



Community Connection

Licking Memorial Health Systems

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Measurably Different ... for Your Health!

Bill Andrews Will Retire in February



Bill Andrews,
President of
Licking Memorial
Health Systems

Licking Memorial Health Systems (LMHS) President Bill Andrews will celebrate his fifty-fifth birthday on February 3 by retiring. He has worked in health care for more than 35 years.

“It will truly be a bittersweet day,” Bill said. “I look forward to having more time to spend with my family and to travel – especially to Ireland – but I will miss the day-to-day contact with LMHS employees, volunteers, physicians and Board members.” Bill and his wife, Margie, have six children and three grandchildren. The couple resides on a farm in Johnstown.

In late October 2006, Bill announced his retirement plans. He has been President since April 1986 and served as Vice President of Operations for the two years prior. “Bill has made Licking Memorial Health Systems a nationally recognized leader in health care innovation and delivery of service for the benefit of the communities that it serves,” said Glenn Abel, LMHS Board Chairman.

Bill Andrews Will Retire in February (continued on page 17)

McConnell Donation to Beautify Critical Care Pavilion



Bill and Jane McConnell stand with LMHS President Bill Andrews in the area of the Critical Care Pavilion that will overlook the courtyard. A major donation from the McConnells will provide for lush landscaping in the courtyard as well as a water element.

A major donation from Bill and Jane McConnell will provide for a beautiful garden area when the Critical Care Pavilion opens at Licking Memorial Hospital (LMH). The 83,000-square-foot pavilion is being built on the south side of the Hospital, creating a 1,500-square-foot space next to the Cardiology Department. The McConnell’s donation will allow this area to be developed into a lush courtyard garden, visible from a glass-walled connector walkway and from the adjacent two-story atrium in the Pavilion.

“I am interested in design,” Jane said, “and Bill and I are pleased that we’re going to be able to enrich the community’s health care experience in this way. Gardens are important to both of us. I’m already making notes when we travel and see details in other gardens that I think will work here.”

McConnell Donation to Beautify Critical Care Pavilion (continued on page 2)

See Pages 10 to 13 for the Community Report Card Featuring Patient Safety.

Community Education: Cervical Cancer



Awareness about cervical cancer is important for the health of women. Plan to attend this community education event to learn more about cervical cancer.

Date: Thursday, January 25
Time: 6:00 p.m.
Location: Conference Rooms A & B
Speaker: Janae Davis, M.D., an obstetrician/gynecologist with Licking Memorial Women’s Health

Cervical cancer is one of the most common cancers that affect a woman’s reproductive organs. Various strains of the human papilloma virus (HPV), a sexually transmitted infection, are responsible for most cervical cancer cases. In the Licking Memorial Community Education Program, Dr. Davis will focus on

**Community Education:
Cervical Cancer
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McConnell Donation to Beautify Critical Care Pavilion (continued from front)

Bill said, "There are many things that make ours such an outstanding community. Among the most important is Licking Memorial Hospital. When we were approached with the opportunity to sponsor the courtyard, we knew it would be a good 'fit' for us. We know that whether as a patient or a visitor in the hospital, a few quiet moments in a beautiful setting could be helpful. So Jane and I consider this a way that we can support the hospital and the community at the same time."

"I am looking forward to working with the McConnells," LMH horticulturist Jenny Cook said. "With this area being protected from the worst of the weather elements, we'll be able to push the hardiness envelope a little bit and use plants that aren't usually seen in Ohio landscapes."

"The courtyard garden is such a wonderful gift," said Veronica Link, Licking Memorial Health Systems (LMHS) Vice President of Development and Public

Relations. "It will be enjoyed for many years to come by our patients and visitors. The McConnells' generosity has made it possible for us to include a water element as well as other beautiful features that will contribute to the healing environment for which we are striving."

Because of their dedication to the Health Systems and the Licking County community, Bill and Jane received LMHS' Lifetime Achievement Award in 2002.

LMHS President William Andrews also expressed his gratitude for the McConnells' gift of \$100,000, pointing out, "They have been long-time supporters of the Health Systems. We are proud to count them among our friends."

The two-story Critical Care Pavilion will nearly double the capacity of the Hospital's emergency and surgery departments. It is scheduled for completion in late 2007.

LMHS Donates Equipment, Training to Aid Heart Patients throughout Licking County

Licking Memorial Health Systems (LMHS) is making a \$300,000 investment in the health of the community by unifying the 18 Licking County emergency medical departments under a single system for recording and transmitting patient data to Licking Memorial Hospital (LMH).

LMHS has purchased or upgraded Medtronic LIFEPAK® 12-lead defibrillator/EKG monitors for numerous Licking County squads to provide diagnostic-quality information from the scene to the LMH Emergency Department (ED). Some departments already had the system in place. Now, all 39 squads in Licking County will be able to use the same technology.

A Medtronic LIFENET® RS Receiving Station has been installed in the LMH ED to receive the EKG data. Additionally, all 39 squads are being equipped with cell phones and cables for transmission of EKG results, and personnel are being trained on how to use the technology.

"Through this system, patients' triage can begin well before their arrival in the ED," said LMH Cardiologist Bryce Morrice, M.D. "Since we will have the EKG from the paramedics in hand, we can begin assessment while the patient is en route." He noted that when the ED physician receives the EKG, he or she will start the decision-making process to determine if a heart attack is



Representatives from Licking County's emergency medical departments gathered with LMH staff at a reception to preview the Medtronic LIFEPAK 12-lead defibrillator/EKG monitoring equipment.

in progress and what the best treatment is for that patient. "The decision will focus on evidence-based guidelines."

The Medtronic technology reduces a patient's time to receive appropriate cardiac treatment. "This is going to further emphasize the team approach for reducing unnecessary time delays to appropriate, life-saving treatment," said LMH Director of Cardiac Services Patty Merrick, C.N.P. "Time is heart muscle when it comes to caring for

cardiac patients. So, generally speaking, the sooner treatment begins, the better the outcome."

LMH is nationally accredited as a Chest Pain Center by the Society of Chest Pain Centers. "Through this accreditation, primary focus is on process improvement and how care for chest pain and heart attack can be constantly improved," Patty said. "LMH's goal is to provide a seamless process for these patients and reduce time delays where we can."

Medtronic's Emergency Response Systems business unit – based in Redmond, Washington – pioneered defibrillation technology 50 years ago. With more than 500,000 LIFEPAK defibrillators distributed worldwide, Medtronic is the world's leading provider

LMHS Donates Equipment, Training to Aid Heart Patients throughout Licking County(continued on page 18)

Healthy New Year's Resolutions – Small Changes Can Make a Big Difference!

So, you've resolved to improve your health this year, perhaps by starting to exercise regularly, following a weight loss program, de-stressing your life or quitting smoking. Congratulations! Below are some tips to help you attain your goals and live a healthier life.

Exercise is any activity that causes your body to work harder than normal. However, the actual amount of physical activity you need depends on your individual fitness goals, whether you are trying to lose weight, and how fit you currently are. Annmarie Thacker, R.D., a registered dietitian with Licking Memorial Hospital, said, "It can take three to six weeks for exercise to begin to feel good." Thirty minutes of continuous aerobic activity daily is recommended for weight loss. Examples of physical activities that are considered aerobic are: walking, running, jogging, hiking, swimming, bike riding, rowing and jumping rope.

