of Cellular Life*. Students explored the structures of plant cells, animal cells and organelles through individual art projects, as well as larger, collaborative pieces. This GSVA enrichment experience was made possible through the generosity of The Licking County Foundation, The McConnell Foundation of The Licking County Foundation, The Lindorf Family Foundation, The John and Mary Alford Foundation and Barbara and Michael Cantlin. The exhibit was originally showcased at the John and Christine Warner Library and Student Center at the Newark campus of The Ohio State University and Central Ohio Technical College. One of the collaborative pieces recently was donated to Licking Memorial Hospital (LMH). Renowned artist Paul Hamilton custom designed and installed the piece. This representation of the exhibit will be on display in the LMH Café through June 2012.





# National Doctors' Day March 30

In recognition of Doctors' Day, express your appreciation for your favorite physician by making a donation to the Licking Memorial Health Foundation in his or her honor. Contributions will benefit the LMH Oncology Renovation Project. For more information, or to make a donation in a physician's name, please call (740) 348-4102. To make a donation online, visit [www.LMHealth.org](http://www.LMHealth.org), and click on the Doctors' Day Recognition link.



**Licking Memorial  
Health Systems**



## 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](http://www.LMHealth.org).**

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# Community Events

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

## Betsy Eaton O'Neill Health Resource Center Education Programs

Licking Memorial Hospital – First Floor, off main lobby.  
1320 West Main Street, Newark  
1:00 p.m.

- **Ten Tips for Quitting Tobacco** – Wednesday, January 18
- **Healthy Dining Choices** – Wednesday, January 25
- **Easy Exercises for Home or Work** – Wednesday, February 8

Programs are free of charge. Reservation is required.  
Call (740) 348-2527 to register.

## The Heart Truth: A Red Dress Event

Thursday, February 9  
6:00 p.m.  
Bryn Du Field House

Registration is required. Please see story on front cover for program details.

## Ask the Doc

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

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

Second Thursday of each month: blood glucose screenings  
Fourth Thursday of each month: blood pressure screenings  
1:00 to 3:00 p.m.

Screenings are free of charge, and no appointment is required.  
For more information, please call (740) 364-2720.

## 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.

## 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](mailto:firstimpressions@LMHealth.org).