



Community Connection

Licking Memorial Health Systems

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



Volume 4, Issue 6

June 2007

Measurably Different ... for Your Health!

2007 Golf Gala



Bob and Joan Kent are the honorary chairs of the 2007 Golf Gala. The event is slated for June 18, at the Granville Golf Course.

The Licking Memorial Development Council will sponsor 2007 Golf Gala on Monday, June 18, at the Granville Golf Course, 555 Newark-Granville Road, in Granville. Check-in and lunch is at 12:00 noon, followed by a shotgun start at 1:00 p.m.

Med-Ben and Park National Bank are the Presenting Sponsors of the 2007 Golf Gala. Additional sponsorships are available.

Levels include:

- Event – \$1,000
- Hole – \$500
- Cart – \$250

Presenting and Event Sponsors will be recognized on banners, in advertisements and other items created to promote the 2007 Golf Gala.

Golf Gala 2007 (continued on page 2)

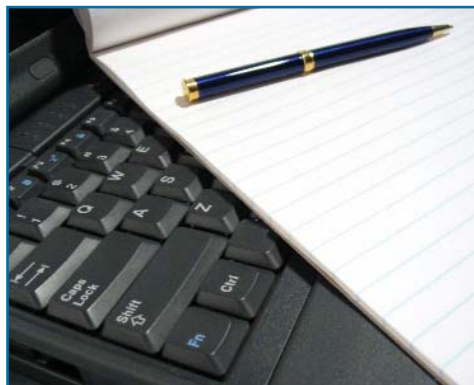
Reduce Stress by Preparing for Hospital Stay

Being hospitalized is often stressful for patients, as well as for their loved ones and friends. To help minimize the stress involved with being in the hospital, Licking Memorial Hospitalist physicians recommend that individuals keep a detailed health history. This is especially important for anyone who anticipates being hospitalized, whether for surgery or because of chronic illness.

If possible, create a file on a computer so that it can be updated easily. Write legibly if compiling a handwritten history. Don't forget to review the record regularly and note any changes to medications, allergies, etc. Include the information listed below in a health history:

Keep it simple. List medical problems; previous hospitalizations and surgeries; and dates, locations and nature of major procedures – such as heart catheterizations, surgeries, colonoscopies, etc. Include a history of

Reduce Stress by Preparing for Hospital Stay (continued on page 3)



Licking Memorial Hospitalists physicians recommend keeping a detailed, up-to-date health history to help physicians and nurses during both emergency and preventive care.

See Pages 10 to 12 for the Community Report Card Featuring Behavioral Health Care.

LMH Offers Skin Cancer Screening and Education Class



Free skin cancer screenings will be offered on June 12, 2007, in Conference Rooms A & B of the Hospital. Call (740)348-1434 to register for this event. Space is limited.

Skin cancer is one of the most common cancers in the United States. More than 1 million cases of non-melanoma skin cancer will be diagnosed in 2007, according to the American Cancer Society. On Tuesday, June 12, 2007, Licking Memorial Health Systems will offer a skin cancer screening and education class at 6:00 p.m. in Conference Rooms A & B of the Hospital. Bethany Wyles, D.O., a dermatologist with Licking Memorial Dermatology will speak at this event.

LMH Offers Skin Cancer Screening and Education Class (continued on page 3)

Players and Prizes

Participation is limited to the first 128 players who register. Cost is \$125 per person or \$500 per team.

A prize package will be awarded to the winning team. Prizes also will be given for a hole in one, the longest drive and closest to the pin. Participants are invited to a

buffet dinner and awards ceremony following the event. Proceeds from Golf Gala 2007 will be used to purchase state-of-the-art technology for the new Pavilion project.

For more information about Golf Gala 2007, please contact the Licking Memorial Development Council office at (740) 348-4109.

Reduce Stress by Preparing for Hospital Stay (continued from front page)

MRSA or VRE, two infections that are resistant to the antibiotics usually administered, if the patient has had either of them.

List medications. Include the name of the medicine, the dosage and how often it is taken. Don't forget to include inhalers and over-the-counter and herbal medicines.

Note allergies to medications and the patient's past reactions. True allergies involve rashes, hives, swelling and breathing problems. Nausea is not an allergic reaction and is the most common side effect of nearly all medicines taken by mouth.

Include the names, addresses and phone numbers of the patient's physicians. Don't forget specialists such as cardiologists and gynecologists.

Designate a power of attorney for health care.

Take time now to talk with family members or others who might have to make decisions regarding the patient's health care in case of a serious or life-threatening illness. Remember to discuss whether the patient wants cardiopulmonary resuscitation (CPR) or other interventions and then record that in an advance care directive. Give copies of the advance care directive to the patient's family doctor, Hospital staff, family members and the person who has power of attorney for health care.

Have a friend or relative accompany the patient to the Hospital. Illness and medications can make it difficult for a patient to remember every detail of their hospitalization, including discussions with doctors and nurses. A personal advocate can help with these details and speak for the patient.

