



# Community Connection

## Licking Memorial Health Systems

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January 2008

Measurably Different ... for Your Health!

## LMHS Recognizes Outstanding Service at 2007 Lifetime Achievement Reception



Past Lifetime Achievement Award recipients joined Dr. Lew Mollica for a photo. Pictured are (left to right): front row - Dr. Guy Plummer, Dr. Lew Mollica and C. Ann Howard. Back row - Stu Parsons, Dr. Robert Barnes, Mary Jane McDonald and John H. Weaver.

The 2007 Lifetime Achievement Reception was held Sunday, November 11, for an event honoring those who have made a difference in the local community. The reception was hosted by the Development Council of Licking Memorial Hospital (LMH).

The reception and award ceremony was held at the J. Gilbert Reese Center located on The Ohio State University – Newark and Central Ohio Technical College (OSU–N/COTC) campus. Each year, the

*LMHS Recognizes Outstanding Service at 2007 Lifetime Achievement Reception (continued on page 2)*

## LMH Unveils Cafeteria Renovation

Another phase of Licking Memorial Hospital's (LMH) expansion and renovation project was unveiled as the Hospital Cafeteria re-opened with a complete overhaul of the floor plan, menu and furnishings. The Cafeteria now is open with expanded hours and is open to patients, visitors and employees any time of the day or night.

At a ribbon-cutting ceremony on November 30, 2007, Licking Memorial Health Systems President and Chief Executive Officer Rob Montagnese said, "The renovations



A ribbon-cutting ceremony on November 30, 2007, officially reopened the LMH Cafeteria. Pictured are (left to right): Cafeteria Food Service Supervisor Desiree Miller, LMHS President and Chief Executive Officer Rob Montagnese (background), Director of Food Service Jason Campbell, Vice President of Human Resources and Support Services Anne Peterson and Food Service Supervisor Mary Holland.

*LMH Unveils Cafeteria Renovation (continued on page 4)*

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

**The Heart Truth: A Red Dress Event**  
**Thursday, January 31**  
**6:00 p.m.**  
**Licking Memorial Hospital**  
**Speaker: Debra Heldman, M.D., F.A.C.C., Cardiologist**



The Red Dress is a national symbol for women and heart disease awareness. It is a red alert that heart disease is the number one

killer of women – and an urgent reminder to every woman to care for her heart. The Red Dress is the centerpiece of The Heart Truth, a national awareness campaign that warns women about heart disease.

Women and their friends are invited to attend this education program and receive a red dress pin to wear on Friday, February 1, National Wear Red Day. The speaker, Debra Heldman, M.D., F.A.C.C., a Cardiologist at Licking Memorial Hospital,

*The Heart Truth: A Red Dress Event (continued on page 6)*

Lifetime Achievement Award is presented to a community member who has devoted time and service to better the community and helped fulfill the 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.

The 19th annual Lifetime Achievement Award was presented to Lewis Mollica, Ph.D., who was among family and friends at the event. Dr. Mollica is actively involved in the community, currently serving on the Licking Memorial Health Systems (LMHS) Board of Directors. He is the longest serving board member. Dr. Mollica has also served as the Chairman of the LMH and LMHS boards of directors. He has been a member of the Granville Foundation, the United Way Cabinet, the Boy Scouts Council and the Granville Development Commission and is a former President of the Granville Board of Education. Dr. Mollica previously served as the President of the Newark Area Chamber of Commerce, the first Chairman for the Heath-Newark-Licking County Port Authority and President of the School Study Council of Ohio.

The Granville resident received a Bachelors degree in Education at Defiance College in Defiance, Ohio. He earned a Masters of Education at Bowling Green State University in Bowling Green, Ohio, and went on to receive his Ph.D. from Ohio University in Athens, Ohio. Dr. Mollica and his wife, Jan, have four adult children: Anthony, Bettina, Lewis and Stephanie.

Friends, family and other attendees joined in applause as Dr. and Mrs. Mollica took the stage to receive the Lifetime Achievement Award plaque presented by LMHS President and Chief Executive Officer Rob Montagnese. Rob thanked Dr. Mollica for his support and commended him on his distinction as the most tenured board member with LMHS. "Lew has been such an asset to our community and our organization," Rob said. "It is certainly a pleasure to honor him today for the outstanding dedication and community-minded support he has given to Licking County."

After accepting his award, Dr. Mollica thanked the Development Council for the award. "It is such an honor to receive this award, and I thank those of you who have taken the time to share this moment with my family and me," Dr. Mollica said. "My time on the LMHS Board of Directors has provided me the opportunity to contribute to the health and wellness of Licking County. While I have spent time on many panels and worked with many organizations, I must admit that I feel I have gotten more personally out of those experiences than the organizations probably got from my participation." Past recipients of LMHS'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,



The Lifetime Achievement Reception was held at the J. Gilbert Reese Center in Newark.

Dr. Robert Barnes and Stu Parsons.

The Building a Healthier Community Award was presented to the Salvation Army of Licking County. The Salvation Army was selected for its emergency shelter created to provide 18 beds for the area's homeless. The shelter is just one part of a restructuring and expansion project. While describing the efforts put forth by the Salvation Army and the reason the organization was chosen for the award, Rob discussed how the expansion will provide for families in need. "The Salvation Army of Licking County is a constant support for those needing help," Rob said. "The organization recognizes the importance of family by providing the opportunity to stay together, instead of separating mothers and children from fathers. It is imperative we continue to support the organizations that strive toward improving the health and well-being of this community."

Major Diana DeMichael accepted the award on behalf of the Salvation Army employees and her husband, Major Ronald DeMichael, who was unable to attend the event. "We want to thank Licking Memorial, the community and our fellow employees for the support we have been given," said Major Diana DeMichael. "Thanks to your

LMHS Recognizes Outstanding Service at 2007 Lifetime Achievement Reception (continued on page 3)

support, we are working to expand the Newark center by adding three recently acquired properties, and will now be able to expand our facility which will create space for 40 beds and a children's learning center."

