



Community Connection

Licking Memorial Health Systems

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



Volume 6, Issue 6

November/December 2009

Measurably Different ... for Your Health!

LMHS Presents Prestigious Awards



C. Daniel DeLawder, Chairman & CEO of the Park National Bank (PNB) and Park National Corporation, received the prestigious Lifetime Achievement Award from LMHS President & CEO Rob Montagnese.

The 2009 Lifetime Achievement Reception was held Thursday, October 15, honoring many individuals who have made a difference in the local community. The reception, hosted by the Development Council of Licking Memorial Hospital (LMH), was held at the J. Gilbert Reese Center located on The Ohio State University – Newark and Central Ohio Technical College campus.

Each year, the Lifetime Achievement Award is presented to a community member who has devoted time and service to better the community, and has fulfilled the Licking Memorial

Health Systems (LMHS) mission by helping to improve the health of the community. This special recognition was created to honor those whose vision, inspiration and leadership have touched and enriched many lives of our area residents. The 21st annual Lifetime Achievement Award was presented to C. Daniel DeLawder,

LMHS Presents Prestigious Awards (continued on page 18)

H1N1 Flu Virus Can Be Treated at Home in Most Cases

Each year, many Americans roll up their sleeves for a flu shot at the beginning of the flu season, which generally lasts from October through May. What we call the “seasonal flu” is actually caused by different strains of influenza virus that change from year to year. A new seasonal flu vaccine is formulated each year, based on world-wide trends observed by the U.S. Food and Drug Administration, the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC) and other organizations.



Point-of-care technician Amy Culver of 4-South received her seasonal flu vaccine from Judy Thorp, R.N., at the Licking Memorial Employee Flu Clinic in September.

H1N1 Flu Virus Can Be Treated at Home in Most Cases (continued on page 2)

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

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

COMMUNITY EDUCATION

Community Education – Diabetes Awareness

- Date:** Tuesday, November 17
- Location:** Conference Rooms A & B, first floor, Licking Memorial Hospital
- Time:** 6:00 p.m.
- Speakers:** Annmarie Thacker, R.D., L.D., C.D.E. Teresa Knicely, R.N.

An estimated 23.6 million children and adults in the United States have diabetes, but only 17.9 million people have been diagnosed. The cause of diabetes continues to be a mystery. However, factors including exercise level, obesity and genetics are known to play a role. To help raise awareness about diabetes, Licking Memorial Hospital will be offering a diabetes education program to the community. Some topics to be covered during the program include signs and symptoms of diabetes and prediabetes, as well as the measures you can take to help yourself, such as nutritional management.

The next Diabetes Awareness program will be held Tuesday, November 17, at 6:00 p.m., in Conference Rooms A & B, located on the first floor of Licking Memorial Hospital, 1320 West Main Street, in Newark. To register, please call (740) 348-1434.

This fall, Americans have been concerned about another type of flu with the resuming of school, crowded indoor activities and cooler weather. The H1N1 flu virus (formerly known as the swine flu) first appeared in the U.S. in April, and by June 15, there were confirmed cases of H1N1 in every state. Also in June, the WHO declared H1N1 flu to be a worldwide pandemic.

The H1N1 flu resembles the seasonal flu in many ways. Both illnesses are spread from person to person, often as a result of coughing, sneezing, or touching something that has been contaminated by an infected person. Both viruses have similar symptoms that range from mild to severe, and can affect people of any age group.

The symptoms of H1N1 flu include fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills and fatigue. In some cases, people also develop diarrhea, nausea and vomiting. The illness generally lasts for several days without treatment.

However, in some cases, dangerous complications may develop from H1N1 flu that require hospitalization. In rare instances, the complications may even cause death. Those who are most at risk to develop severe illness or complications include: pregnant women, young children and people with chronic health conditions, such as asthma, diabetes and other metabolic diseases, heart disease, lung disease, kidney disease, weakened immune systems and neurologic diseases.

The CDC discontinued routine testing for the H1N1 flu on July 24 because the disease was widespread in the U.S., and treatment for most cases was the same as the seasonal flu.

As long as symptoms remain mild or moderate, most cases of H1N1 flu can be treated at home with the following guidelines:

- Give older children and adults an over-the-counter fever and pain reducer, such as acetaminophen (Tylenol®), ibuprofen (Advil® or Motrin®), or naproxen (Aleve®) for low fever and body aches.
- Give older children and adults an over-the-counter cough medicine for congestion and coughing.
- Be sure to take the entire prescription if your physician prescribes an antiviral medicine.
- Do not give over-the-counter medications to children under the age of 4 years without checking first with your doctor.
- Never give aspirin to a child under the age of 18 years due to the risk of developing Reyes Syndrome.
- Get plenty of rest.
- Drink lots of fluids.

If you are sick, the CDC urges you to stay home from work and school, and generally avoid contact with other people. To reduce the spread of germs, cough or sneeze into the crook of your elbow if a tissue is not available. Be sure to throw away used tissues immediately, and wash your hands with soap and water frequently. Alcohol-based hand sanitizers are also effective.

Although most cases of H1N1 flu in the U.S. have been reported to be mild, serious complications can arise. Seek emergency care if a child develops the following symptoms:

- Fast breathing or shortness of breath
- Bluish or gray skin color
- Dehydration, not drinking enough fluids
- Severe or persistent vomiting
- Not waking up or interacting
- Extreme irritability, not wanting to be held
- Flu-like symptoms that improve, but return with fever and worse cough

Adults may exhibit different symptoms than children if complications develop. Seek emergency care if an adult develops the following symptoms:

- Difficulty breathing or shortness of breath
- Pain or pressure in the chest or abdomen
- Sudden dizziness
- Confusion
- Severe or persistent vomiting
- Flu-like symptoms that improve, but return with fever and worse cough

The seasonal flu vaccine does not offer any protection against the H1N1 flu virus. H1N1 vaccinations have been released for those in high-risk categories. Licking Memorial Hospital is working closely with the Licking County Health Department to immunize the community as soon as possible, and further information will be announced through the local media.

Heart Center Relocates

The Licking Memorial Heart Center, formerly located at 42 Messimer Drive, has relocated to Licking Memorial Hospital (LMH). The new office, which includes the practice of Cardiologist Imtiaz Ahmed, M.D., is now located within LMH's Cardiology Department on the first floor.



“By relocating the Heart Center to the Cardiology Department, we are centralizing services to our heart patients,” Vice President Physician Practices Christine McGee explained. “Patients now have the convenience of visiting Dr. Ahmed and receiving testing and procedures in one area.”

The telephone number for the Licking Memorial Heart Center remains the same, (740) 348-7750. The hours of operation are: Monday and Wednesday – 8:00 a.m. to 5:00 p.m.; Tuesday and Thursday – 8:00 a.m. to 4:00 p.m.; and Friday – 1:00 to 4:00 p.m. Dr. Ahmed also sees patients at LMHS' Pataskala Health Campus location on Friday mornings.

Veronica Link Receives President's Award

Vice President Development & Public Relations Veronica Link received the President's Award at the Lifetime Achievement Reception on October 15. The presentation was made by Licking Memorial Health Systems (LMHS) President & CEO Rob Montagnese.

Rob stated, "Veronica has so ably and passionately served our organization for more than 25 years. She has had a tremendous impact on our community and our ability to provide quality health care. She has been instrumental in developing relationships with the Board Members and was responsible for the revitalization of the Development Council. Her leadership has helped to shape Licking Memorial's success. I am proud to honor Veronica with this award to recognize her contributions to LMHS."

Veronica said, "Having served the Health Systems for more than half of my life, I am so pleased and proud to receive the President's Award. Furthermore, I am especially honored to have received the award from Rob Montagnese. I have been so blessed to work closely with Rob during the past three years in his role as CEO. He is an outstanding leader and has accomplished so much already during his tenure. I continue to learn from Rob every day and enjoy working with him and the rest of our outstanding senior management team. I wish to thank Rob for this award,



Veronica Link, Vice President Development & Public Relations, accepts her award from Rob Montagnese, President & CEO, at the 2009 Lifetime Achievement Reception.

and also want to recognize my team for their hard work and excellent support. In addition, I am very grateful for the members of the Development Council and Board of Directors who have supported our efforts in the community."

Veronica has worked in LMHS administration since 1984, and became Vice President Administrative Services in 2000, after serving as Assistant Vice President. She was promoted to her current position in 2003. She holds a Bachelor of Arts degree in business administration

from Mount Vernon Nazarene College and an Associate degree in business from Central Ohio Technical College. Veronica is a member of the Licking County YMCA Board of Directors, Big Brothers/Big Sisters Board of Directors and the Newark Rotary Club. She is a member of the John Alford Fellowship through Licking Memorial Health Foundation. Veronica and her husband, Paul, are the parents of two sons, Drew and Aaron.

The President's Award is not awarded every year. It is reserved for employees who have demonstrated distinguished service and commitment to Licking Memorial Health Systems.

LMHS Named on Best Places to Work List



Licking Memorial Health Systems has been named on the 2009 Columbus Business First "Best Places to Work" list.

Licking Memorial Health Systems (LMHS) was recently named on the Columbus Business First "Best Places to Work" list for 2009. A total of 140 central Ohio companies were nominated for the newspaper's award, and LMHS was chosen as one of the 35 honorees. LMHS was also selected as one of the top five in the large business category, which included The Ohio State University Medical Center. No other hospitals or health systems were listed in any of the categories. As an honoree, LMHS will be recognized at the Columbus Business First awards luncheon on November 12 at the Greater Columbus Convention Center.

"We are very proud of this designation as a 'Best Place to Work,'" said LMHS President & CEO Rob Montagnese. "I congratulate all of our employees for their individual roles in making LMHS an outstanding place to receive health care."

With more than 1,600 employees, LMHS is Licking County's largest employer. Employment opportunities can be viewed on the LMHS Web site by visiting www.LMHealth.org.

Advanced MRI Technology at LMH Provides Safe, Accurate Imaging



Patients may use headphones to listen to soothing music as they receive painless and radiation-free MRI testing at Licking Memorial Hospital.

One of the most essential technologies available to hospitals today is magnetic resonance imaging (MRI). MRI, a radiation-free technology, uses a combination of powerful magnets, radiofrequency and computer algorithms to diagnose a wide range of injuries and disorders of the body's soft tissues, including the brain, spine, joints, arteries and other organs. There are two types of MRI equipment, closed MRI and open MRI, which have varying levels of success. After carefully comparing open and closed MRIs, Licking Memorial Hospital (LMH) chose to furnish closed MRI in the renovated Radiology Department because of its superior qualities.

"The open MRI scanners were previously referred to as 'low-field strength' MRI scanners since the units tend not to utilize

the superconductive 'high-field strength' magnets associated with the closed scanners," Radiologist Joseph E. Fondriest, M.D., explained. "Field strength is vitally important for high quality magnetic resonance examinations. For this reason, LMH chose to retain the superconductive MRI format when we purchased new equipment in 2007." With closed MRI, the patient lies comfortably on an examination table, which moves smoothly into a large cylinder, called the "bore," that contains a superconductive magnet.