While in the Hospital

- Each health care professional providing care should wash his or her hands immediately before coming in contact with the patient. Hand-washing is the most important tool for preventing hospital infections; be sure to have family members wash their hands, too, as soon as they enter the hospital room and when they leave.
- Ask doctors and nurses to clean their stethoscopes.
- Request that the TV remote control and telephone be cleansed with microbicidal solution.

For more tips on being a better health care consumer, read "YOU: The Smart Patient: An Insider's Handbook for Getting the Best Treatment." The book is authored by Michael Roizen, M.D., and Mehmet Oz, M.D., with the Joint Commission – The Patient's Safety Champion. The book may be checked out from any of the public libraries in Licking County or purchased at a book store.



Congratulations!

2007 Woman of Achievement

Jennifer Utrevis

Licking Memorial Hospital Board of Directors

Licking Memorial Health Systems (LMHS) congratulates Jennifer Utrevis, 2007 Woman of Achievement. We are proud of Jennifer's accomplishments and the leadership she has exhibited in the community. We also are very proud of all the women at LMHS who work hard every day improving the health of the community.

Teaching Moments: Educating our Patients at LMHS

Who provides education?

Many staff members at Licking Memorial Health Systems (LMHS) partner to provide education to our patients:

- Doctors educate patients about illnesses or conditions and treatment options.
- Respiratory therapists teach about breathing treatments and smoking cessation.
- Dietitians teach about diet, weight management, and food and/or drug interactions.
- Pharmacists teach patients about medications.
- Physical therapists teach exercises, use of equipment, and gait training.
- Occupational therapists educate on how to adapt and do daily tasks.
- Diabetes educators teach about diabetes and using a glucose meter.
- Nurses are the primary providers of education and teach about illnesses, medications, plan of care and treatments, and answer many other questions.

When do we educate our patients?

The answer is “all the time.” Patient education usually occurs informally while the nurse provides patient care. For example, the nurse may discuss the side effects while giving a medication to a patient or may tell the patient how to change a dressing. Similarly, other staff may educate a patient at different times throughout the hospital stay.

What do we use to educate our patients?

There are many ways to educate patients. Most of the time, the education is informal such as a nurse answering a patient’s question. Other times, a nurse will demonstrate a technique such as helping a patient safely move out of bed and into a chair. Oftentimes, brochures are available for patients to take home

and read, including:

- Care Grams, which are educational handouts written and produced by LMHS. Examples of these handouts include: diabetes, instructions for inhalers and newborn care.
- Folders for diagnoses like stroke or heart failure that contain much information.
- The LMHS Web site, www.LMHealth.org, contains a health encyclopedia with more than 4,000 topics on health. The staff at LMHS can access this for patients to provide printed information. Anyone can log in from their home computer to look up information themselves.
- Other resources include drug information, health translation information, videos on various topics, and booklets.
- Before being released from the Hospital, patients will receive discharge instructions. This includes notes from the doctor about diet, activity level and medications, as well as when the patient’s follow-up appointment should be scheduled with his/her physician. The nurse will review this information with the patient.

How can a patient learn more?

LMHS nurses, physicians and other clinical staff are partners in every patient’s health care. Our health care professionals are willing to share more information with patients about their condition, illness and tests. Remember – no question or concern is minor.



Esther Grimes, R.N., reviews discharge instructions with a patient.

Questions? Just ask!

- Write down questions about medications, conditions or illnesses to ask the doctor or nurse while at home or during a quiet moment at the Hospital.
- If a patient or a family member doesn’t understand an explanation about the procedure, illness or condition, ask the nurse or doctor to describe it again in a different way.
- Take notes.
- Ask for a phone number where the patient can contact a nurse or doctor if they have more questions after leaving the Hospital or doctor’s office.

LMH Offers Skin Cancer Screening and Education Class (continued from front page)

Learn about different types of skin cancer, harmful effects of tanning and the benefits of sunscreen and treatment alternatives. Mole and skin lesion screening will be available by Dr. Wyles and Dr. Laura Schaeffer, also a dermatologist with Licking Memorial Dermatology.

Screenings are available to the first 45 registrants. Registration is required. Please call (740) 348-1434. The class is free and open to the public.

Need a Physician Referral?

Licking Memorial Health Systems (LMHS) can help you choose a pediatrician, family practice physician, obstetrician or other medical specialist to help meet your family's health care needs. Simply call the Licking Memorial Hospital (LMH) Physician Referral Line at (740) 348-4014, or click on the "Find a Doctor at LMH" link on the LMHS Web site, located at www.LMHealth.org.



Trying to find a physician to meet your family's medical needs? Call the Licking Memorial Hospital Physician Referral Line at (740) 348-4014, or click on the "Find a Doctor at LMH" link on the Licking Memorial Web site, located at www.LMHealth.org.