Previous winners of the Building a Healthier Community Award include the Newark Rotary Club, which won last year for construction of the Centennial Newark Rotary Accessible Playground. The playground is located at the campus of OSU-N/COTC, off Sharon Valley Road and the bike path. The LMH TWIGS (Togetherness, Willingness, Imagination, Giving and Sharing) organization was the first recipient of the award in 2005, nominated for the money they raised that has funded many different pieces of equipment and projects at LMH.

Thirty LMHS employees who earned the second annual MVP title were recognized for their achievements. The MVPs included Darlene Carr, Ruth Cashdollar, Wanda Grover, R.N., Terri Hazlett, R.N., C.W.S., F.C.C.W.S., Diane LeMay, M.D., Jane Melin, R.Ph., Desiree Miller, Brenda Oiler, R.N., C.C.M., Krista Price-Brooks, Sally Randall, R.N., CPC-H, Steve Snow, Brian Thatcher, L.P.N., John Walther Jr., M.D., Nancy Williams, Steve Woolard, Cindy Barbour, R.N., B.S.N., C.A.R.N., Lindsay Freytag, Rachel Gossett, R.N., Jenny Grower, Mechelle Gutridge, R.N., Jamie Hartman, R.N., Valerie Hughett, Bob Johnson, Tom McNemar, HT(ASCP), Jim Redman, Victoria Spring, M.S.W., David Subler, M.D., Sue Swinehart, Jim Tabler and Pam Wheeler.

Other award winners from throughout the year were honored in the ceremony as well. Those receiving a round of applause for their efforts were Bruce Campbell, R.N., and Brenda Miller, R.N. – Nursing Award for Clinical Excellence; John Tolliver and Patty Merrick, C.N.P. – Managers of the Year; and Peter Nock, D.O. – Physician of the Year. In an unprecedented tie, the Volunteer of the Year award was given to both Beverly Crockford and Betty Meyer.

Another group gathered on stage to accept the President's Award which is given to an individual or group of individuals who demonstrate outstanding service to LMHS and contribute greatly toward the Health Systems' mission of improving the health of the community. While the award is not given out every year, the Quality Data Development Project (QDDP) Team was this year's recipient. QDDP Team members include Gerald Ehrsam, M.D., Vice President of Physician Practices Christine

McGee, Cathy Boykin and Angel Schneider-Wilson of Licking Memorial Health Professionals, and Julie Guinta, Keith Harris, Darin Smaage and Vonda Welch of LMHS Information Systems. "It is with pleasure that I give this award to the QDDP Team," Rob said. "This team has implemented several useful tools which has improved our quality of patient care and brought LMHS to an entirely new level."



Licking Memorial Health Systems President and Chief Executive Officer Rob Montagnese thanks winners of awards distributed throughout the year.

Throughout 2007, LMHS has been celebrating the eighth 100 Top Hospitals designation by Thomson. Thomson Healthcare 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 Glenn Abel.

"Once again, LMHS demonstrates excellence in care, patient safety, efficiency, financial performance and growing community service," Patrick Jeffries said. "Receiving this award, yet again this year, clearly shows the dedication and promise the organization and its employees put forth to maintain and improve the health of our community."



Harpist Jennifer Manley provided musical entertainment at the LMHS 2007 Lifetime Achievement Reception.

are in response to the public's higher expectations for quality and service in all facets, including food. We've evaluated every part of the patient experience at LMH to identify areas that could be improved. We recognized that providing a convenient, high-quality meal was another way of nurturing our patients and visitors, and is therefore an important part of the healing process."



Licking Memorial Hospital's newly renovated Cafeteria features made-to-order and healthy menu choices for patients, visitors and employees.

"This is very exciting for us," said LMH Director of Food Service Jason Campbell, who holds a culinary arts degree from the Culinary Institute of America in Hyde Park, New York. "Every detail of this new Cafeteria was designed to improve the quality, variety and level of service. The restaurant-quality menu choices and atmosphere are very relaxing and convenient whether diners are choosing a full meal or a snack. We've even had some people tell us that they came to Licking Memorial just to stop in at the Cafeteria. This is an ideal spot for a quick business lunch."

The Cafeteria now offers several stations where diners can choose ready-made items or made-to-order entrées. A pizza station features a special stone pizza oven to produce an authentic Old-World crust. The pizzas can be purchased whole or by the slice. At the pasta bar, diners can order items that are made fresh from natural ingredients and use house-made sauces. Meat, seafood and vegetarian pasta dishes are available at the pasta bar, and hot sandwiches are prepared at the grill station. Other made-to-order selections include salads, wraps, deli sandwiches and panini sandwiches. A brightly-lit glass bakery case features desserts. Breakfast items are available from 6:30 to 10:30 a.m.

The dining area has ample seating with cozy cherry-grained tables and a flat-screen plasma television. All food items may also be ordered "to-go."

Anne Peterson, LMH Vice President of Human Resources and Support Services, said the new menu selections will also be offered to LMH's inpatients. "Patients on a regular diet are able to select any item that is served in

the Cafeteria. In addition, we'll soon be offering a new concept in patient dining, which is patient room service. Patients will be able to eat at times that are right for them instead of waiting for the next food cart. We will have the room service available in early 2008."

The first stage of LMH's \$39 million expansion and renovation project was revealed in July 2007, as the new John & Mary

Alford Pavilion opened with new Emergency and Surgery facilities. In addition to the just-completed Cafeteria renovation, renovations of the former Emergency Department are still in progress.



Karen Richardson and Ashley Mahan stand ready to serve cakes, pastries and other desserts from the glass bakery case.

# Safeguards in Place to Prevent Medication Error

Television viewers were shocked in November 2007 with the news that film actor Dennis Quaid's newborn twins, along with another patient, were accidentally subjected to dangerously high levels of the blood-thinning drug Heparin in a California hospital. Cedar-Sinai Medical Center of Los Angeles issued a statement explaining that the patient's intravenous catheter lines were flushed with Heparin to clear the lines of any clots. The problem occurred when the wrong vial of Heparin was used. It contained a concentration of Heparin at 10,000 units per milliliter instead of 10 units per milliliter.