"Most patients find that MRI scans are tolerated quite well," Dr. Fondriest added. "The patients who have difficulty with MRI usually comment about the tight space or noises involved. Although movement is restricted during the MRI, we use short-bore equipment, so the patient is never fully inside. If a patient is apprehensive or claustrophobic, the referring physician may prescribe a sedative. Headphones may be used to provide soothing music, and earplugs can be worn to muffle the equipment noise."

The Siemens MAGNETOM Avanto short-bore 1.5 Tesla Scanner at LMH is located in the Radiology Department on the first floor. The state-of-the-art MRI scanner allows patients to enter feet-first rather than head-first for many procedures, and can accommodate patients up to 550 pounds. A built-in, two-way intercom system allows the Radiology staff and the patient to be in constant communication with each other throughout the entire procedure.

LMH Pays Tribute to Honorary Medical Staff



Honorary Medical Staff members gathered with President & CEO Rob Montagnese at Licking Memorial Hospital for the annual luncheon.

In September, Licking Memorial Hospital (LMH) hosted the annual Honorary Medical Staff luncheon. Physicians are eligible to be invited to join the Honorary Medical Staff upon retirement from the LMH Active Medical staff. The luncheon provided an opportunity for LMH to pay tribute to the physicians who dedicated years of their lives to the Licking County community through their efforts at LMH.

Licking Memorial Health Systems (LMHS) President & CEO Rob Montagnese conveyed great appreciation for the honorees' dedicated efforts within the community and LMHS. He told the retired physicians, "You made us, as an organization, what we are today. We have a great health system, and could not have reached this level of success without your service."

LMH Chief of Staff Jacqueline Jones, M.D., added, "I hope my generation provides the same medical foundation for the younger generation as those who have come before us. Thank you for the work that you have provided for the community and for continuing to believe in our mission, to improve the health of the community."

Urgent Care Receives Warm Response from Pataskala Community



Scrubs the Hospital Hound posed for a photo with the Sunny 95 mascot as Licking Memorial Health Systems sponsored the Sunny 95 Block Party in Pataskala to increase awareness of the new Urgent Care.

The Licking Memorial Hospital (LMH) Urgent Care staff recently participated in a series of Pataskala community events. At the Pataskala Street Fair, LMH presented an information booth and participated in the parade. A few days later, LMH was a corporate sponsor of the Sunny 95 Block Party in the western Pataskala subdivision of Brookhaven.

“Urgent Care at the Pataskala Health Campus is still relatively new, so we want to increase awareness of our services,” said Licking Memorial Health Systems (LMHS) President & CEO Rob Montagnese. “We have seen a strong and steady rise in the number of patients coming to Urgent Care, and have been pleased by the outpouring of support we received at these public events. Many residents told us that they had already visited Urgent Care, and were very happy with the excellent service. Some people even stopped us during the parade to thank us for bringing Urgent Care to Pataskala, and to compliment us on the beautiful facility! It was very gratifying for all of us to receive such an enthusiastic response,” Rob said.

Many residents also stopped by the booths at the street fair and the block party for information about Urgent Care services and to learn about the LMHS physician practices that are located at the Pataskala Health Campus, at One Healthy Place, off State Route 16. The physician practices in Pataskala include:

- Licking Memorial Family Practice
- Licking Memorial Gastroenterology
- Licking Memorial Heart Center
- Licking Memorial Otolaryngology (ENT)
- Licking Memorial Pediatrics
- Licking Memorial Psychiatric Services
- Licking Memorial Surgical Services
- Licking Memorial Urology
- Licking Memorial Women’s Health

In addition, patients with a signed physician’s order are welcome to visit the Pataskala Health Campus for laboratory collection services, radiology services and ultrasound services. No appointment is required for laboratory collections or radiology services; however, an appointment is required for ultrasound services. For more information, call (740) 348-4156 for Licking Memorial Laboratory, (740) 348-7605 for Radiology Services, or (740) 348-1918 for Ultrasound Services.

Licking Memorial Urgent Care opened in April, and hours of operation are 12:00 Noon to 8:00 p.m., Monday through Saturday, and from 12:00 Noon to 6:00 p.m., on Sunday. Urgent Care is staffed by well-trained LMH emergency physicians. In most instances, it is a cost-effective alternative to an Emergency Department visit for patients who do not need emergency treatment, but cannot obtain an immediate appointment with their regular physician. No appointment is needed. More information about Urgent Care services is available by calling (740) 348-7600 or (740) 964-7600. Information is also available online at www.LMHealth.org.



Emergency Physician Joel Anders, D.O., and Licking Memorial Health Systems (LMHS) President & CEO Rob Montagnese led the LMHS group during the Pataskala Street Fair parade.



Licking Memorial Urgent Care is located in Pataskala at One Healthy Place, off State Route 16.

Drs. Govier and Subler Are Physicians of the Year

Anesthesiologist Ann V. Govier, M.D., and Gastroenterologist David E. Subler, M.D., have been named as the 2009 Licking Memorial Hospital (LMH) Physicians of the Year. Both physicians received their awards at LMH's annual Medical Staff Recognition Dinner on October 6 at the Longaberger Golf Club.

The Physician of the Year award recipient is elected by LMH Medical Staff. The criteria for nomination include care and concern for patients, clinical knowledge, relationship to peers and relationship to Hospital staff. The third award nominee was Family Practice Physician Lawrence A. Dils, M.D. This year marks the fourth time that more than one nominee was awarded the title of Physician of the Year.

Dr. Govier earned her Medical Degree from the University of Nebraska Medical Center in Omaha, Nebraska. She completed an internship and residency at the University of Washington Medical Center in Seattle, Washington. She then completed a fellowship in cardiac anesthesia at the University of Alabama Medical Center in Birmingham, Alabama. Dr. Govier is board certified in anesthesiology.

Dr. Subler received his Medical Degree from The Ohio State University College of Medicine. He completed his internship and residency in internal medicine at the University of Michigan Medical Center in Ann Arbor, Michigan. He then completed his fellowship training in gastroenterology at University Hospitals of Cleveland and Case Western Reserve University in Cleveland. His undergraduate degree was earned at the University of Dayton.



Gastroenterologist David E. Subler, M.D., and Anesthesiologist Ann V. Govier, M.D., both were selected by the Licking Memorial Hospital Medical Staff to receive the prestigious Physician of the Year Award for 2009.

Dr. Subler is board certified as a diplomate with the National Board of Medical Examiners and the American Board of Internal Medicine with a subspecialty of gastroenterology.

“We are grateful to our physicians who set the standards of open communication and superior cooperation between their departments and others throughout the Hospital,” stated Robert Montagnese, President & CEO of Licking Memorial Health Systems (LMHS). “Our physicians dedicate themselves to building close-knit relationships and trust with their peers as well as the community.”

The Medical Staff Recognition Dinner was also an opportunity to recognize members of the staff for their years of service to the community. Those who received honors for being on the LMH Medical Staff for at least 25 years included:

- 45 years – Donald G. Jones, M.D., Frederick N. Karaffa, M.D.
- 40 years – G. Franklin Gabe, M.D., Chung Han Koo, M.D., Edward J. Starinchak, M.D., Nicholas P. Trifelos, M.D.
- 30 years – Mary Beth Hall, M.D., Thomas J. Hall, M.D., Richard E. Simon, M.D.
- 25 years – Michael E. Campolo, D.O., Wesley V. Forgue, M.D., Owen Lee, M.D., Jackie L. Underwood, M.D.

Volunteer Spotlight: Maxine Keith



Maxine Keith

Maxine Keith began volunteering for Licking Memorial Hospital (LMH) in 2001, and has accumulated more than 3,660 hours. Maxine currently greets and assists patients and visitors at the front desk reception area and also delivers the mail. “Maxine is a very caring person and a pleasure to have around. She is always in good spirits, which is great for the employees and

patients she encounters each day,” said Carol Barnes, Director of TWIGS and Volunteers.

“I have always wanted to volunteer at the Hospital, and I feel that I am helping others each and every day. I look forward to coming into work and seeing all the familiar faces and great friends that I have made,” said Maxine.

She continues to be an active part of the volunteer staff at LMH, and does not plan on retiring from volunteering anytime soon.

Aside from volunteering, Maxine enjoys outdoor work and activities, reading and visiting family. She is the proud mother of two grown children, a son and a daughter. She also has six grandchildren and four great-grandchildren.

Reception Thanks Generous Donors

Licking Memorial Health Systems (LMHS) thanked contributors at the annual Donor Appreciation Reception on September 14. Charitable contributions from the community and from LMHS staff members are used toward new medical equipment and expanded services at Licking Memorial Hospital (LMH).

Rob Montagnese, LMHS President & CEO, said the donors' generosity helps Licking Memorial meet its mission to improve the health of the community. "The continued growth of employees' contributions, increased memberships in the John Alford Fellowship, The William Shaffner Society, the Caduceus Society, the Community Cornerstone Campaign and recognition gifts for our Medical Staff for Doctor's Day, all made for an outstanding year," Rob said.

Tom Cummiskey, Chairman of the LMH Development Council's Annual Support Committee, said the increased contributions are more than a financial boost; they are also a gesture of support. "I am proud that the Development Council members' roles as ambassadors for LMH have contributed to the Hospital's overall success. The donations to Licking Memorial show appreciation for the care our staff provides and an eagerness to join us in fulfilling our mission to improve the health of the community."

Donors who have reached a \$500 increment in their level of contributions were honored at the reception with a new piece from the Main Street Collection, a set of hand-painted wooden likenesses of individual LMHS buildings. Main Street Collection figures represent the following contribution levels:



The new Main Street Collection piece, a likeness of the Licking Memorial Family Practice – Heath building, rests in the foreground. It is presented to donors who have reached the \$5,500 level of contributing.

- \$ 500 – Wyoming Street Hospital
- \$1,000 – Buena Vista Street Hospital
- \$1,500 – West Main Street Hospital
- \$2,000 – Family Medical Center
- \$2,500 – Caduceus Fountain
- \$3,000 – Shepherd Hill
- \$3,500 – Pataskala Health Campus
- \$4,000 – Women's Health Center
- \$4,500 – John & Mary Alford Pavilion
- \$5,000 – North Newark

The latest addition to the Main Street Collection was unveiled at the reception. The piece is a likeness of the LMHS Family Practice – Heath office, located at 687 Hopewell Drive, and was presented to donors who have reached the \$5,500 milestone of giving.

Vice President Development & Public Relations, Veronica Link, reported that employee donations through PRIDE (Providing Resources in Dedicated Employees) have increased, as well. "PRIDE pledges have been designated for the fireplace area of the John & Mary Alford Pavilion," Veronica explained. "Since the inception of PRIDE in 1987, our employees have donated more than \$1.4 million to the Hospital for major projects and capital improvements. I believe it speaks volumes to the caliber of employees we have working at LMHS."

Currently, all unrestricted donations help fund the Hospital's Interior Space Renovation project. For more information about giving opportunities, please call (740) 348-4102.