Nearly 180 physicians are members of the LMH Medical Staff. The active medical staff includes Licking Memorial Health Professionals (LMHP), a group of more than 70 medical professionals dedicated to improving the health of the community.

"It is our goal to provide high-quality medical care that is accessible to all," said LMHS Vice President of Physician Practices Christine McGee, R.N., B.B.A.

High-quality care is about the medical advice provided, and relationships with patients, Christine said. Our physicians and staff are committed to providing excellent care in a nurturing and friendly environment.

LMHP physicians have offices conveniently located throughout Newark, Granville, Heath, Hebron, Johnstown, Licking Valley, Pataskala and Utica. The LMHP represents 19 medical and surgical specialties.

LMH Director of Medical Staff Services Kathy Bradley

recommends residents call the LMH Physician Referral Line before they have a problem that needs immediate attention from a physician. "A majority of our callers tell us that they are sick and want to see a doctor that same day," Kathy said. "However, physicians must meet longer with new patients so they can learn about the person's health history. Because these appointments are more in-depth, it is difficult to schedule them on a moment's notice."

"Those without a primary care physician oftentimes seek emergency room care for illnesses and injuries that could be treated in an office setting," Kathy said. "This may result in higher costs for the patient and can add to the wait time in emergency and urgent care facilities."

New residents should choose and see a primary care physician as soon as possible, especially if they are taking any prescription medications. Physicians and nurses need to meet with new patients to review their medical history before refilling or prescribing medications.

"Patients who take an active role in their own care, by taking time to choose a physician in advance of immediate need, help us meet our mission of improving the health of the community and they help themselves," Kathy said.

Newborn at LMH Honored on National Quilt Day

The Heart of Ohio Quilters Guild donated a quilt to the first baby born on National Quilting Day, March 17, at Licking Memorial Hospital (LMH). Newborn Brodie Earl Hurst recently became the first honoree of the new tradition.

In 1991, the National Quilting Association designated the third Saturday in March as National Quilting Day. It is a time to reflect upon the traditions of quilting.

Brodie was born at 2:37 a.m. on March 17 to Ganiene Murphy and Michael Hurst of Newark. He weighed 7 pounds and 13 ounces at birth.

Newark resident Carolyn Cochran of the Heart of Ohio Quilters Guild pieced together the quilt top and fellow guild member, Barb Whyte of Hebron, finished the quilting. "The front of the quilt features hearts while the back of the quilt has alphabet animals," Carolyn said. "Hopefully, it will last for many, many years."



Elsie Miller and Carolyn Cochran presented a quilt to Ganiene Murphy and Michael Hurst to commemorate the birth of their son, Brodie, on National Quilting Day.

Newborn at LMH Honored on National Quilt Day (continued on page 5)

LMH Visitors Have Wireless Internet Access

Visitors now have free wireless Internet access throughout Licking Memorial Hospital (LMH). Internet connectivity is available 24 hours a day.

“Individuals can use their laptops and PDAs to connect to our public wireless network in much the same way that they could at a coffee house or hotel,” said Sallie Arnett, Licking Memorial Health Systems (LMHS) Vice President of Information Systems.



Licking Memorial Hospital patients and visitors now have free, around-the-clock wireless Internet access throughout the Hospital.

Providing free wireless Internet to LMH visitors is in line with the organization’s commitment to provide family-centered care, according to LMHS President Rob Montagnese. “Whether it is sharing photos of a newborn or the news of a father or mother recovering quickly after surgery, we recognize that many families and friends keep in touch by e-mail,” he said.

Getting Connected

- Connecting to the LMH wireless network requires a laptop or other device with a wireless network card installed.
- The LMH guest network name (SSID) is: LMHguest.
- Internet use requires acceptance of LMH’s wireless policy.
- A wireless network connection icon should appear in your system tray, located in the lower right corner of your screen, near the clock. The icon looks like two computer monitors.

- Right-click on the wireless network connection icon and select “View Available Networks.”
- If you are in an area where wireless network access is available, you should see “LMHguest” listed.
- Select “LMHguest.”
- Click the “Connect” button.
- Start your Web browser. The guest Internet access page will appear.
- Click the “Accept” button.

Parents or guardians must assume responsibility for deciding which Internet resources are appropriate for their own children. “LMH has installed content filtering software to assist in the safe and effective use of the Internet by our guests,” Sallie said. “However, Internet filtering software cannot guarantee a safe Internet environment. Consequently, a parent or guardian should accompany children younger than 18 when they are using the Internet connection at LMH.”

“In order to eliminate privacy concerns and enhance security, the LMH Guest Internet Access is completely separate from the hospital network and the Electronic Medical Record used to store information about our patients. Our patients and visitors should feel free to visit the hospital and access the Internet without concerns about the confidentiality of their medical information,” Sallie said.

Newborn at LMH Honored on National Quilt Day (continued from page 4)

Ganiene said she tried quilting when she was a teenager, but never really developed a knack for it. “I know how much work goes into one,” she said, “I actually started a couple of quilts when I was about 14 or 15 years old, but I never really finished one,” she said. “Now Brodie has one of his own.”