"Quite some time ago, Licking Memorial Hospital (LMH) recognized the possibility for human error regarding many drugs, including Heparin," stated Craig Cairns, M.D., M.P.H., LMH Vice President of Medical Affairs. "We have implemented several safeguards, most recently the Bedside Medication Verification (BMV) system. The BMV uses a computerized barcode to ensure the right medication is going to the right patient at the right dosage."

"We also have steps within the Hospital's Pharmacy to prevent medication error," explained Jean Glaser, R.Ph., PharmD, LMH Director of Pharmacy. "In the case of



The Bedside Medication Verification systems uses barcode technology to ensure Hospital patients receive the proper medication.

Heparin, we order the pediatric strength, 10 units per milliliter, in single-use syringes with bright pink labeling. On the other hand, Heparin that is made for adult patients is packaged in vials, not syringes. The nurses can tell automatically just by looking at the product if it is intended for pediatric or adult usage."

LMH's protocol to prevent Heparin medication error includes:

- Limiting the number of concentrations stocked in the pharmacy
- Utilizing colored labeling for bins which stock the pediatric strength to alert staff
- Purchasing pediatric strength only in single-use syringe
- Purchasing adult strength only in vials
- Maintaining consistency in purchasing so each concentration has its own unique appearance.
- Making Heparin available only through the automated dispensing machines, not as a floor stock item
- Double-checking all doses at the point of administration, according to nursing policy

In the case of the Quaid twins in Los Angeles, Cedar Sinai staff was able to reverse the effects of the wrong dosage by administering a reversal agent. Fortunately, preliminary tests showed that the children suffered no lasting adverse affects.



**Licking Memorial  
Health Systems**

## Employment Applications Now Completed Online!

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Visit [www.LMHealth.org](http://www.LMHealth.org) and click the "Careers" tab.

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# Development Council Welcomes Mike Buskirk



Mike Buskirk

“I like to participate in the community and stay busy with activities that help other people out,” said Mike Buskirk. Mike is a new member of the Annual Support Committee of the Licking Memorial Hospital (LMH) Development Council. He and his wife, Janice, moved to Licking County two years ago. A few

friends who are active in the community asked Mike about joining the Development Council. “All it took was an opening, and I was ready to volunteer my time,” he said. Mike believes LMH is a place that gives back to our community, and he is happy to spend time with an organization that is community minded. “I think we are very fortunate to have this facility,” he said. “From the caring employees to the tremendous credentials we have here – it is such an asset for the area.”

After spending over 32 years negotiating contracts, hiring employees and administering benefits for workers, Mike retired from American Electric Power (AEP). However,

the way he looks at it, retirement is not free time to be wasted. “I enjoy staying busy,” Mike said. “Retirement is not about sleeping your life away. It’s all about making the most of time with family and friends and helping out with local organizations.” He holds previous positions such as Past Master with the Masonic Lodge, Past Grand Bethel Guardian for the Ohio Jobs Daughters and Past Exalted Ruler of the Elks Lodge in Coshocton County.

Since his retirement, Mike has had more time to spend with his family. He and Janice have been married for 32 years and have three children, Jay, Beth and Ryan, who live in nearby counties. The couple also has four grandchildren with whom they spend much of their time. When Mike is not fishing, golfing or hunting, he can be found completing carpentry projects with friends.

# Linda Linham Joins Development Council



Linda Linham

Linda Linham has joined the Annual Support Committee of the Licking Memorial Hospital (LMH) Development Council. “I look forward to contributing in whatever ways will be beneficial for Licking Memorial,” she said.

She received a recommendation to become a council member from a good friend and current member of the LMH staff. Linda thought it would be a great opportunity. “I wanted to become involved in a local organization focused on the well-being of the individuals within the community,” Linda said.

After several years of working for an international publicly-traded company, Linda decided to start her own company and opened a management consulting practice

in 2007. Even with her latest venture, she has made it her passion and goal to give back to the community where she has built her business. “It is a joy to contribute to the community,” Linda said. “Joining the Development Council was an easy decision.” In addition to her current role on the Development Council, she is also a member of Business and Professional Women/USA and the Licking County Chamber of Commerce.

Linda and her husband, Steve, have four daughters and seven grandchildren. When the couple is not busy traveling to see their family members in places like Philadelphia, Las Vegas, Los Angeles and around the corner in Coshocton County, they enjoy trying new restaurants and going to the theater.

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*The Heart Truth: A Red Dress Event (continued from front page)*

will present “Pleasingly Plump: Is It Safe?; The Obesity Epidemic.” Dr. Heldman will discuss the effect of body weight on the risk of developing heart disease and related illnesses. A red dress style show will be featured, and hors d’oeuvres will be served.

Pre-registration is required and space is limited to the first 150 registrants. There is no charge for the program. To register or for further information, call (740) 348-1572.

# New Member Jennifer Roberts Joins Development Council



Jennifer Roberts

Jennifer Roberts has a passion for the Licking County community and that very same passion has led her to become a new member on the Education and Membership Committee of the Licking Memorial Hospital (LMH) Development Council. “I have always been very community minded,” Jennifer said. “I have been involved in many different activities and organizations in the past and continue to strive toward making a healthier and happier place for those of us who live around here.” Her position within the committee will help focus on awareness and education within Licking County, making her an “ambassador” of sorts.

Jennifer’s current position as the Director of Development at The Ohio State University–Newark and Central Ohio Technical College (OSU–N /COTC) provides her with a chance to work on gift support for the campus. “Licking County is so fortunate to have had thoughtful leaders and philanthropists who have built a wonderful foundation,” she said. “They have established resources for this community to flourish.” Jennifer is excited for her involvement within the Development Council. “I think being a part of the Education and Membership Committee will provide me with a great opportunity to learn about the resources available within our community and to help share that information with

others,” she said. Jennifer was happy to pledge her time to what she feels is an organization that shares her values. “For me, being a part of the Development Council is a great way to participate in a group that is very community driven,” she said.

The Denver, Colorado, native went to Denison University in Granville and has never felt the urge to leave Central Ohio. After living in Columbus for a short time, Jennifer moved back to the area. “I think many places have lost the sense of community,” she said. “My husband and I wanted to be a part of a community where we could feel as though it was an extension of our family.”