Improving the Health of the Community



One Healthy Place, off Broad Street in Pataskala



Licking Memorial
Urgent Care
Pataskala Health Campus

www.LMHealth.org

Physician Spotlight – John D. Applegate, D.O., FACOP



John D. Applegate,
D.O., FACOP

Pediatrician John D. Applegate, D.O., FACOP, joined Licking Memorial Health Professionals in 2002. He received his Doctor of Osteopathic Medicine Degree from Kirksville College of Osteopathic Medicine in Kirksville, Missouri.

Dr. Applegate completed a pediatric internship and residency at Doctor's Hospital in Columbus. He is board certified in pediatrics.

Dr. Applegate is a native of Dayton, Ohio. He and his wife, Melinda, have five children, Abigail, Bryson, Alex, Alayna and Emylia.

Dr. Applegate is accepting new patients at his pediatrics practice, located at the Pataskala Health Campus at One Healthy Place in Pataskala, off Broad Street. Appointments can be made by calling (740) 964-3325 or (740) 348-1925.

Ask a Doc – Safe Toys and Gifts with Dr. Applegate

Question: Our extended family has been blessed with several babies over the past couple of years. I enjoy buying gifts for the children, but am unsure of which toys are safe. Can I trust the manufacturers' age recommendations?

Answer: December is National Safe Toys and Gifts Month, and since many families will soon purchase holiday gift items, it is a good time to review the basics of toy safety. As you would imagine, a toy that is appropriate for a 10-year-old, may be dangerous in the hands of a 2-year-old.

Toy manufacturers in the U.S. must follow guidelines that were enacted by the U.S. Consumer Product Safety Commission (CPSC) in 1995. The CPSC's Child Safety Protection Act requires labeling on toys that indicates if the toys pose a hazard to children at various age levels. For example, we have all seen labels that indicate, "CHOKING HAZARD – Small parts. Not for children under 3 years."

It is important to note, the CPSC's minimum age recommendations on the toy packages are general information and may not apply to every child. For instance, an electric train may bear the label, "Not recommended for children under 8 years of age." However, many 8-year-old children are still not mature enough to operate an electrical device.

The CPSC makes the toy's age recommendations according to four criteria:

- The overall safety of the toy
- The mental development a child needs to use the toy
- The physical development a child needs to use the toy
- The interest level of the child

In addition to age considerations, toys can present other safety concerns. You may remember a widespread recall of imported name-brand toys in 2007 that were discovered to contain lead paint. Other recent recalls have included toys containing small magnets that can be swallowed.

The Consumer Product Safety Improvement Act of 2008 prohibits the sale of any recalled product, but enforcement in resale markets, such as garage sales, is difficult. For this

reason, I recommend buying only new toys from well-established stores.

Here are 15 tips to help select safe toys for children:

1. Read the label to learn if it is appropriate for the child's age.
2. Make sure all toys and parts are larger than a young child's mouth to prevent choking. The CPSC requires that toys for children under the age of 3 years are no smaller than 1-1/4 inch in diameter and 2-1/4 inches long.
3. Avoid toys that shoot projectiles, such as pellet guns or darts.
4. Avoid toys that are loud. Even cap guns or squeak toys can cause hearing loss if they are used close to a child's ear.
5. Avoid pull toys with strings longer than 12 inches that can present a strangulation hazard.
6. Make sure stuffed toys are tightly sewn and washable, and remove any loose ribbons, strings or buttons.
7. Buy plastic toys that are sturdy and will not break.
8. Make sure toys are labeled "nontoxic."
9. Do not purchase hobby kits or chemistry sets for children under the age of 12.
10. Do not purchase a trampoline for a child. The American Association of Orthopedic Surgeons reports that 211,646 children in the U.S. needed medical treatment for trampoline-related injuries in 2003.
11. Buy electric toys only if they are labeled "UL approved." Children should have adult supervision when using electric toys.
12. Do not purchase crib toys that hang on a wire or a string.
13. Check toys for sharp edges, points, springs or hinges that can injure tiny fingers.
14. Purchase toys that you have inspected in person. Although Internet shopping is convenient, it is difficult to judge a toy's durability from a photo.
15. If you purchase a bike or scooter, be sure to include a helmet, as well.

Ask a Doc – Safe Toys and Gifts (continued on page 9)

Here are a few suggestions of toys that are recommended to promote healthy exercise and intellectual development:

For infants (0 to 18 months):

- Blocks
- Large plastic rings
- Bathtub toys
- Cloth or board books
- Stacking rings

For toddlers (18 months to 3 years):

- Blocks
- Dolls
- Push and pull toys
- Picture books
- Toy cars and trucks (with no small parts)

For preschoolers (3 to 6 years):

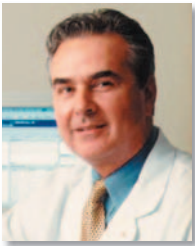
- Simple musical instruments
- Animal sets
- Modeling clay and art supplies
- Simple construction set
- Sturdy riding toys

For children (6 to 9 years):

- Construction sets
- Board games
- Puzzles
- Bicycle
- Kitchen set

It is also advisable to ensure that a toy you are going to purchase is not the subject of a recall for safety reasons. Recall information is available online, or in the customer service section of many retail stores.

Corporate Breakfast – E-Visits



Gerald R. Ehram,
M.D.

Computer users who prefer to communicate by e-mail may soon be able to use the technology to "visit" with their physicians for routine and follow-up appointments. At a recent Corporate Breakfast sponsored by the Licking Memorial Development Council, Internal Medicine Physician Gerald R. Ehram, M.D., outlined the various ways that patients can benefit from e-visits.

"E-visits are appropriate for patients who have an established relationship with their physician," Dr. Ehram said. "When the patient requires follow-up care for a medical condition or needs to consult about a minor problem, such as the flu, the doctor may be able to provide care through e-mail.

This benefits the patient in three ways:

- The patient will not need to take time away from work or a busy home schedule for an office visit.

- The \$30 cost of an e-visit is less costly than an office visit.
- E-visits reduce spread of disease by eliminating contact between patients in a waiting room.

"To request an e-visit with the physician, users should just log on to the Licking Memorial Health Systems (LMHS) Web site, which is www.LMHealth.org," Dr. Ehram explained. "There will be a few simple questions for the patient to answer, and the user will know very quickly if the physician considers the medical concern to be appropriate for an e-visit. If not, the doctor will advise the patient to make an appointment for an office visit to be seen in person."

The Licking Memorial Internal Medicine office (with Dr. Ehram, Mark A. Mitchell, M.D., and Padmaja R. Tanneru, M.D.) is currently equipped for patient e-visits, and other Licking Memorial Health Professionals practices are expected to add the service in the near future.



LaserBody SculptingSM with SmartlipoTM

- Improves body shape
- Minimally invasive
- Tissue tightening
- Performed in the office
- Financing available

James M. Jeffries III, M.D., FACS



Licking Memorial
Reconstructive & Cosmetic Services

1272 West Main Street • Building 2, Upper Level
(740) 348-7955 • www.LMHealth.org

Check out our Quality Report Cards on our Web site.

LMHS Donates Meat to Local Salvation Army



Licking Memorial Health Systems (LMHS) purchased the reserve champion steer at this year's Hartford Fair. Samantha Sforza, a member of the Newark Barnyard Buddies 4-H Club, owned the steer. The 365 pounds of processed meat from the steer were donated in September to the Salvation Army located on East Main Street for use in their soup kitchens and food pantry.

LMH employees Brent Stenger and Charles Shepherd (at left) assist LMHS President & CEO Rob Montagnese with the donation delivery to Salvation Army Major Diana DeMichael.

The Schaffner Society Welcomes Three New Members

The William Schaffner Society is comprised of community members and Licking Memorial Health Systems (LMHS) employees who have pledged a minimum gift of \$10,000 to the Licking Memorial Health Foundation (LMHF) over the course of 10 years. The funds are used to enhance medical care and fund expanded services at LMHS, and do not assist with general operating expenses. Recently, The William Schaffner Society welcomed three new members: Donald Hughes, a certified stationary engineer in the Plant Operations Department, Jennifer Hughes, Senior Groundskeeper for the Plant Operations Department, and Cheryl Sweitzer, Imaging Specialist Team Leader for Nuclear Medicine in the Licking Memorial Hospital (LMH) Radiology Department.



Don and Jennifer Hughes and Cheryl Sweitzer have joined The William Schaffner Society with their generous contributions to the Licking Memorial Health Foundation.

Donald and Jennifer Hughes have more than 35 years of combined service at LMH. Don joined LMH in March 1978, and oversees the operation of the boilers, generators, medical gases, and heating and air conditioning systems for the Hospital. He also assists in snow removal and other maintenance projects as needed. Since 1994, Don has also worked at the Licking County Justice Center as a maintenance mechanic.

Jennifer joined LMH in April 2005. Her many duties include planting and maintaining the numerous flower beds, and fall leaf removal at the Hospital campus and satellite buildings.

Jennifer manages a crew each summer to assist with keeping the grounds in superb condition. Thanks to Jennifer and her crew's hard work, LMHS was recently recognized nationally for outstanding landscape design and grounds maintenance. The Professional Grounds Management Society (PGMS) presented LMHS with a Green Star Merit Award in the Hospital or Institution category.

Don and Jennifer reside in Newark with three of their children, Rebecca,

Maxwell and Audrey. Their oldest son, Tyler Hewitt, also an LMH employee, and his wife, Melinda, have two children, Gabriel and Jaxon. Their oldest children are graduates of Newark High School. The family enjoys attending Newark basketball and football games, and are also avid Ohio State Buckeye fans.

Cheryl Sweitzer joined Licking Memorial in May of 1971. She is registered by the American Registry of Radiologic Technologists (ARRT) in Radiology, Nuclear Medicine and Computerized Tomography. Cheryl is also certified by the Nuclear Medicine Technology Certification Board. She is a member of American Registry of Radiologic Technologies Society of Nuclear Medicine.

Cheryl enjoys spending time with her family and six grandchildren, hiking with her two dogs, and teaching Sunday school at First Baptist Church in Heath. Cheryl and her husband, Roy, reside in Licking County.

Development Spotlight – Ron Cassidy



Ron Cassidy

Ron Cassidy became a member of the Licking Memorial Hospital (LMH) Development Council's Education and Membership Committee in August 2009. "I joined the Council because I felt it was important to inform others about LMH's efforts to improve the health of the community," said Ron.

In addition to serving on the Council, Ron is Superintendent at the Career and Technology Education Center (C-TEC) in Newark. With 37 years of experience in education, he looks forward to utilizing his skills to help build relationships between LMH and the community. "I want others to know that LMH is dedicated to maintaining high standards of patient care and continuing community outreach," he said.

Ron earned Bachelor of Business Administration and Master of Education degrees from Kent State University. He has also attended various courses at Ashland University and The Ohio State University for accreditations and certifications. In the past, he served as the Licking County Chairman for Boy Scouts of America, and President of the St. Francis de Sales School Board of Education. He is an active member of the Ohio Association of Career and Technology Education, and serves as the Vice President to the National Association of Career and Technology Education, and President of the National Adult Workforce Development Association.

After 30 years of service at C-TEC, he plans to retire on December 31. He and his wife, Karen, have been married for 38 years and have two grown children and four grandchildren. Ron enjoys spending time with his family, swimming and boating on Lake Cumberland in Kentucky.