The target heart rate during physical activity should be 60 to 90 percent of the maximum heart rate. To calculate the target heart rate, use the following formula: 220 (beats per minute) minus age equals maximum heart rate. Maximum heart rate multiplied by the intensity level equals target heart rate. For example, a 50-year-old woman exercising at 60 percent maximum would use the following calculation: 220 minus 50 equals 170 (maximum heart rate), then 170 times .60 (60 percent) equals 102 (target heart rate). "It is important for a person age 35 and older to consult with his or her physician before starting an exercise program especially if there is a personal or family history of heart or lung disease," said Annmarie.

To successfully lose weight, you must carry out a plan to balance your caloric intake along with exercise. Ideally, dieting should be done by eating a nutritionally balanced, low-calorie diet and increasing physical activity. "Healthy weight loss is considered to be a loss of one to two pounds per week," said Annmarie. Below are some tips that you can incorporate into your daily diet:

- Don't skip breakfast. Skipping breakfast gives you the "munchies" later on and slows your metabolism.
- Don't skip any meals or snacks. Try not to let more than five hours go by without eating. Waiting too long can zap energy and can lead to overeating later. Eat a healthy snack between lunch and dinner, maybe right before leaving work, so you will be less likely to grab snack foods once you get home.



Resolving to drink eight glasses of water per day would be a healthy way to start the new year.

- Drink fewer sodas and other sweetened drinks, like iced tea. A big bottle of a juice-based drink can contain 300 calories – and those calories add up. Drink water instead. Or mix juice and water, so you're not drinking something so heavily loaded with sugar.
- Aim to eat five servings of fruits and vegetables every day.
- Buy pre-cut fruits and vegetables, so you can grab them when you're hungry.
- Keep frozen veggies in the fridge. They are easy, quick and rich in nutrients. Take them to work for a quick lunch you can heat in the microwave. Season with black pepper, herbs, lemon juice or a red wine and balsamic vinegar dressing.
- Bring snacks to work – such as pretzels, fruit and yogurt – so you won't find yourself at the vending machine every afternoon.
- When preparing a salad, sprinkle rolled oats or crunchy whole-grain cereal for added fiber, so you'll feel full.
- Prepare pasta dishes with veggies and lean protein (like canned tiny shrimp, tuna canned in water, precooked chicken breast, or soy crumbles). Adding protein and veggies to pasta allows you to cut back on the amount of pasta (which is high in carbohydrates) while still feeling full.
- Also, hand-select a variety of fruits instead of buying one large bag of the same fruit. After the third or fourth day of apples, you'll likely be bored with them.

Stress is a normal part of life. In small quantities, stress is good – it can motivate you and help you be more productive. However, too much stress, or a strong response to stress, is harmful. It can set you up for poor health as well as specific physical or psychological illnesses like infection, heart disease or depression. A great New Year's resolution is to de-stress your life. "Exercise is a great way to relieve stress," said Annmarie. Meditation, practicing tai-chi, taking a warm bath or aromatherapy are also effective in reducing stress.

Last year, more than 38 million people in the United States successfully quit smoking, according to the American Cancer Society. Is this your year to kick the habit? Quitting smoking is not easy, but it can be done. Quitting tobacco is a lot like losing weight; it takes a strong commitment over a long period of time. Users may wish there were a magic bullet – a pill or method that would make quitting painless and easy, but that is not the case. Nicotine substitutes can help reduce with-

Healthy New Year's Resolutions (continued from page 3)

drawal symptoms, but they are most effective when used as part of a stop tobacco use plan that addresses both the physical and psychological components of quitting. Successful quitting is a matter of planning and commitment, not luck. Decide now on your own plan. Some possibilities include using the nicotine patch or gum, joining a tobacco cessation class, going to Nicotine Anonymous meetings or using self-help materials such as books and pamphlets.

“Resolving to start an exercise program, eating healthy, de-stressing your hectic schedule and quitting smoking are great ways to improve your overall health,” said Annmarie. Don’t let a slip-up derail your resolve to improve your health. “Keep striving to attain your goal, and with some persistence and a little determination, you will be successful,” stated Annmarie.

Lab Earns Re-Accreditation

The Licking Memorial Hospital (LMH) Laboratory achieved re-accreditation from the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), following an on-site survey conducted in August 2006.

“By demonstrating compliance with JCAHO’s national standards for health care quality and safety, the LMH Lab has earned JCAHO’s Gold Seal of Approval,” said LMH Director of Laboratory Lorei Reinhard, B.S., MT (ASCP) SH.

The unannounced, on-site Lab JCAHO Accreditation Survey is completed once every two years over a three-day period. In addition to the Laboratory itself, the survey covers any other areas that do Lab testing – including Respiratory, patient floors and physician offices – as well as Surgery for bone and tissue standards.

“The Joint Commission surveyor was impressed with the LMH Lab and our services, especially our interdepartmental communication and cooperation,” said Debbie Young, Vice President of Patient Care.

JCAHO accreditation is a result of a team effort to meet standards of excellence on an ongoing basis, Lorei said. “This accreditation is a reflection of the hard work our staff members put in every day to provide the best laboratory services possible and to demonstrate our commitment to quality and safety,” she said.

Founded in 1951, the Joint Commission on Accreditation of Healthcare Organizations seeks continuously to improve the safety and quality of care provided to the public through the provision of health care accreditation and related services that support performance improvement in health care organizations. An independent, not-for-profit organization, JCAHO is the nation’s oldest and largest standards-setting and accrediting body in health care.



The Licking Memorial Hospital (LMH) Laboratory achieved re-accreditation from the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), following an on-site survey conducted in August 2006. Pictured with a certificate from JCAHO are (from left): LMH Lab technician Scott McElhiney, Director Lorei Reinhard, clinical scientist Margie Hartsock and pathologist Darryl Cherdrone, M.D.

Licking Memorial Hospital Celebrates 109 Years of Caring

Licking Memorial Hospital (LMH) proudly marks 109 Years of Caring in 2007. The major anticipated highlight for the year is the opening of the Hospital’s new Critical Care Pavilion. The approximately 83,000 square-foot, two-story pavilion will be the largest single expansion since LMH moved to its campus on Newark’s west side in 1966.

A ground-breaking ceremony was held in June 2005, and the project is on schedule for completion in late 2007.

“The project will nearly double the capacity of the LMH Emergency Department and create operating rooms that can better accommodate the newest technology and equipment,” said Licking Memorial Health Systems (LMHS) President Bill Andrews. The new Emergency Department will have the capacity to serve an estimated 90,000 patients annually. “When planning an extensive undertaking like the Critical Care Pavilion project, you need to anticipate how health care delivery will change in the years to come, as well as allow for any possible

Licking Memorial Hospital Reaches 109 Years of Caring (continued on page 5)

Licking Memorial Hospital Reaches 109 Years of Caring (continued from page 4)

future expansion resulting from technological advances and community needs,” Bill said.

LMHS Executive Vice President Rob Montagnese has worked closely with Bill during the planning and construction phases of the approximately \$39 million project. Rob will assume the position of President when Bill retires next month. “I look forward to the opening of the Critical Care Pavilion – a facility that will serve the Licking County community well for years to come,” Rob said.

LMH Board Chairman Judith Pierce said many people have been excited to watch the Pavilion take form. “Members of the Licking Memorial family – from staff and board to volunteers – are eagerly awaiting the opening of this massive pavilion,” Judith said. “The Critical Care Pavilion will allow Licking Memorial to continue to provide high-quality care in a comfortable, technologically advanced setting.”

Over its 109-year history, LMH has changed frequently to best meet the needs of the community. After the Newark Hospital Association was incorporated as a not-for-profit organization on December 20, 1898, the area’s first hospital was opened in a nine-room house at 154 North Third Street in Newark.