Jennifer and her husband, Todd, decided to raise their son, Austin, in Licking County because of the hometown feeling it provides them. “We are here because we have chosen to be,” she said. “We just want to make a difference.” There have been many activities in which both Todd and Jennifer have participated in the past and they continue to do so. The couple was matched together to serve as a “Big Couple” for the Big Brothers/Big Sisters program in Licking County. Jennifer has also served on the Licking County United Way Planning Division, the Columbus Chamber of Commerce Partners in Education Council and participated and organized special events with Habitat for Humanity and United Way.

## Contributions Demonstrate Commitment from LMHS’ Ranks

Licking Memorial Health Systems (LMHS) is proud to acknowledge Medical Staff members and employees who make remarkable contributions to support the Health System’s mission to improve the health of the community. Three donation societies have been established to honor high levels of giving. John Alford Fellowship members pledge a minimum gift of \$25,000 over the course of 10 years. The Caduceus Society is made up of Licking Memorial Hospital (LMH) physicians who maintain a high level of charitable giving to the Hospital. William Schaffener Society members pledge a minimum gift of \$10,000 over the course of 10 years.

### Anne Peterson

Anne Peterson, LMH Vice President of Human Resources and Support Services, was recently recognized for her



Anne Peterson

decision to contribute to the John Alford Fellowship. “It is important to give back to the organization that gives so much to its employees and the surrounding community,” she said. “LMHS is a place where the overall goal is to improve our community’s health. This contribution is something I can do personally that can help us accomplish that goal.”

Anne joined LMHS in 2001 as the Human Resources Director and became Vice President to oversee both the Human Resources and Education departments since the summer of 2003. In 2006, she also assumed responsibility for Support Services, which includes Environmental

*Contributions Demonstrate Commitment (continued on page 8)*

Services, Food Service, Transportation and Laundry. Anne and her husband, John, live in Granville and have two children.

### Connie Jenkins, M.D.



Connie Jenkins,  
M.D.

Connie Jenkins, M.D., was acknowledged for her membership in the Caduceus Society. Dr. Jenkins' practice is located at the Pataskala office of Licking Memorial Health Professionals Outpatient Psychiatric Services. She is board certified by the American Board of Psychiatry and Neurology.

"I am glad to be part of this organization," Dr. Jenkins said. "It is a privilege to contribute in a way that benefits the Hospital and the people of this community."

### Alana Milton, M.D.



Alana Milton,  
M.D.

Alana Milton, M.D., was also recognized for her membership in the Caduceus Society. Dr. Milton is an inpatient pediatrician at LMH. She is a member of American Academy of Pediatrics and the American Medical Association. Dr. Milton is board certified in Pediatrics.

"Joining the Caduceus Society is a conscious decision to make Licking Memorial a better place," Dr. Milton said. "Both my husband and I feel it is important to show our support, which is why we choose to give back."

### Lois "Sam" Folk



Lois "Sam" Folk

LMHS during the recent PRIDE Campaign.

Lois "Sam" Folk is a Patient Account Representative for LMH. The Licking County native has been with the Hospital since 1999. Sam has been a member of Providing Resources In Dedicated Employees, or PRIDE, since 2000. She recently joined the William Schaffner Society by increasing her donation to

"I am fortunate enough to be able to give to an organization that takes care of Licking County," Sam said, after receiving her donor award. "I just think it is so important to give back to our community." Sam is active in the Newark Nazarene Church. She participates in the church's book club and outreach programs.

### Kathy Hahn, R.N., C.W.A.



Kathy Hahn, R.N.

Kathy Hahn, R.N., C.W.A., is a staff nurse in the LMH Wound Clinic and has been an LMH employee since 1980. She has recently increased her giving level to the William Schaffner Society. Kathy has been a member of Providing Resources In Dedicated Employees (PRIDE) since it began in 1987 and has chosen to increase her donation throughout the years.

"Throughout the years with Licking Memorial, I have grown with the organization," Kathy said. "By choosing to join the Schaffner Society, I can help LMHS continue to grow, and I know the donation will go right back into the community where I was raised."

Kathy graduated with the first class to complete the nursing program at Central Ohio Technical College. She is a Certified Wound Associate with the American Academy of Wound Management. She and her husband, Larry, live in Newark. Kathy has two children.

### Mary Reid, BSEd, R.N.



Mary Reid,  
BSEd, R.N.

Mary Reid, BSEd, R.N., recently joined the William Schaffner Society with her contribution. Mary is the Director of Surgical Services at LMH. A Licking County native, she is a graduate of The Ohio State University where she earned a Bachelor of Science degree in Education. Mary then went on to receive an Associate of Applied Science degree in Nursing from Central Ohio Technical College in Newark.

"The care and compassion that comes from the people within LMHS is amazing," Mary said. "I wanted to show my appreciation for those who put in so much time and effort making LMHS what it is for our community."

Mary is an American Red Cross-certified Basic Life Support (CPR/First Aid) instructor and a member of the Medical Reserve Corps of Licking County and the Licking County Pandemic Flu Preparedness/Planning Committee. She was awarded the LMHS CARES Award for her work efforts in 2002.

### Stacy Snow



Stacy Snow

Stacy Snow, a Registration Specialist for LMH was welcomed to the William Schaffner Society. The Newark native has been with the Hospital for almost three years. She is actively pursuing a degree in Health Care Management.

“There are so many great people involved with Licking Memorial, and I thought giving back would be my own personal way of thanking them,” Stacy said. “They have taken care of my family and me and continue to do so. It makes me appreciate the organization even more.”

Stacy and her husband, Trent, are active in the Newark Emmaus Community, participating in Bible studies and other activities at Spring Hills Baptist Church. The couple’s first child was recently born at LMH.

### Cassie Woodruff



Cassie Woodruff

Cassie Woodruff recently joined Licking Memorial Health Systems’ (LMHS) Human Resources Department as a Human Resources Specialist in 2007. After joining LMHS, Cassie made the decision to join the William Schaffner Society and pledge her support through a donation.

For Cassie, joining the Schaffner Society during employee orientation was an easy decision. “I feel that joining the William Schaffner Society is like supporting

your home,” she said. “I was born here and my family receives their medical care through Licking Memorial. It is such a pleasure to invest in this organization, and I’m happy to do my part to make it a wonderful establishment for families like my own.”