Development Spotlight – John Row



John Row

Buckeye Linen Service, Inc., Regional Vice President John Row was invited to attend a Licking Memorial Hospital (LMH) Development Council meeting by a business associate. He recalled being impressed by the speaker's review of how the Hospital repeatedly achieved a 100 Top Hospitals award. "His candid discussion about patient care statistics, the Hospital's

commitment to excel in patient care, and the continuous investment in technology made me realize I wanted to be a part of the Council. I felt it would be rewarding to partner with the Hospital's leadership and employees," said John.

John serves on the Education and Membership Committee of the LMH Development Council. "I feel my role is that of an 'ambassador,' sharing positive energy about the advantages of having such a fine Hospital in our community, which should not be taken for granted," he said.

Row earned a Bachelor of Business Administration degree from Marshall University in Huntington, West Virginia with a major in marketing and a minor in management. He is an active member of Newark Rotary Club, Licking County Historical Society, Ohio Hotel Lodging Association and the Ohio Restaurant Association. In his spare time, John enjoys golfing, coin collecting, astronomy and cheering for his beloved Green Bay Packers. He also takes time to visit and spend time with his five grandchildren in Cincinnati and Lexington, Kentucky.

September and October Donors

Contributions to Licking Memorial Health Foundation are used toward new equipment and services at Licking Memorial Hospital. To learn more about giving opportunities, please call (740) 348-4101.

COMMUNITY CORNERSTONE

Glenn and Alice Ann Abel
Tony and Rita Adams
Gary and Julie Baker
Budget Blinds of Mid Ohio – James Hyslop
Jack and Bev Crockford
Jerry and Sandy Graft
Ron and Aileen Hiltner
Molly Ingold
Patrick and Linda Jeffries
Scott and Erin Kennedy
William and Virginia Lavelle
George and Bonnie Manning
Geraldine D. Marston
Nelson and Kathleen McCray
Jack and Ann Oberfield
Robert and Alexa O'Neill
Judith and Robin Pierce
Karen E. Rank
Reed-Egan Funeral Home – Richard Reed

Jennifer and Todd Roberts
Jack W. Stickle II
David and Marlene Wolfe
Verna W. Zelein

GOLF GALA

The Advocate
Design Group
General Cable Corporation
National City Bank
Sign Pro

HONORARY

Ray and Jean Bower
by: David and Paddy Kutz, Kelly & Peggy
Dr. Janae Davis and Mareion Royster
by: M. Kathleen Roberts

MEMORIAL GIFTS

Hong Im Lee
by: Dr. and Mrs. Harold Kelch
Hazel Morehart
by: Licking Memorial Hospital

PASTORAL CARE

Rev. Michael J. Reis

PRIDE CORNERSTONE BRONZE

Kevin Brest
Jennifer Closson
Michelle Hinds
Vour Penn
Duane Markley
Phillis Reed-Shields

PRIDE CORNERSTONE SILVER

Logan Powell
Gina Pressley



Patient Story – James Oldaker



James Oldaker of Newark recently received his first seasonal flu immunization.

August 28 started out like any other Friday for 45-year-old James Oldaker, who arrived for work at Wendy's in downtown Newark at 8:00 a.m. Around 11:00 a.m., he sat down at a desk and suddenly was overcome with chest pain on his right side. He also found it difficult to breathe.

"I did not know what was going on," James said. "I had not been showing any symptoms that led up to this episode. All I could think of was that a blood clot from a

prior condition had broken loose. There was so much pressure on the right side of my chest, and the whole right side of my body was tingling. When I got to the Emergency Department at Licking Memorial Hospital (LMH), I was in so much pain and so out of breath that I could speak to the nurse only in short, quick words."

James' X-rays and blood tests did not immediately reveal the cause of his pain, but the medical staff was able to determine the diagnosis as pneumonia. He went home that night with a prescription for an antibiotic, and advice to take it easy for a while.

After two days of rest, James tried to return to work, but soon realized his condition had not improved. "I was still in a lot of pain," he said. "I had to leave work, and I went home to crawl back into bed." When he was no better on the following day, he returned to the Emergency Department.

"The staff performed a nasal swab and additional blood tests," he remembered, "and even though my chest X-ray from just four days before had not shown anything, they took another X-ray. That is when Dr. Lee (Radiologist Owen Lee, M.D.) came in and showed me that I had fluid building up in my right lung."

Dr. Lee explained, "James had 'complicated pneumonia' that extended into the pleural space with pockets of fluid that collected between the chest wall and the lung. He was admitted and had chest tube placement under CT guidance. In addition, a TPA (tissue plasminogen activator) drug was administered through the chest tube to break down the pockets of infection and fluids. Close monitoring was important in assessment of his treatment."

James was encouraged to change his position in bed from time to time to facilitate the drainage. "I had to lie on my left side for two hours, then on my back for two hours, then on my right side. By the time I was done, 1,700 ml of fluid had drained."

A follow-up X-ray showed that additional fluid had collected, so James underwent a second round of chest tube therapy. "This time, there was not as much fluid, and I began feeling better as soon as we were done," he said. James was released from the Hospital with another antibiotic, and was advised to take deep breaths to help keep his lungs clear.

"We may never know how James contracted pneumonia," Pulmonologist Eric R. Pacht, M.D., explained. "Community-acquired pneumonia is the most common type of pneumonia, and is the sixth leading cause of death in the U.S. James had an aggressive infection, but he cooperated with everything we asked him to do – he even quit smoking during this time. Pneumonia is a serious illness. It will take some time for James to make a full recovery, but we are glad that he is better, and is taking steps to improve his health."

Before he developed pneumonia, James did not have a primary care physician. As part of his long-term follow-up care, the LMH staff referred him to see Internal Medicine Physician Padmaja R. Tanneru, M.D. "Everyone at the Hospital and the doctors' offices has been great," James commented. "The doctors have all explained things to me really well, and let me know what to expect. Dr. Tanneru set me up with a flu shot when I saw her. I never had a flu shot before, but I was glad to get this one. She said that my immune system may be a little weakened, and I would be at greater risk to catch the flu and develop complications, such as another case of pneumonia. I never want to be sick like that again!"

The Hospital staff also offered smoking cessation assistance to James, but he had already quit smoking. "Until that first day when I had pneumonia, I went through as many as four packs a day. I smoked for most of my life. As soon as that pain hit me, I stopped smoking, and I have not wanted a cigarette since. I do not know if I was 'scared straight,' but I do not crave smoking at all," he said.

When he began feeling better, James returned to his favorite activities – bike riding in the great outdoors and fishing at

Patient Story - James Oldaker (continued on page 16)

Pneumonia Care – How do we compare?

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

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

1 National pneumonia treatment guidelines recommend that the first dose of an antibiotic be given to pneumonia patients within six hours of arrival at the hospital. This “door-to-antibiotic time” also includes diagnostic testing.

	LMH 2006	LMH 2007	LMH 2008	National ⁽¹⁾
Patients receiving antibiotic dose within 6 hours	97%	96%	98%	93%
Average door-to-antibiotic time	170 minutes	162 minutes	143 minutes	162 minutes

2 Best practice in pneumonia care says that a blood culture should be collected before any antibiotics are given to a pneumonia patient to more accurately determine which microorganism is causing the pneumonia.

	LMH 2006	LMH 2007	LMH 2008	National ⁽¹⁾
Patients receiving blood cultures prior to antibiotics	97%	98%	97%	90%
Pneumonia patients given the most appropriate initial antibiotic	88%	85%	87%	87%

3 Hospitalized patients with a condition that puts them at risk for developing complications from pneumonia and/or influenza (flu) should be screened for vaccines while in the hospital and receive a pneumonia and/or influenza vaccine if appropriate. Licking Memorial Health Professionals (LMHP) office patients who are at high risk for these illnesses are also screened and vaccinated as appropriate.

	LMH 2006	LMH 2007	LMH 2008	National ⁽¹⁾
High-risk pneumonia patients screened for the pneumonia vaccine	93%	95%	96%	83%
Pneumonia patients screened for the influenza vaccine	86%	92%	91%	79%
Physician office patients over 65 years receiving the pneumonia vaccine	86%	88%	87%	67%
Physician office patients over 65 years receiving the influenza vaccine	80%	81%	80%	71%

4 Use of standard orders – in which physicians follow the best practice protocols for treating all patients with a particular diagnosis – indicates that patients are receiving consistent care.

	LMH 2006	LMH 2007	LMH 2008	LMH Goal
Pneumonia patients with pneumonia standard orders used	88%	92%	94%	greater than 90%

5 LMHS is committed to providing and encouraging free, easily accessible flu vaccines to all employees. In order to provide safest care to our community, LMHS recognizes the importance of keeping the staff healthy.

	LMHS 2006	LMHS 2007	LMHS 2008	National ⁽⁴⁾	LMHS Goal
LMHS employees receiving the influenza vaccine	67%	56%	77%	44%	greater than 75%

Data Footnotes: (1) *Hospitalcompare.hhs.gov* national benchmarks. (2) MIDAS comparative database from fourth quarter 2008 data comparing over 470 organizations. (3) Centers for Disease Control and Prevention (CDC). Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia: U.S. Department of Health and Human Services, Centers for Disease Control and Prevention, 2008. (4) Centers for Disease Control and Prevention (CDC). Prevention and Control of Seasonal Influenza with Vaccines. Recommendations of ACIP, 2009.



Patient Story – William Hassell

When William Hassell of Newark looks in the mirror every morning, he sees a face with a slightly crooked nose looking back at him. The minor malformation is the result of injuries he suffered years ago. “I looked into having the shape fixed, but then decided I could live with it,” William said. “Besides, I think it adds character.”

The part that 35-year-old William decided he could not tolerate was the difficulty he had in breathing. “I had not been able to breathe out of my left nostril for years,” he explained. “It was causing problems while I was sleeping, and it frequently interrupted my sleep because I could not breathe.”

William consulted with Otolaryngologist Kenneth Parker, M.D., who recommended surgery to correct a deviated septum and a sinus cavity problem. The operation was set for August 21, in the Surgery Department at Licking Memorial Hospital (LMH). “I had already had two unrelated surgeries in the new Surgery Pavilion at Licking Memorial, so I knew I was going to receive excellent care,” William said. “The staff is awesome.”

William was able to return home the same day after his operation, and he noticed the benefits of the surgery immediately. “I could breathe again,” he remembered, “and as a result, I had a lot more energy.”

Members of the Hassell family need all the energy they can get. William’s wife, Kelly, their 9-year-old daughter, Sarah McClain, and William’s 14-year-old daughter, Samantha, share a passion for travel, exploration and spending as much time as possible in the outdoors. William explained, “We just love the wilderness. We enjoy camping, hiking, fishing and going to zoos. Kelly and I want the girls to experience as much diversity and new experiences in life as they can.”



Sarah McClain and William Hassell enjoy a father-daughter moment at Hocking Hills. They both had surgery at Licking Memorial Hospital and were pleased with the staff’s excellent care.

William and Sarah McClain have also shared the experience of surgery at LMH. “Sarah McClain has had some problems with her ears for a long time. She had her tonsils and adenoids removed, which helped a lot. Next, she will be returning for surgery to have the tubes in her ears adjusted,” William said.