In 1914, the Newark hospital relocated to a more modern structure at the corner of Buena Vista and Everett avenues and was named Newark City Hospital. In 1966, a total of 81 patients were transferred to an innovative



As LMH celebrates its 109th birthday, construction is underway for the Critical Care Pavilion which is expected to open in late 2007.

and technologically advanced health care facility we know today as Licking Memorial Hospital.

Currently, LMH – located at 1320 West Main Street – has 227 registered beds in such areas as medical/surgical care, nursery, coronary care, obstetrics, intensive care, psychiatric care and chemical dependency.

LMH will mark its 109th anniversary in January with a celebration for employees and volunteers. The celebration will include an interdepartment

competition in which new coats, hats, gloves, blankets and other such items will be collected for donation to those in need in Licking County.

“Licking Memorial Hospital is proud to have served the community for more than 100 years,” said LMHS Vice President of Development and Public Relations Veronica Link. “Collecting donated items to take off the winter chill is one of the many ways we demonstrate that our mission to ‘improve the health of the community’ extends beyond our Hospital walls.” The 2007 donation will be the third of its kind for LMH. In 2005, 176.4 pounds of items were collected, and in 2006, employees and volunteers donated 262.4 pounds of coats, scarves, blankets and more.

LMHS Donates Box Truck to YMCA

Licking Memorial Health Systems (LMHS) has donated a pre-owned Ford Econoline box truck to the Licking County Family YMCA to assist in their daily operations. “It was an easy decision for us to choose the YMCA as the recipient of this box truck,” stated Bill Andrews, LMHS President. “Our mission is to improve the health of the community. We looked at the large number of people who are served by the YMCA and the type of services they provide to encourage local residents to stay active year round. We believe that the ‘Y’ will utilize this truck in a manner that will further our mission.”



LMHS President Bill Andrews (left) presents YMCA Chief Executive Officer Ed Bohren a donated box truck.

YMCA Chief Executive Officer Ed Bohren said the box truck will be put to immediate use. “We will use the truck to transport materials and supplies to our branch in Pataskala and various program sites,” he explained. “Ten percent of our revenues/expenses are dependent upon charitable donations. Without the generosity of community organizations such as LMHS, we would not be able to help those in need.”

The Licking County Family YMCA is located at 470 W. Church St. in Newark. Its facilities include indoor swimming pools and fitness centers for the entire family.

LMHS Donates Pickup Truck to Sheryl L. Kraner Behavioral Health Campus

Licking Memorial Health Systems (LMHS) has donated a 1998 Chevrolet 4 x 4 pickup truck to the Sheryl L. Kraner Youth and Family Behavioral Health Campus for use in their services to men, women and youth with drug and alcohol addictions. The Sheryl L. Kraner Behavioral Health Campus includes Spencer House for men, Courage House for women and children, Synergy outpatient services, and WorkLife Solutions employment assistance programs

“We get a lot of donations, and sometimes we couldn’t accept them because we had no way to pick them up,” stated Assistant Director



LMHS Executive Vice President Rob Montagnese (left) presented the keys to a pickup truck to Tim Gano, assistant director, Sheryl L. Kraner Youth and Family Behavioral Health.

Tim Gano. “So when LMHS called to tell us about the donation, we were thrilled! The truck even has a snowplow; that’s going to be wonderful,” Tim said, pointing out that the campus has two parking lots that require winter maintenance.

“We’re glad to be able to help,” said LMHS Executive Vice President Rob Montagnese. “The staff here at Sheryl L. Kraner Behavioral Health are truly dedicated, and this is one way that we can support their work.”

Sheryl L. Kraner Behavioral Health serves approximately 250 individuals each year.

Caduceus Society Seeks New Members

Darryl R. Cherdrone, M.D., can’t think of one good reason for his fellow physicians at Licking Memorial Hospital (LMH) to join the Licking Memorial Health Foundation Caduceus Society; he’s narrowed the list to four:

- To support Licking Memorial Health Systems (LMHS)
- To promote better health in Licking County
- To provide funding to purchase new technologies for the Critical Care Pavilion
- To demonstrate that the physicians practicing in our community support the local health care system

“I joined the Caduceus Society approximately 17 years ago and encourage other Licking Memorial physicians to join me in this sound financial investment,” Dr. Cherdrone said. He is serving as Chairman of the Caduceus Society Campaign that is currently under way at the Hospital.

Caduceus Society members who have committed to a gift of \$10,000 or more, payable within 10 years, are listed below. Those with an asterisk have joined during the current campaign.

- Charles S. Baldwin, M.D.
- Dr. Richard and Jane Baltisberger
- Dr. and Mrs. Darryl R. Cherdrone
- Dr. Janae Davis and Family *
- Lawrence A. Dils, M.D.
- Dr. and Mrs. Joseph E. Fondriest
- Timothy Gatens, M.D. *
- Debra Heldman, M.D. *
- Hsien J. Hsu, M.D.
- Jacqueline Johnson Jones, M.D.
- Dr. Robert R. Kamps and Susan E. Kamps

- Harold Kelch, M.D.
- Yoon S. Kim, M.D.
- Dr. and Mrs. Chang Sup Lee
- Diane M. LeMay, M.D.
- Charles J. Marty, M.D. *
- Dr. and Mrs. T. Thomas Mills
- Bryce Morrice, M.D. *
- Dr. Peter and Mrs. Jeannine Nock
- Eric R. Pacht, M.D. *
- Kenneth C. Parker, M.D., and Family *
- Dr. M. Jane and Richard L. Scott *
- Dr. Donald R. and Martha M. Sperry
- C. Michael Thorne, M.D.

In addition to these generous donors, two physicians completed their \$10,000 Caduceus commitments in 2006 and increased their level of giving to at least \$25,000 over 10 years, moving them to the John Alford Fellowship level of giving.

- Gerald R. Ehram, M.D.,
- Dr. and Mrs. Mark Mitchell

Caduceus members’ names are displayed on a beautiful donor wall located in the LMH Lobby and are proudly included in hospital publications. Caduceus donors also are invited to attend a variety of special LMH programs throughout the year.

**Caduceus Society Seeks New Members
(continued on page 7)**

Caduceus Society Seeks New Members (continued from page 6)

“The members of the Caduceus Society are physician leaders who make it possible for Licking Memorial to continue the tradition of health care excellence by providing funds for the latest medical technology,” LMHS Vice President of Development and Public Relations Veronica Link said. “They understand the importance of a high-caliber facility in attracting new medical professionals to our community.”

Licking Memorial Hospital and Licking Memorial Health Foundation are 501(c)(3) not-for-profit corporations and are so designated by the Internal Revenue Service. As such, donations made to the Hospital are tax deductible to the extent provided by law. For more information, please contact the Development Department at Licking Memorial Hospital at (740) 348-4109.



Darryl R. Cherdron, M.D., and Veronica Link, LMHS Vice President of Development and Public Relations, encourage the physicians of Licking Memorial Hospital to join the Caduceus Society.

Development Council Spotlight: Tom Slater



Tom Slater

Tom Slater considers a reputable health care facility a vital part of a community. “I think it is very important to a community to have a high-quality local hospital,” he said. “As a member of the Licking Memorial Hospital (LMH) Development Council, I can help relay the good news about our Hospital to the Licking County community.”

program. Tom’s favorite hobby is playing golf. “Strong health care and strong schools go hand in hand in creating a strong community,” Tom said. “I am happy to be involved with these two components of Licking County.”