Cassie lives in Hebron with her son, Seth. She enjoys spending her spare time volunteering for charitable activities in the local community.

Charitable contributions made to LMHS are used to support new technology, facilities improvements and expanded services; they do not assist with general operating expenses. Licking Memorial Health Foundation, a not-for profit organization, receives no federal, state or local tax funding.

## Donors

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### CADUCEUS SOCIETY

Dr. and Mrs. Donald Adams



## A Community Report on Patient Safety

# Quick Response from LMH Staff Saves Patient

Forty-one-year-old Charles Mannah of Glenford, Ohio, faced some difficult obstacles in 2007, but thanks to a well-trained response from Licking Memorial Hospital (LMH) staff, a potentially-fatal allergic reaction was quickly resolved. Charles benefited from LMH procedures that were adopted as part of the 100k Lives Campaign in 2005. In that initiative, LMH outlined protocols to be used if a patient's condition suddenly worsened.



Charles Mannah enjoys his backyard pond along with Ronda and two of their children, Ashley and Nicholas.

In June 2007, Charles visited his family physician, Megan Miller, D.O., of Licking Memorial Family Practice – Hebron for possible pneumonia. Up until then, Charles, a concrete worker and heavy equipment operator, had been physically active, working 60 to 70 hours each week. “I didn’t really start feeling bad – just run down,” Charles remembered. “I had smoked for about 24 years, but when I left Dr. Miller’s office, I quit smoking and have not even wanted one since.”

Charles then came to LMH for x-rays that confirmed Dr. Miller’s pneumonia diagnosis; however, the test also unfortunately revealed stage III-B lung cancer. “I really had no idea that I had cancer since I hadn’t been feeling bad. I guess maybe the pneumonia was just covering the pain,” he said.

The first week of radiation and chemotherapy at Licking Memorial Oncology went well for Charles under the

care of LMH Oncologist Jacqueline Jones, M.D. His body tolerated both treatments well. As Charles rested at home on disability, Ronda and their four children, Nicholas, Ivey, Ashley and Levi, were encouraged to see him as upbeat and optimistic as ever. However, during the second week of treatment, Charles had a near miss. With Ronda by his side, Charles was connected to a drip line of Taxol, the

chemotherapy drug that would target the cancer. Although he had tolerated the same drug well the previous week, it was a different scenario this time. “As soon as the drip started, I could tell something was wrong,” he explained. “I had been watching television, and suddenly I saw two televisions. I knew that wasn’t right.” Ronda alerted the oncology nurse who sent for an emergency supply “red box.” Just seconds later, Charles passed out. Fortunately for him, LMH’s emergency response had kicked into action.

“Everyone was there immediately,” Ronda said in disbelief. “They must have come out of the walls because there were 15 or 20 people there in no time at all. I saw Dr. Jones actually run into the room to respond.”

“I was probably unconscious for only about a minute,” Charles said. “When I came to, the first thing I saw was Dr. Jones kneeling in front of me. That was a joy!” He said he was also aware of the other attention he was receiving. “I could hear everything. I could see people on

*Quick Response from LMH Staff Saves Patient (continued on page 13)*

# 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 4 million doses of medication in 2007.

	LMH 2004	LMH 2005	LMH 2006	National <sup>(1)</sup>
% medication errors	0.016%	0.023%	0.018%	<b>0.310%</b>

**2** Protecting patients from hospital-acquired infections is a primary patient safety goal. LMH has an ongoing program to prevent and treat infections in patients. Per the Centers for Disease Control and Prevention 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 2006	National <sup>(2)</sup>
Infection rate for pneumonia in ICU patients on ventilators	2.5	2.4	0	<b>5.1</b>
Urinary tract infection rate for ICU patients with urinary catheters	5.5	4.2	2.6	<b>3.1</b>
Bloodstream infection rate for ICU patients with central venous catheters	3.3	0	0	<b>3.1</b>

**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 2006	Goal
% of inpatient falls per 100 patient days	0.24%	0.16%	0.21%	<b>less than .30%</b>

**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 Protime (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 2006	Goal
% LMHP patients on Coumadin with PT/INR in last two months	95%	92%	<b>greater than 90%</b>

**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 has adopted this recommendation as a safety measure and tracks all patients on this medication for initiation and follow-up lab testing.

	LMHP 2005	LMHP 2006	<b>Goal</b>
% LMHP patients on Metformin with creatinine within last year	N/A	95%	<b>greater than 90%</b>

**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.

## Patient safety begins at home

Emergency medical technicians can tell you – even if you can usually recite the precise names of your medications from memory, when emergency strikes, you may not be able to tell responders the information they need to know. That lack of information could mean the difference between life and death.

Licking Memorial Emergency Medical Squad Coordinator Jim Glover said, “The biggest problem is when we respond to a call in a home, and the patient has 10 or 12 prescription bottles on the table. The family members are so rattled that they can’t remember which medicines that patient took that day, or where to find the list. Having that list of medications and allergies can be very critical to the patient’s outcome. It also allows us to call in that information to the Emergency staff even before we get there.”

Licking Memorial Health Systems participates in an initiative spearheaded by the Institute for Healthcare Improvement (IHI) called Five Million Lives. Under the program, nearly 3,200 American hospitals resolve to avoid 5 million incidents of patient harm by following several basic interventions, one of which is implementing medication reconciliation. Medication reconciliation makes sure the patient is receiving the right medicines



Because patients often cannot tell about their medications and allergies in an emergency, it is recommended that they keep a current list at home and make sure family members know where to find it.

at the right times and at the right dosages. It also checks for possible adverse drug interactions.

Licking Memorial Hospital (LMH) and the Licking Memorial Health Professionals offices have begun regular medication reconciliation practices. LMH Emergency Medicine Physician Jeff Bare, D.O., said patients should be prepared to list their medications every time they see a doctor.

“Our goal is to review the medications for every patient at every encounter,” he said. “Patients need to be proactive about their care and keep us informed about what they’re taking at home. “We strongly urge patients of all ages to keep a written list of the medications they take and to update the list frequently.”