“I think the operations are harder on the parents than on the children, but having Dr. Parker as a doctor makes it easier. He is very genial, and he talks to Sarah McClain,

not as a child, but as a person. She really opened up to him – it is a very trusting relationship, so that helps. We feel very comfortable in entrusting our daughter’s care to Dr. Parker because we know he is an excellent surgeon.”

The Hassells moved to Newark from Kentucky in 2006, and before that, they lived in Mississippi. Both William and Kelly work at Diversified Maintenance. William is the retail technician at JCPenney at Polaris and Kelly is the area manager for central Ohio. Samantha is in the ninth grade in Pearl, Mississippi, and Sarah McClain is a fourth grader at Legend Elementary School in Newark. They are looking forward to playing in the snow this winter, which is a diverse experience to the climate they knew in Mississippi.

Surgical Care – How do we compare?

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

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

1 Conscious sedation allows patients to tolerate unpleasant procedures while maintaining adequate breathing and the ability to respond to stimulation. Most of the drugs used in conscious sedation can be reversed fully or partially if necessary. However, careful patient assessment and monitoring reduce the need for reversal agents and improve patient outcomes. Therefore, minimal use of reversal agents is a good indicator of quality in conscious sedation.

	LMH 2006	LMH 2007	LMH 2008	LMH Goal
Use of reversal agent – GI procedures	0.70%	0.12%	0.08%	less than 0.90%

2 The health care team at Licking Memorial Hospital follows a multiple-step process to prevent wrong-patient, wrong-procedure or wrong-site surgery (e.g., surgery performed on the left foot instead of the right foot). This process includes left or right designation at the time the surgery is scheduled, verification of the site on the day of surgery with the patient and the patient’s current medical record, marking the site, and final verification in the operating room.

	LMH 2006	LMH 2007	LMH 2008	LMH Goal
Number of surgeries	5,272	6,065	6,579	n/a
Wrong-site surgeries	0	0	0	0
Surgical site verification checklist completed	99%	99%	100%	100%

3 Receiving the appropriate antibiotic within an hour before surgery reduces a patient’s risk for developing infection. Additionally, discontinuing use of antibiotics within 24 hours after surgery lessens the patient’s risk of developing antibiotic-resistant bacterial infections. Medical studies have shown that the use of certain antibiotics, specific to each surgery type, can be most effective at preventing infections after surgery.

	LMH 2006	LMH 2007	LMH 2008	National ⁽¹⁾
Antibiotic received within 1 hour	94%	95%	93% ⁽²⁾	87%
Antibiotic selection accurate per national recommendations	91%	93%	97%	93%
Antibiotic discontinued within 24 hours	87%	94%	88%	86%

4 The removal of hair from the site of surgery is an important way to prevent infection. Using a razor to remove hair can cause tiny breaks in the skin which increase the risk of infection after surgery. This measure tracks the percentage of times that patients had hair removal performed by clippers or other means which are less likely to cause infection than razors. In certain instances, clippers may not be the ideal form of hair removal, and razors may be used.

	LMH 2006	LMH 2007	LMH 2008	National ⁽¹⁾
Appropriate hair removal performed	99%	99%	99%	95%

Surgical Care – How do we compare? (continued on page 16)

5 Medical studies have shown that if patients experience hypothermia (low body temperature) during and after surgery, they have a greater risk of developing complications. Effectively warming patients during surgery can ensure their body temperatures remain in normal range. This measure tracks the percentage of patients at LMH who had a normal body temperature immediately after surgery.

	LMH 2006	LMH 2007	LMH 2008	LMH Goal
Immediate post-operative temperature within normal range	94%	100%	100%	greater than 90%

6 VTE, or venous thromboembolism, is the medical term for a blood clot that forms in a vein. Surgery increases the risk of VTE, and while most clots can be treated, some can be life-threatening. It is recommended that hospitals use medications and mechanical devices to prevent the formation of blood clots. While all patients receive at least one form of intervention, primarily mechanical, LMH tracks the percentage of patients who correctly had these interventions activated, based on CMS guidelines, within 24 hours of surgery.

	LMH 2006	LMH 2007	LMH 2008	National ⁽¹⁾
VTE prophylaxis ordered	82%	92%	86%	86%
VTE prophylaxis started within 24 hours of surgery	74%	81%	75%*	83%

*All surgery patients receive some form of VTE prevention, either through medication or by mechanical means. In some cases, medications to prevent VTE are not ideal due to an increased risk of bleeding. Although care was appropriate in these cases, the documentation to explain the absence of the medications was sometimes incomplete; therefore, even though the care provided was appropriate, our statistics appear lower than the national average.

7 Licking Memorial Hospital patients who have had total joint surgeries, including hip and knee operations, tend to be able to return home to recover more quickly than patients undergoing the same procedures elsewhere. Offering physical therapy on weekends and new medications are two factors that have lessened hospital stays for these patients.

	LMH 2006	LMH 2007	LMH 2008	National ⁽³⁾
Primary total joint patients with length of stay six days or less	97%	99%	100%	94%

Data Footnotes: (1) *Hospitalcompare.hhs.gov national benchmarks.* (2) *Due to changes in data abstraction guidelines, 2008 data omits January information as it is not reflective of process quality.* (3) *Midas+ Comparative Database.*

Patient Story - James Oldaker (continued from page 12)

the Dillon Dam spillway. He has a daughter, Jennifer, and two grandchildren, Nikki and Devan. As a doting father and grandfather, he likes to take them along for the excursions. Although he still tires easily from his battle with pneumonia, he can take advantage of his doctor’s order to take in a deep breath of fresh air to benefit both his lungs and his soul.

LMHS Names Vice President Financial Services



Cindy Webster

Licking Memorial Health Systems (LMHS) has announced that Cindy Webster has been named Vice President Financial Services. She most recently served as Vice President Revenue Cycle and Interim Vice President Financial Services.

“Cindy has excellent financial instincts, and has been a critical member of the senior management team,” said LMHS President & CEO Rob Montagnese.

As Vice President Financial Services, Cindy oversees Registration, Physician and Hospital Coding, Physician and Hospital Patient Accounting, Managed Care Contracting and Purchasing. She joined LMH in January 1991, as a phlebotomist in the Laboratory. Cindy moved to the LMH Patient Accounting Department in 1993, and later became Patient Accounting Department Coordinator. In late 2000, she assumed the title of Director of Managed Care Contracting, and in May 2007, she was named Vice President Revenue Cycle. She earned a Bachelor of Arts degree in Business Administration from Mount Vernon (Ohio) Nazarene University.

Cindy resides in Newark with her husband, Thaddeus, and son, Nathan. Cindy and Thaddeus are active supporters of Licking Memorial. They are members of The William Schaffner Society, and Cindy served as a co-chair of the LMH PRIDE campaign in 2003. She also serves on the Board of Directors of Weathervane Playhouse in Newark, and is a member of the Newark-Heath Rotary Club.



Heather Burkhart,
R.N.

New Appointment

Heather Burkhart, R.N.,

was named Director of Medical/Surgical Nursing.

TWIGS 14 Annual Holiday Tour of Homes

Licking Memorial Hospital (LMH) TWIGS 14 will usher in the holiday season with the Holiday Tour of Homes on Wednesday, November 18, from 12:00 Noon to 3:00 p.m., and from 6:00 to 9:00 p.m. A special Preview Tour will also be offered on Tuesday, November 17, from 6:00 to 9:00 p.m. The tour homes will be well decorated for the holidays to provide a festive and welcoming atmosphere.

Advance tickets for the 46th annual Holiday Tour of Homes are \$10 and are available at all Park National Bank locations. Tickets also may be purchased for \$12 during the tour at the door of any of the participating homes. The Preview Tour tickets cost \$30 per person, and include a catered champagne reception, as well as an opportunity to visit a sixth home open only for the Preview Tour. Tickets for the Preview Tour are available only by pre-sale; no Preview Tour tickets will be sold at the door. To order Preview Tour tickets, please call (740) 334-3073 or (740) 348-4044.



The TWIGS 14 Annual Holiday Tour of Homes will take place on Wednesday, November 18, with a special Preview Tour on Tuesday, November 17.

The Holiday Tour of Homes on November 18 will include five homes in Newark and Granville. The Newark residences are: Jeff and Kandy Wood's home at 1561 Londondale Parkway, Ryan Price's home at 103 South 30th Street, and Ed and Jean Ware's home at 744 South Hampton Street. The Granville locations are James and Kelly Riley's home at 110 Roseview, and Mark and Mindy Kunar's home at 427 Glyn Tawel Drive. The generosity of the participating homeowners will benefit LMH.

Proceeds from all LMH TWIGS (Togetherness, Willingness, Imagination, Giving and Sharing) projects benefit the Hospital. The LMH TWIGS organization was founded in 1950 and has contributed more than \$4.5 million to the Hospital for equipment needs and capital purchases. For more information about the TWIGS 14 Holiday Tour of Homes, please call (740) 348-4044.

Chairman & CEO of The Park National Bank (PNB) and Park National Corporation, who was among family and friends at the event.

As Chairman & CEO, Dan volunteers and serves the community and beyond, through his board memberships with organizations including Ohio University, MedBen, Newark Campus Development Fund, and The Salvation Army, and as Board Treasurer of The Works. While presenting the award, Robert Montagnese, LMHS President & CEO, stated, "Dan has had a tremendous impact on many lives throughout Licking County, and for that we are honored to present him with this award. He exemplifies the meaning of 'lifetime achievement.'"

In addition to his current position, Dan previously served as President of the Ohio Bankers Association, United Way of Licking and Fairfield Counties, the Simon Kenton Council of the Boy Scouts of America, the Lancaster-Fairfield County Chamber of Commerce and the Lancaster Rotary Club. Dan also provided leadership as the Director-at-Large of the Community Bankers Association of Ohio, Fund-raising Chairman of the Call to College Program (Newark High School Scholarship Program), Newark Representative for the Heath-Newark-Licking County Port Authority, Chairman of Operation Feed of Licking County and the Newark Area Chamber of Commerce, and a member of the Newark Rotary Club. He is a former Board of Directors member of Shepherd Hill and LMHS, and has provided generous financial support to the Health Systems through the John Alford Fellowship.

During the course of his professional career and time spent as a volunteer, Dan has been recognized with a variety of prestigious awards including the Distinguished Alumni for Heath High School in 2000, the Silver Beaver Award in 2001, and the Distinguished Eagle Scout Award in 2003, both from the Simon Kenton Council of the Boy Scouts of America. In 2004, Dan received the Newark Rotary Club's Bravo Award, and was presented with Ohio University's Achievement in Business Award. Dan earned his Bachelor of Science degree, graduating cum laude from Ohio University in Athens. His lifelong PNB career began in 1971, and he has served as the President of Fairfield National Bank, a division within the Park National Corporation, the Executive Vice President of PNB, and as President of both PNB and the Corporation. He and his wife, Diane, reside in Newark. and are the parents of two adult children, their daughter, Sara, married to Tommy Joyner, and their son, Matt. The couple also has two grandchildren, Josie and Tessa Joyner.