“It’s beautiful. We’ll take really good care of it,” Michael promised.

The Heart of Ohio Quilters Guild has more than 120 members. They will host a public quilt show in the field house of the Bryn Du Mansion in Granville in October.

Newborns in Need and Touching Little Lives are two more organizations that donate hand-made quilts, afghans, infant clothes and other purchased baby items to children born at LMH.

For more information on how you can create and donate a quilt, afghan or other item to an LMH baby, contact Newborns in Need at (740) 344-2446 or www.newbornsinneed.org/grnewark or Touching Little Lives at (740) 477-8733 or www.touchinglittlivelives.org.

LMH Receives Accreditation for Ultrasound Services

Licking Memorial Hospital's (LMH) Radiology Department has been awarded a new three-year term of accreditation in ultrasound services as the result of a recent survey by the American College of Radiology (ACR).

The ACR awards accreditation to facilities for the achievement of high practice standards after a peer-review evaluation of the practice. Evaluations are conducted by board-certified physicians and medical personnel. They assess the qualifications of the personnel and the adequacy of facility equipment.



LMH ultrasound services are accredited by the American College of Radiology.

Debbie Briggs, manager of LMH Radiology Services, said the recognition is a welcome pat on the back. "We are fortunate to have an experienced, caring staff that is dedicated to making sure each patient receives personal, compassionate care. Our patients tell us all the time that they are grateful to be able to find state-of-the-art ultrasound equipment so close to home. It's nice to have this verification that our care is top-notch from an outside source."

The ACR is a national organization that serves more than 32,000 diagnostic-interventional radiologists, radiation oncologists, and nuclear medicine and medical physicists with programs.

C-TEC Students Receive Boost from LMH

The adult vocational education program at the Career and Technical Education Centers of Licking County (C-TEC) in Newark has eight additional patient beds to help train their nurse aide students. The beds are a gift from Licking Memorial Hospital (LMH).

"The Hospital makes it a priority to continuously upgrade equipment," said Debbie Young, LMH Vice President of Patient Care. "Although we replaced these beds, they are still in very good condition. Leaders of C-TEC said they could use the beds. We're happy to find a worthy second life for them."

Approximately 350 students are enrolled in C-TEC's Nurse Aide Program. C-TEC Nurse Aide Coordinator Linda Morgan said more than a quarter of these students are hired by Licking Memorial after they successfully complete the program.



LMH Vice President of Patient Care Debbie Young meets with C-TEC representatives Erna Holland, Kelly Wallace and Linda Morgan to discuss the Hospital's donation of eight patient beds.

Dr. Thaiduc T. Nguyen Joins LMHP Anesthesiology



Thaiduc T. Nguyen, D.O.

Licking Memorial Health Professionals is pleased to announce the addition of anesthesiologist Thaiduc T. Nguyen, D.O., to its practice.

Dr. Nguyen received his Doctor of Osteopathic Medicine degree at Arizona College of Osteopathic Medicine of Midwestern University in Glendale, Arizona. He completed his internship at

Illinois Masonic Medical Center in Chicago, Illinois, and a residency in anesthesiology at Medical College of Wisconsin in Milwaukee, Wisconsin. He also completed a fellowship in pain management at University of Cincinnati in Cincinnati, Ohio.

In addition to providing care in the Anesthesiology Department at Licking Memorial Hospital (LMH), Dr. Nguyen sees patients in the LMH Pain Management Clinic on the sixth floor.

Development Council Spotlight: Cheri Hottinger



Cheri Hottinger

As a new member of the Licking Memorial Hospital (LMH) Development Council, Cheri Hottinger looks forward to learning more about the organization. “There are many aspects of the Hospital about which I am not well informed,” she said. “By participating on the Council, I hope to become more knowledgeable about what LMH has to offer to our community.”

Cheri then plans to share news about LMH with her colleagues. She has been the president of the Licking County Chamber of Commerce since September 2004. Additionally, Cheri serves on the board of The Works, Heartbeats of Licking County and the Chamber of Commerce Executives of Ohio.

She also serves on numerous advisory boards in the

community and has been part of the Newark City School levy committee for the past three years.

Cheri also volunteers at her children’s schools. She and Jay, her husband of 13 years, are the parents of three girls: 11-year-old Savannah, 9-year-old Heather Reagan and 5-year-old Jayme. “The girls are all active in dance and have busy schedules of their own,” Cheri said.

When time allows, Cheri enjoys cooking, reading and adding to her cookbook collection. But her family, career and community commitments come first.

“A community is only as strong as its supporters,” Cheri said. “That is why I am happy to share my time with Licking Memorial, Newark City Schools and other local organizations. I encourage others to do the same to add to Licking County’s strength.”