The IHI urges each person to keep an accurate list of currently used prescription medications, over-the-counter medications and supplements. This list should be taken to all doctors’ appointments and visits to the Hospital, and family members should be advised where the list is kept at home in case of an emergency.



# POW/MIA Flag Flown at LMHS

Veteran's Day was observed at Licking Memorial Health Systems (LMHS) on November 11, 2007, as the official flag to honor a special group of military members flew proudly on the flagpole at Licking Memorial Hospital. The black flag is hung in honor of the military personnel who were prisoners of war or declared missing in action (POW/MIA). Many LMHS employees have served in the military or have a friend or family member currently in the military. Displaying the POW/MIA flag is a reminder that even if time passes, LMHS will not forget about those who are serving or have served this country. In 1990, the U.S. Congress declared this flag design to be the official



The POW/MIA flag was displayed at Licking Memorial Hospital on Veteran's Day.

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, the Gulf wars and the Vietnam War.

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.

## Dr. Ahmed Joins New Heart Center at Licking Memorial



Imtiaz Ahmed,  
M.D., F.A.C.C.

Licking Memorial Hospital (LMH) is pleased to announce the addition of Cardiologist Imtiaz Ahmed, M.D., F.A.C.C., to the medical staff. Dr. Ahmed practices at Licking Memorial Heart Center, staffed by MidOhio Cardiology and Vascular Consultants (MOCVC).

Dr. Ahmed received his Medical Degree from Sylhet Medical College in Sylhet, Bangladesh. He completed a residency in Internal Medicine at Cabrini Medical Center in New York, New York, and a fellowship in Cardiovascular Disease and Interventional Cardiology at Brown University in Providence, Rhode Island. He is board certified in Internal Medicine and Cardiovascular Disease.

Dr. Ahmed served as assistant professor of medicine at Medical College of Virginia. Prior to joining LMH, Dr. Ahmed served as director of the Cardiac Catheterization Laboratory at Doctors Hospital – Ohio Health in Columbus.

At Licking Memorial Heart Center, Dr. Ahmed is working in cooperation with other contracted physicians from MOCVC to provide expanded cardiac services locally rather than requiring patients to travel to Columbus. The office is located at 42 Messimer Drive in Newark which was the former location of Cardiologist Hans Wee, M.D. Appointments can be made by calling (740) 522-8196.

# Physician Spotlight: Elizabeth Koffler, M.D.



Elizabeth N. Koffler, M.D.

Obstetrician/gynecologist Elizabeth N. Koffler, M.D., has been providing patient care at Licking Memorial Women's Health since 2005. She received a Bachelor of Science degree in Biology from John Carroll University in University Heights, Ohio, graduating magna cum laude. She then received her Medical Degree from the Medical College of Ohio in Toledo, Ohio, and completed an Obstetrics and Gynecology residency at Riverside Methodist Hospital in Columbus.

Dr. Koffler is a member of the American Medical Association, American College of Obstetrics and

Gynecology, and Ohio State Medical Association. She has been very active in fund raising events for breast cancer research. At Licking Memorial Hospital, she is a member of the prestigious Caduceus Society, through which physicians support services and equipment acquisitions with their financial contributions. She is fluent in conversational Arabic, and has tutored college students in math and English.

Originally from Cleveland, Dr. Koffler currently resides in Granville with her husband, Lucas, and their two children, Sophia and Elias. In her leisure time, she enjoys painting, running, and Middle Eastern and other types of cooking.

## Ask a Doc

**Question:** My first baby had to be delivered by Cesarean method two years ago, and now I'm pregnant again. Is it possible for me to have a vaginal delivery this time?

**Answer:** It may be possible. Your obstetrician will be able to make that determination based upon your own specific needs. In the past, it was often standard practice that once a woman delivered by cesarean (C-section), all following deliveries would be by C-section. However, experience has shown that many women can safely have a vaginal birth after cesarean delivery (VBAC).

**There are some advantages to VBAC for women who are good candidates for the method:**

- Avoiding more scarring on the uterine wall
- Less blood loss
- More partner participation during delivery
- Less pain after delivery
- Lower risk of infection
- Shorter hospital stay
- Shorter recovery time

**However, if you have any of the following circumstances, your obstetrician may decide that you are not a good candidate to try VBAC:**

- You have had two or more previous C-sections.
- You have a high, vertical scar on the uterus. (The scar on the uterus is likely to be different from the scar you can see on the skin.)
- You develop any pregnancy complication, such as placenta previa.
- Your pregnancy has lasted more than 40 weeks.

Your obstetrician wants your childbirth experience to be the best possible event for you. Do not hesitate to discuss your options with your obstetrician, who will gladly explain what is best for you and your baby.

*Quick Response from LMH Staff Saves Patient (continued from page 13)*

The 100k Lives Campaign and the 5 Million Lives Campaign are both initiatives supported by the national Institute for Healthcare Improvement (IHI). LMH is one of more than 3,200 hospitals in the U.S. to voluntarily

subscribe to the advanced practice guidelines. The IHI estimates the medical interventions implemented through the programs saved 122,300 lives in the first three years.

# Granville Resident Joins Licking Memorial Anesthesiology



Maria M. Defante,  
M.D.

Licking Memorial Health Professionals is pleased to announce the addition of Anesthesiologist Maria M. Defante, M.D. She is practicing with Licking Memorial Anesthesiology at Licking Memorial Hospital.

Dr. Defante received her Medical Degree from Finch University of Health Sciences/The Chicago Medical School in North Chicago,

Illinois. She completed a transitional internship and anesthesiology residency at Case Western Reserve University and University Hospitals of Cleveland in Cleveland. She earned a Bachelor of Arts degree in biological sciences at Northwestern University in Evanston, Illinois.

Dr. Defante is a member of the American Society of Anesthesiologists and the American Medical Association. She and her husband, Licking Memorial Anesthesiologist Bradley Lewis, M.D., reside in Granville.

# New Physician at Licking Memorial Family Practice – East



Pamela A. Dull,  
M.D., F.A.A.F.P.