Past recipients of LMH's Lifetime Achievement Award have included: John W. Alford, Howard E. LeFevre, Ernestine W. Spencer, J. Gilbert Reese, John H. Weaver, Norman R. Sleight, Robert H. Pricer, Carl L. Petersilge, M.D., Clarissa Ann Howard, Rev. Dr. Charles W. Noble Sr., Calvin E. Roebuck, John J. Kutil, Mary Jane McDonald, William T. and Jane C. McConnell, Raymond Guy Plummer, M.D., Robert N. Kent, Dr. Robert Barnes, Stuart Parsons, Lewis Mollica, Ph.D., and Glenn Abel.

Building a Healthier Community Award

The fifth annual Building a Healthier Community (BAHC) Award was presented to the Granville High School (GHS) Key Club. The Key Club's Bone Marrow Project, first established in 1997, has become the group's cornerstone project. For more than 10 years, the GHS Key Club has created projects and events to increase public awareness of the importance of bone marrow typing, and improve the odds in the matching system by increasing numbers in the bone marrow registry.

The GHS Key Club is a student-based service organization with more than 100 members. The Club officers include Lucia Lee, President; Sara Carpenter, Vice President; Navein Arumugasaamy, Secretary; and Macee Heughbart, Treasurer. Cindy Shaffer is the student advisor for the club.



The fifth annual Building a Healthier Community Award was presented to the Granville High School Key Club whose Bone Marrow Project, first established in 1997, has become a cornerstone project.

"We are pleased to honor the Key Club with this award, which acknowledges their dedication to improving the health of the community," said Rob. "Your continuous efforts greatly benefit the citizens of Licking County."

Previous winners of the Building A Healthier Community Award include the Salvation Army of Licking County, the Newark Rotary Club, and the Bereavement Services of Hospice of Central Ohio. The LMH TWIGS (Togetherness, Willingness, Imagination, Giving and Sharing) organization was the first recipient of the award in 2005.

100 Top Hospitals Award

Throughout 2009, LMHS has been celebrating the 10th 100 Top Hospitals distinction by Thomson Reuters. Thomson Reuters is the leading provider of decision support solutions that help organizations across the health care industry improve clinical and business performance. LMH Board Chairman Patrick Jeffries presented the award to Rob along with LMHS Board Chairman Gordon Wilkin. "Being selected for this award is a reflection of the contribution of all Licking Memorial Health Systems employees, physicians, volunteers and board members who work hard each day to improve the health of the community," Patrick said. "It proves what I have believed all along – that Licking County residents receive the best quality health care right here at their community Hospital."

Retiree Spotlight: Kathy Kern



Kathy Kern

Kathy Kern began her career at the Licking Memorial Hospital (LMH) Microbiology Lab in 1974. “Microbiology has been an exciting field to participate in over the years. Rather than infectious diseases diminishing as hoped, bacteria and viruses kept adapting and created new challenges,” she said. During her years of service, she experienced many changes within her profession. “Perhaps the most interesting change to me has been the development of antibiotic-resistant organisms. Years ago, those of us in the Microbiology Lab predicted that there would be problems similar to those we are currently experiencing,” she said.

In 1997, after working in the Microbiology Lab for 23 years, Kathy was promoted as Infection Control Manager, until retiring in 2006 with 32 years of service to LMH. “Through my promotion as manager, I had the opportunity to meet and work with so many additional wonderful people,” said Kathy.

Since her retirement, Kathy has been enjoying various activities such as bicycling, reading and skiing. She and her husband also make frequent trips to Minneapolis and New Mexico to visit their children. She is a member of the Heart of Ohio Quilters Guild and the Newark Ski Club.

Licking Memorial Honors 2009 MVPs

Thirty outstanding Licking Memorial Hospital (LMH) and Licking Memorial Health Professionals (LMHP) employees received MVP awards at a ceremony during Hospital and Health Care Week in May 2009. The following employees were chosen as MVPs for their consistent demonstration of the Licking Memorial Health Systems (LMHS) values of communication, attitude, respect and excellence.



Licking Memorial Health Systems' 2009 MVPs were chosen for their consistent demonstration of LMHS values: communication, attitude, respect and excellence.

Kathryn Baldeschwiler



Position Title: Project Coordinator, Emergency Department

Personal Background: Kathy has been employed with LMH since 1975, and has worked as a Nurse Aide, Point-of-Care Technician and a Charge Capture Specialist, before accepting the position of Project

Coordinator in 2005. Kathy resides in Newark near her parents, her daughter, Sarah, and grandson, Hunter. Her interests include walking, exercising, quilting and vacationing at Myrtle Beach.

Recognition: Kristine Blust, Emergency & Acute Care Services Director said, “Kathy has faithfully served LMH for many years, and was promoted as the Project Coordinator. She is a valuable asset with her specialization in IBEX, its functionalities, and education related to IBEX. Kathy is always willing to assist, and excels in her work projects.”

Kathy M. Ballinger



Position Title: Physician Practice Coder, Health Professionals Coding

Personal Background: Kathy has been employed with Licking Memorial since 2007. Prior to her career at LMH, she served as a Medical Assistant/Coder, and an instructor in a Medical Billing and

Coding educational program. Kathy resides on Leibs Island in Millersport and has two sons, two grandsons, and a granddaughter. She enjoys numerous outdoor activities including boating, skiing, camping, fishing, gardening and bird watching.

Recognition: Kathy Watters, Coding Manager said, “Kathy is always willing to assist when urgent tasks arise. She has excellent rapport with providers, fellow coders, and the physician billing staff. Kathy is knowledgeable and passionate about her profession, and a valuable part of the coding team.”

Melody Bird, R.T.R.



Position Title: Radiographer, Radiology

Personal Background: Melody has been employed for 10 years at LMH as a staff radiologic technologist, and has 21 years experience in radiology. She earned an Associate degree in applied science for radiology, and is also a clinical instructor

for radiology students. Melody lives in Muskingum County with her son, Cody, and has a daughter, Lana, who resides in Columbus. Melody enjoys reading, crossword puzzles, going for walks, working in her yard and spending time with her kids.

Recognition: “Melody is a very knowledgeable, caring, professional Radiographer,” stated Debora Briggs, Radiology Services Manager. “I can always count on her to do a job right the first time. She remains calm and collected in all types of situations, and is a true asset to the organization.”

Cathy Boykin, R.N.



Position Title: Quality Manager, Licking Memorial Health Professional Administration Office

Personal Background: Cathy has been employed at LMH since 1980. She has an Associate degree in nursing, and a Bachelor of Business Administration

degree in organizational leadership. She is also a Licensed Practical Nurse, Certified Operating Room Nurse and Certified Registered Nurse First Assistant. Cathy lives in Thornville with her husband, Howard, and enjoys music, gardening, scrapbooking, quilting, sewing and home décor.

Recognition: “Although Cathy is the Quality Manager, she is often involved in clinical projects. Cathy willingly accepts and leads such projects to a successful completion,” said Christine McGee, Vice President Physician Practices.

Jayne Bryan, R.N.



Position Title: Staff Nurse, Intensive Care Unit

Personal Background: Jayne has been employed at LMH since 1991, and has served in both the PACU and ICU areas. She resides in Newark with her husband, Jeff, who is also an R.N. Jayne enjoys exercising, hiking, reading and shopping.

Recognition: Kristine Blust, Emergency & Acute Care Services Director said, “Jayne is a caring and compassionate nurse who is routinely commended by her patients and their families for the great care she provides. Her strong clinical knowledge, as well as her ability to mentor students and new employees, has made her a leader among her peers.”

Joan Charles



Position Title: Cook/Expeditor, Food Services

Personal Background: Joan was employed at LMH for 20 years in Food Services before retirement in 2009. She resides in Newark, and has three children, Brenda, Bethany and Brian;

and five grandchildren, Emily, Erin, Blake, Brent and Bryor. She enjoys sewing, quilting, crocheting, reading, cooking and her grandchildren’s sports activities.

Recognition: Anne Peterson, Vice President Human Resources and Support Services said, “Joan retired in August 2009, after 20 years of outstanding service. She was a respected and knowledgeable member of the food service team. Joan’s professional demeanor and willingness to support new staff members made her a pleasure to work with.”

Joy Coleman, R.N.



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

Personal Background: Joy began her employment at LMHS in 1994. She received an Associate degree in nursing in 1993.

Joy lives in Newark with her husband, John, and son, Joey. She also has two adult stepchildren, Jessica and Mike. Her interests include participating in mission trips to Haiti, attending her son’s sporting events, and traveling with her family.

Recognition: Christine McGee, Vice President Physician Practices, stated, “One only has to read the patient satisfaction surveys to understand the impact that Joy has made on our patients’ health care. She is truly a compassionate and caring nurse.”

Brad Copley, R.N.



Position Title: Clinical Nurse Supervisor, Emergency Department

Personal Background: Brad began employment with LMH in 2005, after receiving his Associate degree in nursing from Central Ohio Technical College. He resides in Newark with his

family, enjoys golfing and spending time with his children.

Recognition: Kristine Blust, Emergency & Acute Care Services Director said, “Brad is an excellent clinical R.N. who was recently promoted as Clinical Nurse Supervisor. Brad takes great pride in the care he provides to his patients, and has excellent relationships with his peers and the physicians.”

Janae Davis, M.D.



Position Title: Women's Health Physician, OB/GYN, Licking Memorial Women's Health

Personal Background: Dr. Davis has been employed with Licking Memorial since 2006, after receiving a Bachelor of Science degree and Medical Degree. She lives in Newark with her husband, Mareion Royster, and daughter, Jadyn. She enjoys cooking, volleyball, family time and movie night.

Recognition: "Dr. Davis has a joyful personality that has a positive impact on those around her. She is dedicated to providing a full range of care for women, including wellness and prevention care, and providing for the unique health needs of pregnant women in the community," said Christine McGee, Vice President Physician Practices.

Kathleen Davis



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

Personal Background: Kathleen has been employed with LMH since 2004. She resides in Newark, and has three children: a daughter, Colleen Spencer; and two sons, Tyler and Jade Batross; and nine grandchildren. She enjoys spending time with family, reading and doing yard work.

Recognition: "Kathleen takes a lot of pride in her work on 4-North. She keeps the unit clean and organized, and is truly dedicated to LMH and her patients. She delivers quality care to every patient she comes in contact with. In addition, some patients routinely ask for her by name," said Heather Burkhart, Director of Medical/Surgical Nursing.

Kevin Finley, M.D.



Position Title: Family Practitioner, Licking Memorial Family Practice – Granville

Personal Background: Dr. Finley has been employed with LMHS since 2004. After receiving his Medical Degree, he served in the U.S. Air Force for four years prior to joining LMHS. He resides in Newark with wife, Barbra, and has one daughter, Mackenna, and four sons, Austin, Zander, Keagan and Nash. He enjoys fishing, and golf and mission trips to Haiti.

Recognition: Christine McGee, Vice President Physician Practices, said, "Dr. Finley is dedicated to providing excellent care. He takes time to listen in order to determine what is important to patients, and goes beyond acute care by providing wellness counseling and preventive care to improve health outcomes."