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Dr. Rick Baltisberger Named 2007 Red Cross Health Care Hero

Rick Baltisberger, M.D., pediatrician with Licking Memorial Health Professionals, was named the 2007 Health Care Hero by the Licking County American Red Cross. Each year, those who have used their special talents in extraordinary ways are honored at the Hero Breakfast.

“Not only is he a dynamic physician leader with a vision, Dr. Baltisberger is a compassionate pediatrician who is dedicated to the health of all children,” said Licking Memorial Health Systems President Rob Montagnese.

Dr. Baltisberger was nominated for improving processes in the Licking Memorial Hospital (LMH) Emergency Department, Nursery, Radiology Department and on the Hospital floors.

He helped develop and implement a pediatric hospitalist program at LMH, where a pediatrician is working in the Hospital 24 hours a day, seven days a week.

The Maternity Services at LMH has earned Level II Obstetrics (OB) and Newborn licensure from the Ohio Department of Health largely because of Dr. Baltisberger’s collaboration with other employees. Level II OB services allow expectant mothers with some high risk conditions to remain in Newark for delivery rather than be transferred to Columbus. It also allows Hospital doctors and nurses to care for moderately ill pre-term and full-term newborns and to stabilize severely ill newborns for transfer.

“I was surprised that I was nominated for this award and thrilled to be honored among so many caring individuals,” said Dr. Baltisberger.

In 2006, Dr. Baltisberger was one of 21 Licking Memorial Health Systems (LMHS) employees honored as MVPs. The MVPs are chosen for their consistent and outstanding demonstration of LMHS’ organization values – communication, attitude, respect and excellence.

“I have never been deterred by someone telling me, ‘We can’t do that,’ or ‘You are thinking too big.’ I feel that the only way we achieve greatness is to dream big dreams,” he said.



Dr. Rick Baltisberger, pediatrician with Licking Memorial Health Professionals, examines a 1-year-old patient.

Each summer, Dr. Baltisberger serves as camp physician for Camp Feelin’ Fine, a fun-filled day for kids ages 7 to 14 years old who have asthma. He and other members of the LMH health care team provide educational programs, crafts and lunch for participants. Additionally, Dr. Baltisberger is a member of the Licking County Kids’ Place team, a multi-disciplinary community group that cares for victims of child abuse. The Kids’ Place provides a serene, quiet setting for child abuse evaluations. Services are available 24 hours a day, seven days a week.

Dr. Baltisberger also is a member of the Licking Memorial Health Foundation Caduceus Society. The Caduceus Society is made up of LMHS physicians who maintain a high level of charitable giving to the Hospital.

These donations are used specifically for purchasing new medical equipment and expanding facilities for patients.

Dr. Baltisberger is Chief of Pediatrics at LMH. He joined Licking Memorial in August 1998. He received his Medical Degree from University of North Dakota School of Medicine and Health Sciences in Grand Forks, North Dakota, and is board certified in pediatrics. He completed his residency and internship at Children’s Hospital in Columbus. The father of four lives in Granville with his family and two dogs.



Rick Baltisberger, M.D., pediatrician with Licking Memorial Health Professionals, receives the 2007 Health Care Hero Award from the the Licking County American Red Cross.

LMH Wellness Appreciation Reception Welcomes Members

Licking Memorial Hospital's (LMH) Wellness Center hosted an Appreciation Reception on March 13 at its Tamarack Road facility. Two hundred sixty-five members and guests attended the reception and met Licking Memorial Health Systems' new President Rob Montagnese.

"We have 315 members who come in at different times of the week," said Wellness Coordinator Darcy Nethers. "This was a way for us to say, 'While you're here at Wellness, you're not just a cardiac patient or a diabetic patient; you're part of the Wellness family.' We want our members to feel welcomed and excited about exercising."

The Wellness Center is supervised by a personal trainer and a point of care technician. A dietitian, registered nurse, licensed practical nurse, and social worker also are available on request. The center promotes a healthy lifestyle for adults and people with chronic diseases. Members are encouraged to use the treadmills, stationary bicycles and arm bicycles. Exercise classes are offered to members three times per week.

To join the Wellness exercise program, a member must be referred by the primary care physician, and meet at least one of the following guidelines:

- Be at least 60 years old; or



LMHS President Rob Montagnese and Wellness Coordinator Darcy Nethers presented door prizes at the Wellness Center's Appreciation Reception.

- Have a chronic health concern; or
- Be at least 25 pounds over ideal bodyweight not over 300 pounds.

Members must be medically stable and be able to function independently in a class setting.

"The reception came at a really good time," Darcy added. "Dr. Wee's cardiac rehabilitation program had just closed in Newark, and we were able to welcome them into our facility to give them a place to continue their exercise. In fact, one of Dr. Wee's former patients, Delores McDonald, won

the grand door prize of a Schwinn Airdyne exercise bike! Also, LMH's own Phase III Cardiac Rehab clients are celebrating their one-year anniversary since they joined the Wellness Program in March 2006. We had much to celebrate."

Other door prize winners included long-time Wellness Center member Dorothy Troyer and new member Gary McAfee. They both received healthy gift baskets.