Tom joined the Council in the autumn of 2006. “It is a privilege to be a part of the Development Council,” he said. “On several occasions, I was invited to attend the Development Council breakfasts and was impressed with the health programs presented. Through participation on the Council’s Education Committee, I can help relate this to the community.”

Tom has worked in public school education for 38 years, 34 of them as an administrator. He has been superintendent of North Fork Local Schools for nearly 11 years.

Tom holds Bachelor of Science and Master of Science degrees from Ohio University in Athens, Ohio, and has completed post-master’s work at Ohio University and Ashland (Ohio) University.

In addition to his involvement with LMH, Tom is president-elect of the Newark Rotary Club. He is a member of the Buckeye Association of School Administrators, where he has held several responsibilities, including recently serving as president of the Instructional Technology Services of Central Ohio. He is a member of the First United Methodist Church of Newark, where he is actively involved in the music

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LMHS Flies POW/MIA Flag

On November 10, 2006, Licking Memorial Health Systems (LMHS) quietly observed Veteran's Day by raising a flag outside Licking Memorial Hospital to symbolize military personnel who were prisoners of war or declared missing in action (POW/MIA).

In 1990, the U.S. Congress declared this flag design to be the official POW/MIA flag. Their legislation described the flag as "the symbol of our Nation's concern and commitment to resolving as fully as possible the fates of Americans still prisoner, missing and unaccounted for in Southeast Asia, thus ending the uncertainty for their families and the Nation." The flag has also come to represent the POW/MIA from World War II, the Korean War, the Cold War and the Gulf Wars, as well as the Vietnam War.



During the Veteran's Day observation, a POW/MIA flag was flown by Licking Memorial Health Systems.

"I am so proud that Licking Memorial purchased this flag," commented Carol Barnes, Director of TWIGS, Volunteers and Events. "Many of our staff members are closely connected to the military. Quite a few have a parent, spouse, sibling or child with military service; others have even served in the military themselves. This flag tells us that LMHS cares deeply about those who may still carry the emotional and physical burdens of their sacrifices."

The POW/MIA flag was installed in the U.S. Capitol Rotunda in 1989. It also flies at the White House, major military installations, national cemeteries and U.S. Post Offices on many patriotic holidays.

The Meaning of TWIGS

"TWIGS" at Licking Memorial stands for Togetherness, Willingness, Imagination, Giving and Sharing. Joyce Chaney and her mother, Helen Carman, have taken this meaning literally. Together they joined TWIGS 12 in 1973 and presently are involved with TWIGS 24. "We have enjoyed working on different projects and making new friends within the TWIGS organization," said Joyce.

Joyce not only dedicates her free time to Licking Memorial, she has worked in the Hospital for 33 years. "Being a member of TWIGS is a way of saying 'thank-you' to the Hospital and giving back to the community in which we live," she said. Helen also provides service to Licking Memorial as a volunteer for the Hospital. She has been a volunteer for 33 years and has provided more than 5,986 hours of service; she volunteers on Monday mornings delivering newspapers throughout the Hospital. "All TWIGS members – past and present – should be very proud of our efforts and accomplishments for the progress of the Hospital," said Helen.

According to Carol Barnes, Director of Volunteers, TWIGS and Events, the TWIGS organization started at Licking Memorial in 1950. "We are so fortunate to have people like Joyce and Helen who not only dedicate their time as members of the TWIGS, but also by working and/or volunteering for Licking Memorial," said Carol.

There are a total of six TWIGS groups that raise funds for projects that benefit the Hospital. Founded in 1950, the LMH TWIGS organization has contributed more than \$4.5 million to the Hospital for equipment needs and capital purchases. For more information about TWIGS, please call (740) 348-4079.



Joyce Chaney and her mother, Helen Carman, have been members of the TWIGS organization for 33 years.

Physician Spotlight: Timothy Gatens, M.D.



Timothy Gatens,
M.D.

Timothy Gatens, M.D., is a board-certified physician of physical medicine and rehabilitation as well as electrodiagnostic medicine with Licking Memorial Hospital (LMH). He practices in the department of Physical Medicine and Rehabilitation located at 1865 Tamarack Road, Newark, and has been a member of the LMH Medical Staff since 1982. “After my residency, I began

practicing in Columbus, and our practice would travel to Licking Memorial one to two days a week to see patients. As we got busier at the Hospital, I was approached to practice in Licking Memorial full-time. I decided it was a great opportunity and joined the staff,” said Dr. Gatens. “After going to two or three different hospitals every day for six years, it was great to have one place to call home.”

The LMH Physical Medicine and Rehabilitation Department provides care for a variety of disorders including musculoskeletal, neuromuscular, neurological and speech while focusing on promoting decreased pain and return to function for increased quality of life.

Dr. Gatens is a physiatrist, who specializes in physical medicine and rehabilitation, and performs electrodiagnostic studies (the use of electronic devices for diagnostic purposes). Examples include electromyograms and nerve

conduction studies which help diagnosis and determine effective care plans for muscle and nerve disorders.

Dr. Gatens received his Medical Degree and his Bachelor of Arts in Chemistry from the University of Missouri in Kansas City, Missouri. He completed his medical internship at Mount Carmel Medical Center in Columbus, Ohio, and his residency at The Ohio State University Hospital in Columbus. “I have always enjoyed the patients and people in the Licking County Community so much. The people are just very nice here and that had a huge influence on my choice to practice at Licking Memorial,” said Dr. Gatens.

Dr. Gatens is a member of many professional organizations, including the Ohio State Medical Association, the American Association of Electrodiagnostic Medicine, the Ohio Society of Physical Medicine and the Licking County Medical Society. He and his wife reside in Newark. In his free time, Dr. Gatens enjoys playing golf and traveling. He is an avid Buckeyes and St. Louis Cardinals fan.

Ask a Doc: Timothy Gatens, M.D.

Question: I work at a computer all day and I have been experiencing some numbness and tingling in my wrists and hands. A coworker suggested I might have carpal tunnel syndrome. What is carpal tunnel syndrome, and what steps do I need to take to treat this?

Answer: Carpal tunnel syndrome is swelling or compression of the main or median nerve at the wrist. This results from repetitive motions of the wrists and hands. Usually symptoms are worse at night or early morning, even awakening people from sleep. The numbness is usually limited to the thumb and first two fingers. The ring finger may or may not be involved, but the little finger is spared.

Traditionally, carpal tunnel syndrome typically was found in people who knitted or baked and carpenters; but now with the increased use of computers, more people are being diagnosed with carpal tunnel syndrome. Sometimes early arthritis or tendonitis may mimic carpal tunnel so electrodiagnostic testing can help with the diagnosis and it may help in determining how pinched the nerve may be.

If the nerve is not pinched too much, it may be treated with a brace at night or even cortisone injections in the wrist area. Taking vitamin B6 daily or a non-steroidal medicine prescribed by your physician may also help with the symptoms. Sometimes evaluating the work station may help by making simple changes such as moving the keyboard at a level that lets the wrists stay in a more neutral position.

If the nerve is pinched past a certain point, then a surgical release of the carpal ligament to give the nerve more room is the best option. Sometimes patients speak of the surgery not helping, but this is typically because these patients have either waited too long to have the surgery or have another health concern such as diabetes, which may complicate the outcome. Normally surgery will relieve carpal tunnel symptoms.

If you suspect that you may have carpal tunnel syndrome, talk to your physician about your concern. For more information about carpal tunnel, visit the Licking Memorial Web site at www.LMHealth.org and choose the “Health Information” tab.