Peter Fleming



Position Title: Clinical Scientist Coordinator – Chemistry, Laboratory

Personal Background: Peter has been employed with LMH since 2007. He received an Associate degree in medical laboratory, a Bachelor degree in healthcare management medical lab technician, and is certified by the American Society for Clinical Pathology. Peter resides in Zanesville with his wife, Cherri, his son, Cain, and daughter, Sarah.

Recognition: "Peter has improved the department by implementing autovalidation in Chemistry, which offers greater efficiencies. He has also implemented cost savings throughout the Laboratory through the redesign of workflow and consolidation of instrumentation," said Lorei Reinhard, Director of Laboratory Services.

Robbie Graves, R.N.



Position Title: Staff Nurse, Emergency Department

Personal Background: Robbie has been employed with LMH since 2007. He received an Associate degree in nursing, and is certified in advanced cardiac life support (ACLS) and pediatric advanced life support (PALS). He lives in Zanesville, and his hobbies include watching sports and movies.

Recognition: Kristine Blust, Emergency & Acute Care Services Director, said, "Robbie is a strong clinical R.N., and is well-liked by all who interact with him. Robbie is a leader among his peers as a preceptor of both new nurses and students."

Susan J. Hayman



Position Title: Patient Account Representative, Emergency Registration

Personal Background: Susan has been employed in the LMH Registration Department for 23 years. She and her husband, Bob, live in Hebron where they have operated Hayman's Dari Bar for more than 20 years. The couple has two children, Rob and Chastity, and a grandson, Scotty. Susan enjoys vacationing with her family in Michigan, and watching her grandson's sport activities.

Recognition: Tammy Johnson, Registration Manager, said, "Susan's tenure and knowledge are valuable assets to the Registration Department and to LMH. She has been instrumental in training new employees and knows the value of creating teamwork in the Emergency Department."

Debbie Hoar, R.N.



Position Title: Staff Nurse, 4-South

Personal Background: Debbie has been employed with LMH since 2005, after receiving her Associate degree from Central Ohio Technical College. She resides in Newark with her husband, Doug, and their children, Renae, Kaitlin and

Jason. She enjoys outdoor activities, sports and watching her kids play football.

Recognition: Heather Burkhart, Director of Medical/Surgical Nursing, noted, "Debbie is a leader and role model for the staff. Many point-of-care technicians who attend nursing school comment that they aspire to be a high caliber registered nurse like Debbie. This is a reflection of her professionalism and the quality of care she provides to her patients."

Robert "Bob" Johnson



Position Title: Lead Electronic Technician, Engineering Services Department

Personal Background: Bob has been employed in the LMH Engineering Services Department since 1991. He and his wife, Phyllis, are Licking County residents.

Recognition: Anne Peterson, Vice President Human Resources & Support Services, said, "Bob has excellent planning and organizational skills, which serve him well in managing more than 4,000 pieces of equipment for which he has responsibility. Bob brings a sense of calm and confidence to his work, which is appreciated by his coworkers and managers alike."

Jacqueline Jones, M.D.



Position Title: Physician, Licking Memorial Oncology/Hematology

Personal Background: Dr. Jones joined LMHP in 1992. She earned her Medical Degree from the University of Florida, completed medical residency in internal medicine, and a fellowship in hematology/

oncology. She was selected as Physician of the Year in 2002, and currently chairs the Hospital's Comprehensive Cancer Care Committee. She lives in Gahanna with her husband, Eugene, and is the mother of three daughters.

Recognition: "Dr. Jones understands the special needs of patients facing a life crisis due to a potentially life-threatening diagnosis. She is extremely compassionate and caring, not only for her patients, but for their family members, as well," said Christine McGee, Vice President Physician Practices.

Susan Lonsinger



Position Title: Public Relations Specialist, Public Relations

Personal Background: Susan has been employed in the LMHS Public Relations Department since 2005. She received a Bachelor of Arts degree in English from The Ohio State University. Susan resides in Coshocton County, and has two sons, Andy and Steven.

Recognition: Veronica Link, Vice President Development & Public Relations, said, "Susan is a great asset to our Public Relations team. She is responsible for the majority of the writing projects, and offers accuracy and consistency with her work. She has a pleasant demeanor, positive attitude, and great work ethic. She is consistently dependable, and is always willing to assist her team in working with difficult time constraints."

Kathy McCarthy



Position Title: Administrative Assistant, Information Systems (IS)

Personal Background: Kathy has been employed at LMH since 1986, and has served in positions including Unit Clerk, Registration Specialist, Member Services Representative for Community Health Plan of Ohio,

and Administrative Secretary for Human Resources. She resides in Newark with her husband, Dennis, and the couple have two daughters, Jackie and Crystal, and a son, Eric. She enjoys traveling to Marblehead and Put-In-Bay on Lake Erie.

Recognition: Sallie Arnett, Vice President Information Systems, said, "As Administrative Assistant for the IS Department, Kathy triages all incoming requests. She handles difficult situations in a pleasant and professional manner, and consistently and successfully resolves customer issues in a timely fashion."

Linda Minot, L.P.N.



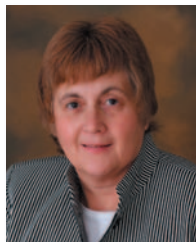
Position Title: Licensed Practical Nurse, Licking Memorial Hematology/Oncology

Personal Background: Linda has been employed at LMH since 1976, when she began as a Nurse Aide on 4-North. She became an L.P.N. in 1982, and is active in the Office Nurse Association.

Linda resides in Newark with husband, Rick, and has four sons, Nathan, Shawn, Aaron and Brandon; and a granddaughter, Hanna. Her interests include nursing, sewing, quilting, traveling and spending time with her family.

Recognition: Christine McGee, Vice President Physician Practices, stated, "Serving patients as they face significant life challenges takes a special, caring nurse. I have an extreme amount of respect for Linda and her gentle, compassionate, sensitive nature when meeting the patients' needs."

Melonie Norris



Position Title: Health Information Coding Specialist, Hospital Coding

Personal Background: Melonie has been employed at LMH since 2004, and previously obtained Certified Professional Coder (CPC) and Certified Professional Coder – Hospital (CPCH) credentials.

She resides in Newark with her husband, Jim, and enjoys riding motorcycles.

Recognition: Cindy Webster, Vice President Financial Services, said, “Melonie has been a great asset to our coding team. She has taken the initiative to cross-train in several areas, and now supports coding coverage and provides education for other coding staff. Her willingness to assist and her enthusiasm for her profession make her an outstanding employee.”

Randy K. Oliverio

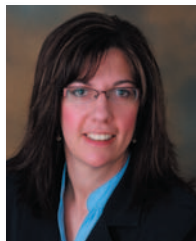


Position Title: Patient Account Representative, Patient Accounting

Personal Background: Randy began her career at Licking Memorial in 1995 as a Front Office Clerk for Dr. Seipel, prior to joining Patient Accounting. She and her husband, Carl, are Granville residents.

Recognition: Janet Bush, Patient Accounting Director, said, “Randy does an excellent job of interacting with patients and their families at the cashier window. She consistently displays a professional, friendly and caring manner when assisting individuals with their accounts. Randy delivers great service from the heart, and always with a smile.”

Michelle Pease, R.N.C., B.S.N.



Position Title: Staff Nurse, Labor and Delivery

Personal Background: Michelle has been employed at LMH since 2007. She holds a Bachelor of Science degree in nursing, and is certified in inpatient obstetrics. Michelle resides in Roseville

with her husband, Wayne, and their three children, Austin, Cameron, and Sydney. She enjoys dancing and time with family and friends.

Recognition: “Michelle is a superior clinician who demonstrates total commitment to healthy outcomes for women and children at LMH. She continually seeks professional growth, and is pursuing a graduate degree in nursing/midwifery. She truly symbolizes the values and mission of our organization,” said Karen Thompson, Maternal Child Services Director.

Irene Porter



Position Title: Environmental Services Assistant, Environmental Services

Personal Background: Irene was employed at LMH from 1998 until her retirement in 2004. She was rehired in 2005, and has served a total of 12 years in Environmental Services. Irene lives in

Heath with her husband, Bill. Their family includes several children, 14 grandchildren and four great-grandchildren. Her interests include shopping, decorating her home, flower gardening and spending time with her family.

Recognition: Anne Peterson, Vice President Human Resources & Support Services, said, “Irene has a witty, warm and friendly personality that compliments her abilities and work ethic. Irene’s consistency and dependability make her an asset to our organization.”

Jeanne Roelle



Position Title: Point-of-Care Technician, Licking Memorial Women’s Health

Personal Background: Jeanne has been employed at Licking Memorial since 2002. She attended Aristotle Institute in Westerville, Ohio, and is a certified medical assistant. Jeanne lives in Hebron, and is the

mother of two children.

Recognition: “Jeanne is a Point-of-Care Technician for Elizabeth Koffler, M.D. Not only does she assist Dr. Koffler in the care of patients, but she also has been instrumental in keeping track of the quality patient care measures for all of the Women’s Health providers. Jeanne has taken on additional responsibilities in the practice, and her manager states that she is extremely dependable and efficient,” said Christine McGee, Vice President Physician Practices.

Lacey Seville, R.N.



Position Title: Staff Nurse, Intensive Care Unit (ICU)

Personal Background: Lacey has been employed at LMH for seven years, after graduating from Marion Technical College in 2001. She currently serves in the ICU as a critical care nurse supervisor.

Lacey lives in Newark with her husband, Chuck, and their two children, Noah and Ava. She enjoys camping, reading, and playing games with her children.

Recognition: Kristine Blust, Emergency & Acute Care Services Director, stated, “Lacey has excelled as a new Clinical Nurse Supervisor in the Critical Care areas. She not only has a strong clinical side, but she has exceeded in the managerial aspects of being a supervisor. Lacey interacts well with the frontline staff providing feedback and support when needed.”

Tim Specht

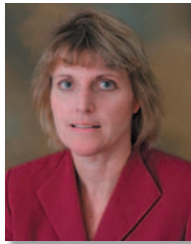


Position Title: Plumber, Engineering

Personal Background: Tim has been employed at Licking Memorial since 1993. He is a graduate of Utica High School, and has 24 years' experience as a plumber. He and his wife, Nancy, reside south of Utica, and have three daughters, Janel, Jamie and Jeanie; and a son, Jon. His interests include restoring old Jeeps and farm tractors.

Recognition: Anne Peterson, Vice President Human Resources & Support Services, said, "Tim takes complete ownership for every aspect of our plumbing systems. He is conscientious and reliable in his work, and willing to do whatever is needed to get the job done right the first time, regardless of the challenge."

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



Position Title: Dietitian, Community Case Management

Personal Background: Annmarie has been employed at Licking Memorial since 1989, after receiving a Bachelor of Science and Master of Science in human nutrition and dietetics from Ohio University in Athens. She is certified in diabetes education, and works with outpatients and community programs. She resides in Johnstown with her husband, Todd, and son, Ryan.

Recognition: Rhonda S. Maddern, Director of Case Management, said, "Annmarie lends her expertise by speaking at community events throughout Licking County, and is one of LMHS' most requested speakers. For her efforts, she was nominated for the 2009 Ohio Hospital Association Healthcare Worker of the Year."