The LMH Wellness Center has been improving the health of the community for more than 11 years. It is located at 1865 Tamarack Road in Newark. To learn more about the Wellness Program, please call (740) 348-4957.

Employee Spotlight: Patty Camp



Patty Camp

For 12 years, Patty Camp has worked at Licking Memorial Family Practice – McMillen Drive, an office of Licking Memorial Health Professionals. "One of the best things about working for Licking Memorial Health Professionals is the people. I have enjoyed getting to know the patients and becoming a trusted member of their health care team," said Patty. She received a

Licking Memorial MVP award in 2006 for her consistent and outstanding demonstration of LMHS' values – communication, attitude, respect and excellence.

Patty's days are never the same. On Mondays, Wednesdays and every-other Friday, she works at the front desk, completes billing, checks appointments and

calls the patients about their appointments for the next day. On Tuesdays, Thursdays and every-other Friday, Patty works as a point of care technician. She takes the patients' weight, height and blood pressure and conducts any preliminary testing and urine checks as needed. "I am always doing something different and new. That is one of the things I really enjoy," said Patty.

Patty attended the Columbus Paraprofessional Institute located in Columbus, Ohio, where she graduated with a 4.0 grade point average in medical assisting.

Patty and her husband, Bob, live in Frazeytsburg, Ohio. She has one son, Brent, and one grandson, Devin. In her free time, Patty enjoys crafts, sewing, photography and spending time with her family.



Community Report Card

Licking Memorial Health Systems

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A Community Report on Behavioral Health Care

Health Tips

The effects of depression are felt well beyond the person who is directly suffering from it. Know the signs of depression and seek professional help for yourself and for the sake of your loved ones if you are experiencing any of these symptoms:

- Feeling sad, helpless or hopeless
- Loss of interest in normal daily activities
- Sleeping too much or having disrupted sleep
- Impaired thinking or concentration
- Unexplained weight loss or gain
- Restlessness, irritability, agitation
- Unexplained fatigue
- Low self-esteem
- Thoughts of suicide

To learn more about depression and treatment options, contact Shepherd Hill at (740) 348-4870 or toll-free at (800) 223-6410.

Woman Finds Help for Depression at Shepherd Hill

“I had been depressed for a long, long time,” said Karla*. “I was still working and functioning, but I just didn’t find joy in anything.” That was two years ago – the first time Karla received professional help for depression.

Karla traces her struggle with depression to 2001. She and her husband, Stan*, had moved from Columbus, Ohio, to Licking County. “I had the house of my dreams, a wonderful husband and all new appliances,” Karla said. “I wasn’t wanting for anything. I don’t know why I was depressed.” At the time, she was working full-time in Columbus. The long commute and problems with a coworker added to her depression. “All I wanted to do at the end of the day was go home and go to bed,” Karla said.

The situation with her coworker came to a head during a staff meeting one Thursday. “She lied about me and confronted me,” Karla said. “I said that I didn’t need to put up with all of that, and I quit. I went home and went to bed. I was in bed all day Friday and Saturday. When I woke up Sunday, I was in some sort of panic. I can’t really describe it. I just thought – I can’t do this anymore.”



Are you or someone you love depressed? Learn about the symptoms of depression and treatment options by contacting Shepherd Hill at (740) 348-4870 or toll-free at (800) 223-6410.

Karla got dressed and grabbed her purse – and a bottle of pills. “I planned to take the pills and end all of it,” she said. But once she got in her car, Karla called a girlfriend. “I guess that was my call for help,” Karla said. The friend contacted Karla’s daughter, who called the police. “As I was driving around, I got a call from the police on my cell phone,” Karla said. “They wanted to know where I was and where I was going. I hung up.”

But, instead of taking the pills, Karla headed for home. “Within 5 minutes, police were at my door,” she said. “They evidently saw how bad I was.” One officer told Karla about how he lost a loved one to suicide. He asked her to go to Shepherd Hill, the Behavioral Health Services Department of Licking Memorial Hospital, for treatment. “My husband convinced me to listen to the officer and to go to Shepherd Hill,” Karla said.

She was hospitalized for a week. Each day, Licking Memorial psychiatrist Connie Jenkins, M.D., met with Karla. “When it was time for me to go home, she talked to me about continuing to see a psychiatrist and also meeting with a therapist. Because I had been meeting with Dr. Jenkins and liked her, I decided to keep seeing

Woman Finds Help for Depression at Shepherd Hill (continued on page 12)

Behavioral Health Care – 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 Behavioral health is a broad term that refers to psychiatric and/or chemical dependency illnesses. Inpatient hospitalization for either condition is often necessary for effective intervention. Licking Memorial Hospital provides a wide range of services for people with behavioral health illnesses at its Shepherd Hill facility. One goal of the psychiatric treatment program is to have the patient complete all of the treatment and not leave the hospital against medical advice (AMA). Another goal is to transition patients into outpatient settings where they can continue treatment, decreasing the need for readmission.