Community Report Card

Licking Memorial Health Systems

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



Patient Safety ... A Community Report on Patient Safety

Health Tips

The Agency for Healthcare Research and Quality, Department of Health and Human Services, offers these tips for when you are talking with your physician:

- Don't wait to be asked questions. Provide your doctor with pertinent personal information, even if it makes you uncomfortable.
- Take notes on what your doctor tells you. Ask for written instructions.
- Follow up. Call your doctor's office if you have questions or if your symptoms change. If you have been told to see a specialist, make an appointment.

Patient Feature: Quality Care at Licking Memorial



Cleona Wolfe

Cleona Wolfe had just come through knee replacement surgery at Licking Memorial Hospital (LMH) when her physicians discovered another ailment that required attention. Cleona had atrial fibrillation. "I had noticed that my heart seemed to flutter, but I just dismissed the feeling," said Cleona. Atrial fibrillation is a heart rhythm disorder (arrhythmia).

It usually involves a rapid heart rate, in which the upper heart chambers (atria) are stimulated to contract in a very disorganized and abnormal manner. "The top chambers of the heart seem to quiver," said Mark Mitchell, M.D., an Internal Medicine physician with Licking Memorial Health Professionals and Cleona's physician.

"I am just so grateful that they found this when I was in the Hospital. Who knows what could have happened ..." said Cleona. She now takes Coumadin, a blood thinning medication, to reduce the risk of a thromboembolic event such as a stroke. Licking Memorial Health Professionals are tracking and monitoring this medication because of possible serious risks associated with this type of treatment. Some selected patients with atrial fibrillation, rapid heart rates, and intolerance to medication may require a catheter procedure on the atria called radiofrequency ablation. "Careful monitoring of medications such as Coumadin is important because patient safety is our number one concern," said Debbie Young, Vice President of Patient Care at Licking Memorial Hospital. Licking Memorial has implemented several measures for patient safety. Verifying patient name and birth date, surgical site verification, medication reconciliation and fall risk assessments are just a few ways that the Hospital protects the patients.

Cleona now receives follow-up treatment with Dr. Mitchell's office every three months. She also visits the Anticoagulation Clinic at LMH every 10 to 14 days to monitor and make any adjustments to her Coumadin dosage. The Anticoagulation Clinic provided Cleona with important information about her medication, diet, and controlling other conditions such as diabetes, high blood pressure and heart failure. "Atrial fibrillation is usually controllable with treatment; however, it can become a chronic condition. Without treatment, the pulse can become too rapid or too slow, which may reduce the amount of blood the heart can pump and lead to fainting, emboli to the brain (stroke) or elsewhere," said Dr. Mitchell.

Overall, Cleona has been very impressed with all of her care at Licking Memorial. "The nurses and doctors for my surgery, Dr. Mitchell and his staff, and the staff at the clinic have all been wonderful," said Cleona. "I just can't thank everyone enough for all that they have done for me."

Patient Safety – How Do We Compare?

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

1. The Institute of Medicine published a report in 2000 that highlighted the stunning effects of medication errors. The report set forth a national agenda for reducing errors and improving patient safety by designing a safer health system. Medication Reconciliation is the process of obtaining a complete and accurate list of each patient’s current home medications – including name, dosage, frequency and route, and comparing the physician’s admission, transfer, and/or discharge orders to that list. Discrepancies are brought to the attention of the prescribing physician and, if appropriate, changes are made to the orders. Although LMH’s medication error rate is significantly better than the national benchmark, we make continuous efforts to improve the process. LMH dispensed more than 1 million doses of medication in 2006.

	LMH 2004	LMH 2005	LMH 1/06-9/06	National ⁽¹⁾
% Medication errors	0.016%	0.023%	0.020%	0.310%

2. Protecting patients from hospital-acquired infections is a primary patient safety goal. LMH has an ongoing program to prevent and treat infections in patients. Per the Center for Disease Control and Prevention recommendations, LMH tracks high-risk patients, including those with an increased exposure to infection due to the presence of an invasive device, such as a ventilator, catheter or central venous line.

	LMH 2004	LMH 2005	LMH 1/06-9/06	National ⁽²⁾
Infection rate for pneumonia in ICU patients on ventilators	2.5	2.4	0	5.1
Urinary tract infection rate for ICU patients with urinary catheters	5.5	4.2	1.2	3.1
Bloodstream infection rate for ICU patients with central venous catheters	3.3	0	0	3.1

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

	LMH 2004	LMH 2005	LMH 1/06-9/06	Goal
% of Inpatient Falls per 100 patient days	0.24%	0.16%	0.22%	less than 0.30%

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

	LMHP 2005	LMHP 10/06	Goal
% LMHP patients on Coumadin with PT/INR in last two months	95%	99%	90-100%

5. Metformin (trade name Glucophage) is a medication that is used in the treatment of Diabetes Mellitus and Polycystic Ovarian Disease. It is an effective medication for treatment of both of these unrelated disease processes but must be used cautiously in patients with compromised renal (kidney) function. It is recommended to monitor renal function prior to initiation of therapy and at least annually thereafter. Licking Memorial Health Professionals have adopted this recommendation as a safety measure and track all patients on this medication for initiation and follow-up lab testing.

	LMHP 2005	LMHP 10/06	Goal
% LMHP patients on Metformin with creatine within last year	N/A	95%	90-100%

Data Footnotes:

(1) *To Err is Human – Building a Safer Health System*, National Academy Press, Washington D.C., 2000.

(2) *CDC National Nosocomial Infections Surveillance System pooled median (ICU only) from January 1992 through June 2004*, published December 2004.

Licking Memorial Improves Patient Care as Part of National Campaign to Save 100,000 Lives

Licking Memorial Hospital (LMH) is proud that after 18 months of participation in the Institute for Healthcare Improvement's landmark 100,000 Lives Campaign, they dramatically improved how patients are cared for when they're most at risk for infection, complications and adverse outcomes. Initially launched in January 2005, the 100,000 Lives Campaign was the first-ever national campaign to promote saving a specified number of lives in hospitals by certain dates through the implementation of proven, evidence-based practices and procedures. The campaign officially ended June 14, 2006; hospitals participating in the campaign have saved an estimated 122,300 lives.



Licking Memorial participated in the 100,000 Lives campaign, which was a national campaign aimed at improving patient safety in hospitals nationwide.

LMH has implemented the following practices:

- Activate a Rapid Response Team at the first sign that a patient's condition is worsening and may lead to a more serious medical emergency.
- Prevent patients from dying of heart attacks by delivering evidence-based care, including appropriate administration of aspirin to prevent blood clots and Beta blockers to prevent further heart attacks.
- Prevent medication errors by ensuring that accurate and continually updated lists of patients' medications are referenced during their hospital stay, particularly at transition points.
- Prevent patients who are receiving medicines and fluids through central lines from developing infections by following five steps, including proper hand washing and cleaning the patient's skin with chlorhexidine (a type of soap).
- Prevent patients undergoing surgery from developing infections by following a series of steps, including the timely administration of antibiotics.
- Prevent patients on ventilators from developing pneumonia by following four steps, including raising the head of the patient's bed between 30 and 40 degrees.