Kim Winegardner



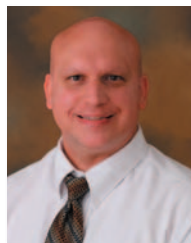
Position Title: Linen Service Supervisor, Laundry Services

Personal Background: Kim has been employed at LMH since January 2006. She resides in Thornville with her husband, Jeff, and her four children, Brandon, Brittany, Ashley and Justin. Her hobbies

include spending time with family and watching her children's sport activities.

Recognition: Anne Peterson, Vice President Human Resources & Support Services, said, "Kim manages the Laundry Department efficiently and effectively, and ensures that we are always providing the best possible service. In 2008, Kim also developed and implemented a new system to provide and launder scrubs for our Surgery staff."

Rich Youker



Position Title: Staff Nurse, Surgery Department

Personal Background: Rich began his career with LMH in 1996, after receiving his nursing degree from Ohio University in Zanesville. He resides in West Lafayette with his wife, Rhonda, and their children, Austin and Evan.

Recognition: Gregory Wallis, Surgical Services Director, stated, "Rich is a positive, self-directed professional who consistently goes above and beyond for patients and their families. His consistent display of teamwork has earned him great respect from his peers. We are privileged to have him in our department."



Volunteer Celebrates 90th Birthday

In October, Licking Memorial Hospital celebrated Volunteer Audrey Snow's 90th birthday. Over the past 26 years, Audrey has volunteered more than 3,200 hours. Pictured are (left to right) TWIGS, Volunteers & Events Director Carol Barnes, Administrative Secretary Maryann Cummings, Audrey Snow and Licking Memorial Health Systems President & CEO Rob Montagnese.

Web Site Tip – Find a Doctor

Patients who need to see a new physician are often unsure which type of practice they should visit. It is important for everyone to have an established relationship with a primary care physician (PCP), who may be a family practice physician, internal medicine physician or a pediatrician. When an illness arises, the PCP will already be familiar with the patient's medical history. The PCP will also be able to furnish a referral to specialists if the patient's insurance requires it.

Licking Memorial Health Systems' extensive Web site, www.LMHealth.org, provides a convenient way for patients to find information about physicians on the Active Medical Staff and Consulting Staff at Licking Memorial Hospital (LMH). By clicking on the "Find a Doctor" link and selecting "View by Specialty," patients can find specialists who are credentialed



to provide services at LMH. By choosing the "View by Physician" option, patients can learn about the 178 physicians who encompass 31 specialties.

The "Find a Doctor" Web page includes information about physicians' credentials, board certifications, education and areas of specialty. It also provides each physician's office address and telephone number.

LMH TWIGS 14 Annual Holiday Tour of Homes

Wednesday, November 18, 2009
12:00 Noon to 3:00 p.m. & 6:00 to 9:00 p.m.

Advance tickets for the 46th annual event are \$10, and are available at all Park National Bank locations. Tickets also may be purchased for \$12 during the tour at the door of any of the participating homes.

For more information, please call: (740) 348-4044

The generosity of the participating homeowners will benefit:



Licking Memorial Hospital

(740) 348-4000 • www.LMHealth.org

Have a Healthy Holiday with Festive Recipes

Research has shown that the average American gains three to five pounds during the holiday season. With holiday cookies and desserts, large meals at family gatherings and decreased physical activity, it is easy to understand why weight gain is so prevalent during this time. LMH Community Case Management Dietitian Annmarie Thacker, R.D., L.D., C.D.E., offers helpful tips and healthy recipes for the upcoming holidays.

Some rules to remember during the season include:

- Create realistic goals for yourself. Focus on maintaining your current weight during the holidays. This can be enough of a challenge without the added pressure of losing more weight with so many temptations before you. Resume your weight loss program in January, but do not forget to exercise or stay active during the holidays.
- Be aware of what and how much you are consuming. Take time to walk away from the table. Sitting and snacking allows for excessive calorie consumption. It may take up to 20 minutes for your stomach to realize that it is full. Give yourself time before going for seconds.
- If you are planning a family gathering later in the evening, eat a substantial breakfast that includes protein. Protein takes longer to digest and helps you to stay full longer. Never skip a meal before a large celebration; eat a small, healthy snack to keep from filling up on high-calorie sweets.
- If you are attending a potluck function, make your contribution a healthy one. Items such as a vegetable platter or low-calorie, low-sodium snack mixes are better alternatives to snacking on candies or treats.

The following are ways to make your cooking and baking healthier:

- Alternatives such as sucralose (Splenda™), aspartame, saccharin, acesulfame (NutraSweet™), or stevia (Truvia™) can be used to replace sugar in recipes. Saccharin and acesulfame can have a bitter aftertaste when baking, but aspartame does not. However, aspartame may lose some of its sweet flavor when baked. Test your recipe before serving if you are worried about the flavor. Sugar adds volume to a recipe which means using a substitute may create a smaller yield; it also may shorten the cooking time up to 10 minutes.
- Other tricks may be used to create healthier meals. When frying foods, use cooking sprays, water, or broths instead of butter, shortening, margarine or oils. Use low-fat options when available, such as low-fat cream cheese, milk or cheese (fat-free replacements may not react well when heated). If using reduced-fat cheese, add it at the end of baking time. When this is not possible, use a part-skim cheese. You may also make “yogurt cheese” by draining fat-free, plain yogurt overnight for use in recipes that call for cream cheese. To reduce cholesterol, use two large egg whites (1/4 cup) to replace one large whole egg. Egg Beaters® may also be used as an egg substitute. Annmarie suggested, “Using multigrain or whole-wheat substitutes is an easy and excellent way to add fiber to a meal.”

Have a Healthy Holiday with Festive Recipes (continued on page 27)



Happy Holidays!


Licking Memorial
Health Systems

Following are two recipes that can be used during the holidays to help prepare a delicious, healthy meal:

Crisp Chicken Parmesan

Makes 4 servings

Ingredients:

- Olive oil nonstick cooking spray
- ¼ cup refrigerated egg product or 2 egg whites, lightly beaten
- 1 clove garlic, minced
- 1 cup bran cereal flakes, crushed (about ½ cup crushed)
- ¼ cup granulated Parmesan cheese
- 1 tsp. dried Italian seasoning, crushed
- 1 pound chicken breast tenderloins



Directions:

- 1) Preheat oven to 425 degrees.
- 2) Line a 15x10x1-inch baking pan with foil; lightly coat with nonstick cooking spray. Set aside. In a shallow dish, combine egg, garlic and 1 tbsp. water. In another shallow dish, combine bran flakes, Parmesan cheese and Italian seasoning.
- 3) Dip chicken pieces, one at a time, in egg mixture, turning to coat and allowing excess to drip off. Dip chicken in cereal mixture, turning to coat evenly. Place single layer of chicken tenderloins in the baking pan. Coat tops of chicken pieces with nonstick cooking spray.
- 4) Bake 15 to 20 minutes or until chicken is no longer pink.

(For a complete meal, serve chicken over multigrain or whole-grain spaghetti in a light tomato-basil pasta sauce with ½ cup chopped plum tomatoes, 1 cup torn spinach leaves, and 1 cup eggplant cut into 1-inch pieces.)

Serving size: 2 or 3 chicken pieces, ½ cup sauce mixture, and ½ cup pasta

Calories – 336; **fat** – 4g; **cholesterol** – 70mg; **sodium** – 532mg; **carbs** – 38g; **fiber** – 6g; **protein** – 38g

Vanilla Crème Pumpkin Cheesecake

Makes 12 servings



Ingredients:

- For crust**
- 2 cups Fiber One™ cereal (original), ground to breadcrumb-like consistency
 - ¼ cup light whipped butter or butter spread (like Smart Balance® Light Buttery Spread or Brummel & Brown® Spread), melted
 - 2 tbsp. water
 - 3 tbsp. Splenda® No Calorie Sweetener (granulated)
 - 1 tsp. cinnamon

For filling:

- 32 oz. fat-free cream cheese, room temperature
- 1 cup fat-free liquid egg substitute (like Egg Beaters® Original)
- 1 cup canned pure pumpkin
- 1 cup Splenda® No Calorie Sweetener (granulated)
- ¼ cup light brown sugar (not packed)
- 1 tsp. vanilla extract
- 1 tsp. pumpkin pie spice

For topping:

- ¾ cup fat-free sour cream
- ¼ cup Splenda® No Calorie Sweetener (granulated)
- ½ tsp. vanilla extract

Directions:

- 1) Preheat oven to 325 degrees.
- 2) Combine all crust ingredients and mix thoroughly. Spray a springform pie pan (about 9" diameter) lightly with nonstick spray – coating the sides and bottom. Evenly distribute crumb mixture, and press the crust along the bottom of the pan. Set aside.
- 3) In a large bowl, combine all filling ingredients. Using an electric mixer set to medium speed, mix until completely blended and lump-free. Pour mixture into the pan over the crust.
- 4) Bake in the oven for approximately 1 hour and 20 minutes, until set. Allow pie to chill in the refrigerator for at least three to four hours (overnight is best).
- 5) After chilling, carefully release and remove springform sides. In a small bowl, mix topping ingredients until thoroughly blended. Spread topping evenly over the pie.
- 6) Return the pie to the refrigerator until ready to serve.

Serving size: 1 slice

Calories – 160; **fat** – 3.25g; **sodium** – 579mg; **carbs** – 20g; **fiber** – 5g; **sugar** – 7g; **protein** – 15g



**Licking Memorial
Health Systems**
1320 West Main Street
Newark, OH 43055

Non-Profit Org.
U.S. Postage
PAID
Columbus, Ohio
Permit No. 8757

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

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

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

The articles contained in this publication
should not be considered specific medical
advice as each individual circumstance is
different. Should you need medical advice,
consult your physician. Entire publication
copyrighted 2009 Licking Memorial
Health Systems. All rights reserved.



Community Events

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

Diabetes Awareness Program

Tuesday, November 17 – 6:00 p.m.
Conference Rooms A & B, first floor
Licking Memorial Hospital

Registration is required. Call (740) 348-1434 to register.
See story on front cover for program details.

Ask the Doc

Saturdays, from 9:00 to 10:00 a.m. No charge.
Shepherd Hill, 200 Messimer Drive
Phone: (740) 348-4878

A physician knowledgeable in the field of chemical
dependency will answer questions. Open to the public.

First Impressions – Maternal Child Classes

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

For more information or to register for First Impressions/
Maternal Child classes, call (740) 348-4346 or e-mail:
firstimpressions@LMHealth.org.

Diabetes Self-Management Classes

Licking Memorial Diabetes Learning Center
1865 Tamarack Road, Newark

Tuesday Class Wednesday Classes
9:00 to 11:00 a.m. 1:00 to 3:00 p.m. or 7:00 to 9:00 p.m.

Diabetes Self-Management is a series of four classes
providing information on all aspects of diabetes. Instructors
include registered nurses, dietitians and a pharmacist who
have received extensive training in diabetes management.
Registration and physician referral required. To register for
the class, call (740) 348-4722. For information regarding
course fees, call (740) 348-4910. Fees vary depending on
insurance coverage.