Licking Memorial Health Professionals is pleased to announce the addition of Family Practice Physician Pamela A. Dull, M.D., F.A.A.F.P., to the Licking Memorial Family Practice – East office, located at 399 East Main St. in Newark. Family Medicine is a specialty that focuses on the long-term care of

family members of all ages, from birth to advanced age. Dr. Dull's specialized training and experience allow her to treat both acute and chronic illnesses, as well as focus her efforts on preventive medicine and perform some minor surgeries.

Dr. Dull received her Medical Degree at The Ohio State University College of Medicine in Columbus. She completed her Family Practice internship and residency

at Fairview General Hospital in Cleveland. She earned a Bachelor of Arts degree in chemistry at Hiram College in Hiram, Ohio.

In 2002-2003, Dr. Dull was named to the list of America's Top Family Doctors by Consumer's Research Council of America. She is a fellow at the American Academy of Family Practice, and is board certified in Family Medicine. She is an associate clinical professor at The Ohio State University.

Dr. Dull's office is in the former location of retired Family Practice Physician John Walther Jr., M.D. She is accepting new patients as well as Dr. Walther's former patients. Appointments can be made by calling (740) 348-1849.

# Dr. Grauer Joins Licking Memorial Women's Health



John G. Grauer,  
M.D.

Licking Memorial Health Professionals is pleased to announce the addition of Gynecologist John G. Grauer, M.D., to Licking Memorial Women's Health in Newark. As a gynecologist, Dr. Grauer provides health care focusing on the special health needs of women of all ages.

Dr. Grauer received his Medical Degree at Rush Medical College in Chicago, Illinois. He com-

pleted his Obstetrics and Gynecology internship and residency at Case Western Reserve University Hospitals in Cleveland. He is board certified in Obstetrics and Gynecology.

Dr. Grauer is an alumnus of Denison University where he graduated magna cum laude with a Bachelor of Science degree in Philosophy. He currently resides in Granville with his wife, Tami, and their two children.

# Nurse Practitioner Joins Licking Memorial Geriatric Medicine



Misti D. Stagers,  
C.N.P.

Licking Memorial Health Professionals is pleased to announce the addition of Misti D. Stagers, C.N.P., to Licking Memorial Geriatric Medicine. Geriatric Medicine focuses on the care of older adult patients. As a certified nurse practitioner, Misti primarily practices in the community working with geriatric

residents in the extended care and assisted living settings.

Misti received her Master of Science in Nursing, Family Nurse Practitioner degree from Otterbein College in Westerville, Ohio. She earned a Bachelor of Science degree in Nursing from Wright State University in Dayton, Ohio.

## Retiree Spotlight: Lee McMahan



Lee McMahan

It was a temporary position that led Lee McMahan to a full-time spot with Licking Memorial Health Systems (LMHS) for over 14 years. “I came in as a fill-in employee to help out in the departments that needed an extra hand,” she said. “After working part-time for a while, I couldn’t help but stay.” Over

the years, Lee has worked in a variety of departments within LMHS including Health Information, Laboratory Services, Pastoral Services and Licking Memorial Health Professionals (LMHP) offices as well.

“Working for LMHS has been a great experience for me,” Lee said. “The people at Licking Memorial are so friendly and are great to work with.” She also enjoyed working on different committees throughout the years. “While I was working full-time, I was a member of Providing Resources in Dedicated Employees (PRIDE), Togetherness Willingness Imagination Giving and Sharing (TWIGS) and an LMHS choir called ‘The Ultrasounds’.” In 2001, Lee received the LMHS CARES

Award. “I felt it was quite an honor, especially receiving the award four years after my official retirement,” she said.

Before moving to Heath in 1983, Lee and her husband, Bill, lived in Columbus where Lee worked at an internal medicine office. “After my children were grown, I thought I would no longer work full-time,” she said. The experience Lee had with LMHS provided her the opportunity to work in a friendly environment with people she has come to care about very much. Although she retired in 1997, Lee continues to work as a casual part-time employee in many of the LMHP offices.

Lee and Bill will celebrate 52 years of marriage next month. The couple has two daughters, Reba who lives in Arizona and Sharon, who lives in Lancaster, New York. When they have time, Lee and Bill also like to visit their daughters and their grandchildren, Brianna and Jeremy. When she is not traveling to see her family or spending time with her grandchildren, Lee enjoys reading and working in her yard.

## Burgin Receives Promotion at Shepherd Hill



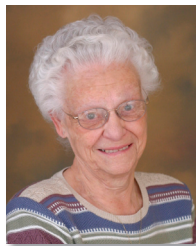
Darren Burgin,  
R.N.

Licking Memorial Hospital is pleased to announce that Darren Burgin, R.N., has been promoted to Patient Care Manager of the inpatient unit at Shepherd Hill. Shepherd Hill is a behavioral health facility specializing in the treatment of individuals with mental health and chemical-dependency issues. Darren first began working at Shepherd Hill as a staff nurse in 2002.

Darren graduated from Licking Valley High School in 1989. He graduated from Central Ohio Technical College with an Associate’s degree in Nursing. He is currently enrolled at Florida Hospital College for Health Sciences to pursue a Bachelor’s degree in Nursing

In his spare time, Darren plays the acoustic bass and fiddle. He enjoys reading, training and showing his standard schnauzer, ice hockey, and Licking Valley and Ohio State football.

# Volunteer Spotlight: Vivian Sharpless



Vivian Sharpless

Vivian Sharpless never thought she would be volunteering in the health care field when she retired from a rubber factory at age 78. It was her daughter who suggested she spend some of her spare time with Licking Memorial Hospital's (LMH) Shepherd Hill facility. "That's where my daughter works,"

Vivian said. "And I thought, why not volunteer at the same place? So, when I applied to become a volunteer, I told them I really wanted to work at Shepherd Hill."

One day each week and every other Saturday, Vivian spends time at Shepherd Hill stuffing patient welcome packets, creating binders and organizing items in the office areas. "I love it," she said. "I'm the one who likes to work behind the scenes." Vivian's active role does not go unnoticed. "She is dedicated, cheerful and a great asset to the volunteer program," said Carol Barnes, Director of Volunteers, TWIGS and Events. "Vivian is always eager to help in any way she can."