The accomplishments of the 100,000 Lives Campaign nationally include the enrollment of more than 3,000 hospitals – comprising an estimated 85 percent of the acute

care hospital beds in the country – and the creation of a national infrastructure of campaign field offices that offer resources and support to participating hospitals throughout the United States. The International Health Institute listed the following successes of the campaign:

- The institutionalization of these standards will continue to save lives and improve health care.
- More than 20 hospitals have reported that they have gone a year without a case of ventilator-associated pneumonia, demonstrating that complications like this can be avoided and are not inevitable.
- More than 50 health care organizations (hospital associations, quality improvement organizations, etc.) that served as “nodes” for the campaign are continuing

to coordinate technical assistance, and promote new initiatives to improve patient safety and care.

- More than 90 national partners (including American Medical Association, American Hospital Association, Center for Disease Control and Prevention) continue to be actively involved in supporting the initiatives of the campaign.
- Nearly 100 hospitals that demonstrated success with their initiatives are acting as “mentor hospitals” sharing their knowledge and experience with other hospitals.
- Hospitals have begun to cooperate at unprecedented levels without regulatory mandates or financial incentives.

Licking Memorial's performance is summarized in the Report Card statistics. The Institute for Healthcare Improvement utilizes a bundle monitoring technique; this is an all-or-none methodology that requires all elements of each initiative to be satisfied on each patient to receive any credit for the case. “Analyzing numbers is interesting, but it is important to realize that by complying with these initiatives, we actually saves lives,” said Craig Cairns, M.D., M.P.H., Licking Memorial Health Systems Vice President of Medical Affairs. “Throughout the campaign, it has been reiterated that although 100,000

Licking Memorial Improves Patient Care as Part of National Campaign to Save 100,000 Lives
(continued on page 13)

Licking Memorial Improves Patient Care as Part of National Campaign to Save 100,000 Lives (continued from page 12)

deaths is a statistic, one death is a tragedy and that is why we believe in verifying our patients' safety."

Employee Spotlight: Richard Baltisberger, M.D., F.A.A.P.



Richard Baltisberger, M.D., F.A.A.P.

Richard Baltisberger, M.D., F.A.A.P., is the Chief of Pediatrics at Licking Memorial Hospital (LMH). He joined Licking Memorial in August 1998 and has a special interest in developmental disabilities and ADHD. "I chose to come to LMH because of my desire to be in a community where I could admit patients to a community hospital and be a part of a multi-specialty group. My wife and I also were excited to move to this area, and have lived here for several years. I am very proud to be part of an organization that stresses quality and is very progressive with the use of technology in the offices," said Dr. Baltisberger.

Dr. Baltisberger received his Medical Degree from University of North Dakota School of Medicine in Grand Forks, North Dakota, and is board certified in pediatrics. He completed his residency and internship at Children's Hospital in Columbus, Ohio. Dr. Baltisberger is certified in Pediatric Life Support, Neonatal Resuscitation, Basic Life Support and Peripherally Inserted Central Catheter Line Placement.

Last year, Licking Memorial honored 21 outstanding employees as MVPs of the organization. Dr. Baltisberger

was one of the MVP award winners. The MVPs were chosen for their consistent demonstration of organization values such as communication, attitude, respect and excellence. "Dr. Baltisberger has been with Licking Memorial Health Professionals since 1998. He was instrumental in developing the pediatric hospitalist program at Licking Memorial Hospital. With this program in place, there is a pediatrician in the hospital 24 hours a day, 365 days a year to serve our pediatric population requiring emergency services and hospitalization. Not only is he a dynamic physician leader with a vision, Dr. Baltisberger is a compassionate pediatrician who is dedicated to optimizing the health of all children," said Christine McGee, R.N., B.B.A., Vice President of Physician Practices at Licking Memorial Health Systems.

Dr. Baltisberger is a member of the American Academy of Pediatrics, Central Ohio Pediatric Society, Licking Memorial Executive Council, and American Academy of Pediatrics' section on child abuse and neglect and Downs Syndrome Medical Interest Group. He is also active in providing presentations and training throughout the Hospital and community.

Dr. Baltisberger and his wife, Jane, have four children. In the little spare time that Dr. Baltisberger has, he enjoys playing racquetball.

LMH Gift Shop Has New Look

The Licking Memorial Hospital (LMH) Gift Shop reopened with a formal ribbon-cutting on November 6, 2006, after a complete makeover. The gift shop, operated by TWIGS 8, had been closed for nearly three weeks for a complete renovation.

"This is just wonderful!" said Carol Barnes, Director of TWIGS, Volunteers and Events. "We started talking about the changes early in 2006. We hired a consultant who recommended how to make the most of the available space. From those recommendations we renovated all the displays. We installed the slat wall, placed islands in the middle of the room and moved the cashier's counter – all to make us more efficient."

Carol pointed out that in addition to new products and services, visitors will still find the standby items they



After a ceremonial ribbon cutting on November 6, 2006, the TWIGS Gift Shop at LMH re-opened with a sleek new design.

need. She explained, "We still carry the floral arrangements, gift items, toys, cards, silk arrangements and apparel. Now we also offer helium balloons."

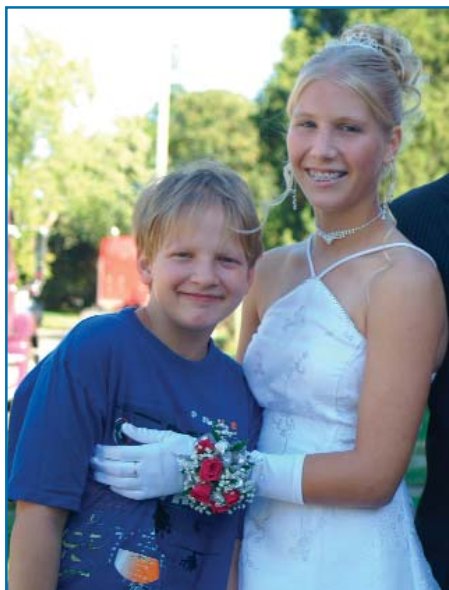
TWIGS 8 has a long-standing tradition of operating the Hospital's Gift Shop. In 1950, the group started out in the old Newark Hospital with two card tables, selling baby items, candy and jewelry. Today, the Gift Shop is located off LMH's main lobby. Each TWIGS 8 member works two, three-hour shifts per month.

The Gift Shop is open Monday through Saturday, from 10:00 a.m. to 4:00 p.m. and from 6:30 to 8:30 p.m. It is also open on Sunday, from 12:00 noon to 8:30 p.m. Proceeds from the Gift Shop are used to fund capital improvements in the Hospital.

Volunteer Spotlight: Jessica Guy

Jessica Guy is not your average high school senior. When she is not busy with school, playing varsity soccer, wrestling or track, she manages to find time to volunteer at Licking Memorial Hospital. Jessica has been volunteering since June 2006. She typically volunteers in the Gastroenterology Lab, where she transports patients, gets juice or anything that a patient may need during testing and helps out with the office paperwork. Jessica also volunteers in the Emergency Department and Messenger Service, as needed.

Jessica's parents are proud of their daughter and all of her accomplishments. Her mother, Tina, wanted to make special note of another recent project of Jessica's. Her brother has alopecia, which is hair loss of unknown cause that is characterized by round patches of complete baldness. Jessica decided to grow out her hair so that she could donate it to Locks of Love, a non-profit organization that provides hairpieces to children under age 18 suffering from long-term medical hair loss. "We are fortunate that my son's hair has nearly all come back, but we are even more fortunate that she would even dream of doing this. My son chose not to have any wigs during his experience with alopecia but Jesse's decision to help someone else who may need the hair has us beaming with pride. She truly is a great kid," said Tina.



Jessica Guy, a volunteer at Licking Memorial Health Systems, is pictured with her brother, Kodey.