	LMH 2004	LMH 2005	LMH 2006	Goal
% of psychiatric AMA discharges	1.4%	0.6%	0.3%	less than 2.0%
% of psychiatric readmissions	2.6%	3.3%	0.3%	less than 5.6%

2 Chemical dependency, also called addiction, is treated as a chronic, progressive and potentially fatal disease. Although Shepherd Hill staff members work with patients to develop individual treatment goals that will meet the patients’ needs, the Shepherd Hill program is built around four consistent treatment goals: education, self-diagnosis, self-responsibility and self-treatment. Recovery is dependent upon completion of all goals; therefore, Shepherd Hill monitors when treatment is incomplete and why. When patients leave Shepherd Hill, staff members encourage continuity of care by referring them to other health care professionals as needed.

	LMH 2004	LMH 2005	LMH 2006	Goal
% of people with complete treatment	49%	59%	61%	greater than 75%

3 Outcome studies are conducted to monitor and measure the success of chemical dependence treatment. Our data shows how patients are doing up to two years after completing the program. Information regarding abstinence one year after completing the program is self-reported by patients.

	LMH 4Q2004	LMH 2005	LMH 2006	Goal
% patients remaining abstinent	89%	81%	84%	greater than 85%
% improvement in quality of relationships	100%	96%	95%	greater than 85%
% improvement in overall physical and mental health	92%	96%	93%	greater than 85%
% improvement in overall quality of life	100%	94%	91%	greater than 85%

4 Detoxification – the safe, medically supervised elimination of addictive substances from the body – is the most intensive care offered for chemical dependency patients. Acute withdrawal symptoms are managed by medications such as Librium®, Catapres® and phenobarbital. The length of stay for detoxification depends upon the drug of choice and the severity of the withdrawal.

	LMH 2004	LMH 2005	LMH 2006	Goal
Average length of stay–alcohol treatment	2.3 days	2.1 days	2.6 days	less than 3 days
Average length of stay–opiates treatment	2.4 days	2.5 days	2.7 days	less than 4 days
Average length of stay–tranquillizer	1.6 days	2.6 days	2.2 days	treatment less than 5 days

5 Family participation is an important component in patients’ recovery. For continuity of care, Shepherd Hill patients are encouraged to invite their family members to meet with them and a social worker during treatment.

	LMH 2004	LMH 2005	LMH 2006	Goal
% attempted to contact family within 24 hours for initial social work meeting	97%	97%	90%	greater than 95%
% with a social work meeting occurring within 24 hours	85%	87%	52%	greater than 80%

her. I also started meeting with a therapist,” Karla said.

About a year later, Karla stopped seeing her therapist. And although her depression symptoms had improved, she still was not coping well. Most days, she laid in bed not doing anything.

One night in February 2007, Karla was lying in bed watching television. She swallowed nearly 100 pills of one of her prescription medications used for treating depression. “I don’t know why I did it,” she said. “Subconsciously, I either wanted to kill myself or feel better. I just don’t know.”

Karla stumbled into the living room. “Stan looked at me and just shook his head,” Karla said. “‘What did you take?’ is all he said at first. He could just tell. I must have looked really drunk.”

Karla asked Stan to take her to Shepherd Hill. She checked herself in and was there for another week. “During my first time there, I never got completely out of depression,” Karla said. “I was a lot better – that’s for sure – but I was still in bed.”

During her second stay at Shepherd Hill, Karla was especially impressed with Eric Hockenberry, R.N., a staff nurse. “He came into my room one day and asked me how I was doing, and we talked for 45 minutes,” Karla said. “He just makes so much sense. He’s so good with people. He was able to say things to me that made little lights go on.”

“I did a lot of soul-searching while I was there,” she said. One thing Karla realized was that she had severed ties with numerous friends over the past couple of years. “I had dismissed a lot of people from my life,” Karla said. “I really only had my husband. Don’t get me wrong; he was and is wonderful. But, there’s something about having a girlfriend to talk to that is a little different than a

husband. I decided I needed those other people back in my life.”

Karla was pleasantly surprised to learn that her daughter had kept in contact with those individuals. “I asked her to contact each of them and let them know what had been going on,” Karla said. “One by one, they all came back into my life,” she said. “Not one held any grudges. I was fortunate that they all wanted to come back into my life. They’ve been a huge help.”

Karla apologized to Dr. Jenkins for her return to Shepherd Hill. “She told me that depression is a disease and that I did not need to apologize,” Karla said. “I now understand the importance of telling your doctor if your depression symptoms are continuing or if new symptoms develop.”

Today, Karla has a short-term job assignment. She plans to find a permanent position when her current job commitment is finished. “Working has helped me get my confidence back a bit,” she said. “I’m useful again!” Stan, Karla’s husband of 13 years, has seen an incredible difference in his wife’s quality of life. “He can’t express how wonderful things are now,” Karla said. “I’m my old self again!”