Vivian is a self-proclaimed busy woman who says her time with LMH is well spent. "I just can't sit still!" she said. "I am always finding work to do at Shepherd Hill. If something needs to be done, I'm happy to do it." That "go-getter attitude" is exactly what got Vivian nominated by the Shepherd Hill staff for 2007 Volunteer of the Year. The nomination came as a surprise to her. "I didn't know what to do," Vivian said. "It was such an honor even just to be nominated!"

Vivian's strong work ethic shines through in her personality. An avid reader, she also spends her spare time at the Newark Church of the Nazarene where she fills many roles and volunteers at the Church Food Pantry. The West Virginia native moved to Newark after living in Newcomerstown, Ohio, for 53 years. Vivian now lives with her daughter and son-in-law, Donna and Dan Shaner. She feels lucky to spend time with her two grandchildren and three great-grandchildren who visit for family dinner every Sunday.

# Employee Spotlight: Craig Wollenberg



Craig Wollenberg

It was by chance that Craig Wollenberg started working with computers. "I originally started building and using computers as a hobby," he said. "After volunteering to help a friend install networking and maintain computer systems in a few grade schools, I decided it was something I would like to pursue as a career."

This passion for working on computers and their components brought Craig to Licking Memorial Health Systems (LMHS) in 1998. Craig started as a personal computer coordinator in the Information Systems department and is now a systems analyst, working in some of the most integral parts of the organization. While his job duties cover a wide range of tasks, many days Craig can be found installing and repairing computer and software systems at different LMHS locations.

Not only does Craig enjoy his job, he feels a sense of camaraderie and teamwork among the people within the organization. "It continues to be a great experience here at LMHS," Craig said. "All of the people here are very friendly, no matter what their job is. There is a real sense of family among everyone." Not only does he believe in his fellow employees and the atmosphere they share at

work, Craig is proud to be a part of an organization that works to improve the health of the community. "LMHS is always striving to stay at the cutting edge of health care," he said. "One great example is the recent completion of the John & Mary Alford Pavilion."

Sallie Arnett, Vice President of Information Systems, explains that Craig's positive attitude and willingness to work with others shows through in his performance. "Craig knows the value of hard work and attention to detail," she said. "During the Pavilion project, Craig worked side by side with other Information Systems team members to install nearly 200 computers within just a few short weeks." The dedication Craig brings to work with him every day was acknowledged last year with the Licking Memorial MVP award, presented to him for consistent demonstration of organization values – such as communication, attitude, respect and excellence.

Craig and Theresa, his wife of 32 years, live in Newark. The couple has two children; Karla lives in Newark and John lives in Blacklick, Ohio. Craig enjoys traveling and fishing. The New Lexington, Ohio, native spends his spare time with friends and family, including his parents, Robert and Mary Lou Wollenberg, who also live in Newark.

# 2-1-1 Service Is Available to Find Help

Licking County residents have a new way to find help for a wide range of problems. By dialing 2-1-1 on the telephone, callers will reach a free information and referral service that can put them in touch with organizations that have resources to assist them. The Federal Communications Commission has set aside the 2-1-1 number nationwide to use for local referral services to social service providers.

Locally, the 2-1-1 service is provided by Pathways of Licking County, which is a private, non-profit social service agency. Pathways, founded in 1968, offers resources for individuals and families who are experiencing some sort of need. “The 2-1-1 service is simply an extension of what we have already been doing,” Pathways Executive Director Kristin McCloud explained. “We have always provided a free 24-hour referral service and suicide hotline. However, we found that many people did not know about our services, so we are hoping that we will increase awareness by joining this national initiative to implement 2-1-1. People are welcome to call about any problem they are having – anything from depression to having trouble paying their utility bills.”

There are approximately 26,000 non-profit organizations registered in Ohio. “People often do not know where to begin to look when they need help. Pathways received 22,000 calls last year. Then in October 2007, when our new 2-1-1 service was announced, we tracked 2,168 calls in that one month, which was an increase of 300 calls over the month of October in 2006! The need for the 2-1-1 service is obviously there,” Kristin said.

Kristin stressed that calls coming in to Pathways, either through the 2-1-1 number or the (740) 345-HELP line, are totally confidential. She said, “The calls can even be anonymous. You do not have to give us your name if you do not want. Also, the callers can be any age, and ask questions about anything. We are here to help, no strings attached.”



Callers can dial 2-1-1 to receive help or information on many topics.

Licking Memorial Health Systems is helping to spread the word about the 2-1-1 service. “Our mission is to improve the health of the community,” stated Craig Cairns, M.D., M.P.H., Vice President of Medical Affairs. “Many of our patients have

needs that extend past our Hospital walls so we are very grateful that Pathways is making it easier to match people with resources. Part of our management and clinical training now includes information about 2-1-1.”

The 2-1-1 service may not be available on all telephone networks and cell phones in Licking County. Kristin advises that the same free, 24-hour, seven-day-a-week service is still available through the Pathways telephone number, (740) 345- HELP (4357) or toll-free at (800) 544-1601.

**Dial 2-1-1** for information, referrals and crisis interventions. The service is free and confidential. 2-1-1 can help with a range of problems, including:

- Emergency shelter
- Rent assistance
- Utility assistance
- Substance abuse
- Elder services
- Relationships
- Food
- Depression
- Employment
- Health care
- Abuse
- Parenting
- Crisis intervention
- Suicide prevention
- Disaster recovery
- ... Much more!



**Licking Memorial  
Health Systems**

# Upcoming Dates

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

## The Heart Truth

Thursday, January 31  
6:00 p.m.  
Licking Memorial Hospital Cafeteria

Registration is required; call (740) 348-1572.

## First Impressions – Maternal Child Classes

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

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

## Ask the Doc

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

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

## 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 on insurance coverage.



**Licking Memorial  
Health Systems**

1320 West Main Street  
Newark, OH 43055

Please take a few minutes to read this month's **Community Connection**.

You'll once again see why Licking Memorial Health Systems is measurably different... for your health!  
**Visit us at [www.LMHealth.org](http://www.LMHealth.org)**

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

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