"It is so great that teenagers, like Jessica, are willing to volunteer their time," said Carol Barnes, Director of Volunteers, TWIGS and Events. Jessica began volunteering at the Hospital with her mom's encouragement. "I have really enjoyed my time at the Hospital. I like helping the patients, seeing them smile and learning about their lives," said Jessica.

Jessica is a senior at Newark High School, and she is also taking classes at Central Ohio Technical College in Newark. Upon graduation, she plans to attend college and hopes to major in chemical engineering.

Licking Memorial Hospital's commitment to quality care is well known in the community and across the state. This recognition would be more difficult to achieve without the

unwavering support and dedication of the outstanding volunteers.

If you are interested in volunteering your time and talents at Licking Memorial, call Carol Barnes, Director of Volunteers, TWIGS and Events at (740) 348-4079.

LMHS Opens Psychiatric Office in Pataskala



Connie Jenkins, M.D.

Licking Memorial Health Systems (LMHS) Outpatient Psychiatric Services has expanded with the opening of another office in Licking County. Connie Jenkins, M.D., is currently accepting patients in Suite 105 at One Healthy Place in Pataskala. The office is adjacent to the Family Practice offices of Colleen Shaffer, M.D., and Aaron Clark, D.O.

Previous to opening the Pataskala office, Dr. Jenkins provided care to patients in private practice in Pickerington, Ohio. She has also worked at LMHS' Shepherd Hill in Newark, providing interim adult psychiatry coverage.

Dr. Jenkins received her Doctor of Medicine Degree from the University of Cincinnati College of Medicine in Cincinnati, Ohio. She completed her psychiatry residency at the Cleveland Clinic Foundation in Cleveland, Ohio. She received her Bachelor of Arts degree at Miami University in Oxford, Ohio. Dr. Jenkins is board certified by the American Board of Psychiatry and Neurology.

Retiree Spotlight: Ruth Prichard



Ruth Prichard

Ruth Prichard spent 30 years working in the Licking Memorial Hospital (LMH) Cafeteria, and she can still be found there most Fridays during lunch. The former cashier retired in 2000 after being employed as an LMH cashier for three decades.

Nowadays, Ruth stops in the Cafeteria to enjoy a healthy lunch after attending a Weight Watchers at Work meeting with current and former LMH employees. “It’s a good program, and I get to spend time with some of my Licking Memorial friends,” she said. “I’ve been going for almost two years. I’m still working on my goal weight, which is a challenge every day.”

Each summer, Ruth gets to see dozens of Licking Memorial friends during the Licking Memorial Health Systems Annual Retiree Dinner. “I always enjoy the dinner. I never miss it,” she said.

In retirement, Ruth has taken up tile painting and has become more active in her church. She and her husband, Harvey, take care of flowers at St. Leonard’s Church in Heath and participate in a variety of church-related activities.

The couple has three daughters: Tina Roberts, a nurse in the LMH Oncology Department; Beth Prichard, who works at LICCO Inc., and Bob Evans in Heath; and Mary Just, an X-ray technician at Children’s Hospital in Columbus, Ohio. They also have four grandsons: Chad, Joshua, Danny and Mark.

When Beth was 17 years old, she was in a serious car accident that left her physically-impaired. Ruth’s co-workers offered emotional and financial support to get her through Beth’s treatment and recovery. “Without them, I would not have survived,” Ruth said.

Seeing employees, volunteers and other special guests enjoy the annual Holiday Party in the cafeteria is one of Ruth’s fond memories of work. She also chuckles when recalling how employees used to dress up for Halloween. “That was always fun,” she said. “One year I was an Indian. Another time, everyone in the Cafeteria dressed in matching T-shirts and everything.”

“I still miss it, really,” Ruth said of the camaraderie she experienced at LMH. “I would see people’s kids grow up – their grandkids come. It was wonderful!”

Sylvia Burkey is New Quality Manager at LMH



Sylvia Burkey

Licking Memorial Hospital is proud to announce that Sylvia Burkey has been named Quality Manager.

Sylvia, who lives in Adamsville, earned a Bachelor of Science degree in Nursing at University of Akron, (Ohio) and a Master of Business Administration degree at Baldwin Wallace College in Berea, Ohio. In addition, she is a fellow

of the American College of Healthcare Executives.

Sylvia plays the keyboard in the music program at Adamsville United Methodist Church. She and her husband, Gene, are the parents of two sons, Michael and David. They have two grandchildren.

Jeannette Bush is New Environmental Supervisor at LMH



Jeannette Bush

Licking Memorial Hospital is pleased to announce that Jeannette Bush is the new second shift supervisor of Environmental Services. She was previously employed at Heath Nursing Care Center in Heath.

Jeannette, a life-long Licking County resident, attended Newark High School. She and her husband, Mike, have three children – a son, 16-year-old Jeremy; and twin 6-year-old daughters, Brooke and Breanna.

Lisa Clippinger Promoted at LMHS



Lisa Clippinger

Licking Memorial Health Professionals (LMHP) is proud to announce that Lisa Clippinger has been promoted to Manager of Patient Accounts for Central Billing. Lisa first joined Licking Memorial Hospital as a Patient Accounts representative in 1994 and later held positions in the Fiscal Department as a payroll coordinator and an accountant.

She is a graduate of Newark High School. She also earned an Associate's Degree in Accounting at Central Ohio Technical College and a Bachelor's degree in Business Administration at Mount Vernon Nazarene University.

Lisa lives in Thornville with her husband, Todd. She has two children, ages 3 and 8, and two stepchildren, ages 14 and 16.

LMH Names New Health Information Manager



Tara L. Sizemore

Licking Memorial Hospital (LMH) is proud to announce that Tara L. Sizemore has been named Health Information Manager.

Tara earned an Associate in Applied Science degree in Health Information Technology from Alfred State College in Alfred, New York. She also has a Bachelor of Arts degree in History from

Shawnee State University in Portsmouth, Ohio, and a Master of Arts degree in History from Marshall University in Huntington, West Virginia.

She is a registered health information technician and a certified coding specialist through the American Health Information Management Association.

Tara relocated to Reynoldsburg, Ohio, from Pike County, Ohio. She has three children – Devon, Jordan and Meghan; and one granddaughter, Breanna.

Cathy Waterstradt is New Physician Center Manager at Licking Memorial



Cathy Waterstradt

Licking Memorial Health Professionals is proud to announce that Cathy Waterstradt is the new Physician Center Manager for Dr. Douglas Schram's office in Hanover and the 150 McMillen Drive offices of Dr. Garth Bennington, Dr. Talya Greathouse, Dr. Katrina Verde and Dr. Pattye Whisman.

Cathy graduated from the University of Wisconsin with a Bachelor of Science degree in Health Care Administration.

A Wisconsin native, Cathy lives near Utica with her husband, Kurt, and their two children, Madison and Camden.

Lynn Wollenberg-Price Joins LMHP



Lynn Wollenberg-Price

Licking Memorial Health Professionals is pleased to announce that Lynn Wollenberg-Price has become Physician Center Manager at Licking Memorial Health Systems' new Outpatient Psychiatric Services office in Pataskala, located at One Healthy Place.

She graduated from Granville High School in 1977 and attended the Central Ohio Technical College nursing program. Lynn is a member of Welsh Hills Baptist Church in Granville. She is also a member of Mothers Against Drunk Drivers.

Lynn lives in Newark with her husband, Dennis Price. She has four grown children, Shawn, Ryan, Steven and Kristen.

Jaclyn Woodard is New Physician Center Manager at Licking Memorial



Jaclyn Woodard

Licking Memorial Health Professionals is pleased to announce that Jaclyn Woodard has been named Physician Center Manager for Dr. Ramon Barcelona's office in Heath and Dr. Megan Miller's office in Hebron.

Jaclyn received a Bachelor of Arts degree in Social Work from the University of Toledo. She then earned a Master of Science degree in Health Administration from

Kennedy-Western University.

She serves as the financial secretary of the Columbus chapter of The Links, Inc., an international community service organization. Her interests include exercise and interior design.

Born in Elaine, Arkansas, Jaclyn lives in Blacklick with her husband, Donald Woodard, M.D. They are the parents of two sons, Derrick and Jarrett, who both are in college.

Bill Andrews Will Retire in February (continued from front page)

Some of Bill's accomplishments over the past twenty years as President include:

- The establishment of the Licking Memorial Hospital Development Council
- The establishment of the Licking Memorial Health Professionals
- The implementation of the electronic medical record in both the Hospital and the Health Professionals
- The design and completion of various building projects including two major expansions at the main Hospital campus
- The establishment of a Pataskala Health Campus

- The implementation of a digital Radiology Department with a state-of-the-art PACS system
- Achievement of ISO 9001 Certification
- Consistently achieving outstanding financial performance
- Being named as one of the nation's 100 top hospitals seven times

"We are pleased for Bill that he has made the major life-changing decision to retire," Glenn said. "However, we will miss his daily leadership and dedication to Licking Memorial and the Licking County community."

Rob Montagnese to Become President of Licking Memorial Health Systems



Rob Montagnese,
Executive Vice
President of
Licking Memorial
Health Systems

The Licking Memorial Health Systems (LMHS) Board of Directors appointed Rob Montagnese as Bill Andrews' successor. Rob has served as the LMHS Executive Vice President since 2004 and as Senior Vice President of Financial Services, Controller and Accounting Manager upon joining the Health Systems on a full-time basis in 1993.

Rob holds a Bachelor of Arts degree in Business Administration with a concentration in Accounting from Wittenberg University and a Master of Healthcare Administration degree from The Ohio State University in Columbus, Ohio. Additionally, he is a certified public accountant and a member of the Ohio Society of CPAs and the Healthcare Financial Management Association. The Licking Valley High School graduate currently serves as President of Big Brothers/Big Sisters, board member

(past president) of the Salvation Army Advisory Board, and he is a member of the Newark Rotary Club. Rob and his wife, Lauren, are the parents of two children.

"I am excited about the opportunity to follow in Bill Andrews' footsteps," Rob said. LMHS Board Chairman Glenn Abel said Rob was a natural choice to lead LMHS into the future. "Rob has served LMHS and the community well over the past 14 years," Glenn said. "The Board is confident in his abilities and looks forward to working with him in his new capacity."

Bill Andrews has confidence in his successor's ability to keep LMHS as a national role model for health care delivery. "Rob understands the importance of patient safety and quality of care for our patients," Bill said. "Any strong leader in the health care field knows that these are essential for a successful health system."

Community Education: Cervical Cancer (continued from front page)

establishing awareness of cervical cancer. She will define cervical cancer, the signs and symptoms, risk factors and treatment options.

Cervical cancer has been a hot topic in the news recently because on June 8, 2006, the U.S. Food and Drug Administration (FDA) approved the use of a new vaccine to prevent infection from four types of the HPV. When exposed to HPV, a woman's immune system typically prevents the virus from doing harm. In a small group of women, however, the virus survives for years before it eventually converts some cells on the surface of the cervix into cancer cells. Half of cervical cancer cases occur in women between ages 35 and 55.

The death rate from cervical cancer has decreased greatly over the last 40 years. Still, every year more than 10,000 women in the United States are diagnosed with invasive cervical cancer, and nearly 4,000 die of cervical cancer.

Plan to attend the program about cervical cancer for more information. Registration is required; please call (740) 348-1434 to register. For more information about cervical cancer, visit the Licking Memorial Web site at www.LMHealth.org and click on the "Health Information" tab.

LMHS Donates Equipment, Training to Aid Heart Patients throughout Licking County (continued from page 2)

of external defibrillators for the treatment of sudden cardiac arrest.

Jim Glover is the LMH Emergency Medical Systems (EMS) Coordinator, as well as Newton Township fire chief. "Patient care for heart disease is going to be upgraded countywide to a superb level," Jim said. "What we are seeing out on the scene, we will actually be able to transmit to the Hospital so they can have a firsthand view. This will be a tremendous plus for squads and patients."



LMHS has supplied state-of-the-art Medtronic LIFEPAK 12-lead defibrillator/EKG equipment to all of Licking County's emergency medical departments that will allow Hospital staff to monitor a patient's condition even before arriving at the Emergency Department.

LMHS Executive Vice President Rob Montagnese said the project is a reflection of the Health Systems' mission. "Our mission is to improve the health of the community, and this a far-reaching example of how we strive to do just that."

Jim anticipates that the system will improve the health of the community on a daily basis. "I doubt that a day will go by that this equipment will not be used," he said. "Heart attacks occur 24/7, and we will now have better technology available at our fingertips to treat these patients."

Complete installation of the Medtronic system is expected by year's end, although education will be ongoing. "Training is so important," Patty said. "I can't stress that enough." As the units are installed with EMS departments, Medtronic is teaching responders how to use their new or upgraded equipment. LMH ED nurses likewise are learning how to use the expanded system. "Our first priority is to familiarize users with what will be a universal system for EMS in Licking County. Then, we would like users countywide to advance their personal skills in interpreting the EKG results so that patient care can be enhanced even further," Patty said. LMHS' decision to donate this medical equipment and training results from a countywide survey to determine what technology squads currently had in place and how to improve time to treatment for patients with chest pain. "Standardizing the equipment and training throughout Licking County benefits patients as well as emergency responders," said LMHS President Bill Andrews. "The time to treatment will be reduced, and EMS personnel will be better equipped to do their job."

Members of the community can do their part to improve cardiac care in Licking County by not ignoring the possible warning signs of a heart attack. These may include: chest discomfort; pain or discomfort in one or both arms, the back, neck, jaw or stomach; shortness of breath; breaking out in a cold sweat; nausea; or light-headedness.

"If you are experiencing any symptoms of a heart attack, you need to take responsibility for your own health and call for help immediately," Patty said. "Don't wonder if it's a heart attack; get professional help early by calling 911."



Check us out at
www.LMHealth.org

You will be amazed at all we have to offer!

- Health Information
- Send a Patient Greeting
- Find a Physician
- Maps and Directions
- Virtual Tours



**Licking Memorial
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**Licking Memorial
Health Systems**

Upcoming Dates

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

Cervical Cancer Community Education Program

Thursday, January 25

6:00 p.m.

Conference Rooms A&B (first floor) of the Hospital.

Registration is required; call (740) 348-1434.

First Impressions – Maternal Child Classes

Childbirth Education Classes

Stork Tours

Infant and Child CPR

Parenting Class

Maternity Tour

Breast-feeding Class

Sibling Preparation Class

Diabetes Self-Management Classes

Tuesday Class

9:00 to 11:00 a.m.

Licking Memorial Health Systems, 1865 Tamarack Road, Newark

Wednesday Classes

1:00 to 3:00 p.m. or 7:00 to 9:00 p.m.

Licking Memorial Health Systems, 1865 Tamarack Road, Newark

Diabetes Self-Management Training 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 upon insurance coverage.



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