Karla continues to see Dr. Jenkins and is also meeting regularly with a therapist. She encourages anyone who is depressed to seek professional help – for themselves and for their loved ones. She credits Shepherd Hill, Dr. Jenkins, family and her renewed friendships with helping her get her life back in order. “I think I just finally woke up,” Karla said. “It was just like I was a new person.”

To learn more about Shepherd Hill, please visit www.shepherdhill.net, or call (740) 348-4870.

**The names of the patient and her husband have been changed to protect their privacy.*

Dawn E. Huffman named LMHP Physician Center Manager



Dawn E. Huffman

Dawn E. Huffman has been named physician center manager of two Licking Memorial Family Practice locations. She is managing Dr. Douglas Schram’s office in Hanover, and the practices of Dr. Katrina Timson, Dr. John Walther Jr. and Joan Crumrine, C.N.P., at 399 East Main Street in Newark.

Dawn is a Muskingum County resident.

She graduated from Philo High School and earned a Bachelor of Arts degree in Accounting at Otterbein University in Columbus.

Dawn has served as the recruitment chair of the American Cancer Society’s Relay for Life in Muskingum County and frequently volunteers with many animal rescue groups and spay/neuter programs. She is also a member of the National Association of Realtors and the Ohio Association of Realtors.

LMHP Outpatient Psychiatric Services Available in Pataskala

Late last year, Licking Memorial Outpatient Psychiatric Services expanded with the opening of an office in Pataskala. Connie Jenkins, M.D., is seeing patients in Suite 105 at One Healthy Place in Pataskala. The office is adjacent to the Licking Memorial Family Practice offices of Colleen Shaffer, M.D., and Aaron Clark, D.O. "Expanding our services to Pataskala has been well received by our patients," Dr. Jenkins said. "They like having closer-to-home care. Not having to travel as far reduces the stress that can accompany heading to the doctor's office."



In 2006, a Licking Memorial Outpatient Psychiatric Services office was added to the Pataskala Health Campus of Licking Memorial Health Systems.

Along with Dr. Jenkins' practice and those of Drs. Shaffer and Clark, suites at One Healthy Place include the Licking Memorial Pediatrics office of Emily Decker, M.D., and Licking Memorial Women's Health office of Mary Testa, D.O.

Dr. Jenkins is board certified by the American Board of Psychiatry and Neurology. She received her Doctor of Medicine Degree from the University of Cincinnati

College of Medicine in Cincinnati, Ohio; completed her psychiatry residency at the Cleveland Clinic Foundation in Cleveland, Ohio; and received her Bachelor of Arts degree at Miami University in Oxford, Ohio.

Prior to opening the Pataskala office, Dr. Jenkins had a private practice in Pickerington, Ohio. She has provided interim adult psychiatry coverage at Shepherd Hill, the Behavioral Health Services Department of Licking Memorial Hospital.

To schedule an appointment with Dr. Jenkins at the Pataskala

office of Licking Memorial Outpatient Psychiatric Services, please call (740) 964-3330 or (740) 348-1930. To reach Licking Memorial Psychiatric Services in Newark, please call (740) 348-4870.

To learn more about psychiatric services available from Licking Memorial, visit www.LMHealth.org or www.shepherdhill.net.

Bicycle Safety is Important for Summer Fun!

Bicycling is a fun and healthy exercise, but accidents happen. Nationally, about 176,000 kids go to the emergency department each year because of bicycle accident injuries. Before riding a bicycle on roads, take time to learn the rules. Many bicyclists are seriously injured in accidents because they are less protected than drivers of automobiles and/or they do not practice safe riding skills. Ride safely by doing the following:



Bike riders should always wear a helmet. The most serious injuries are to the rider's head.

- Wear a bike helmet at all times. The most serious bike injuries are to the rider's head.
- Ride on the right-hand side of the street so you travel in the same direction as cars do. Never ride against traffic.
- Ride in a row when riding with a group.
- Use signals.
- Keep both hands on the handle bars except when doing turn signals with your hands.

- Slow down and check traffic at all corners.
- Walk across busy streets. Avoid busy streets if possible.
- Install a headlight if riding a bicycle in the dark.
- Make sure your seat, handle bars, and wheels fit tightly.
- Check and oil your chain often.
- Check your brakes to be sure they work properly.
- Make sure the tires have the right tire pressure.
- Remember that laws are the same for cars and bicycles.

Bicycle helmets are an essential element to bicycle safety. Properly fitting helmets are neither too big nor too small. Look for helmets approved by the Consumer Product Safety Commission (CPSC).

Physician Spotlight: David R. Lawrence, D.O.



David R. Lawrence, D.O.

Vascular surgeon David R. Lawrence, D.O., joined the Licking Memorial Hospital (LMH) Active Medical Staff in the fall of 2005.

Dr. Lawrence received his Doctor of Osteopathy Degree from the Kirksville College of Osteopathic Medicine in Kirksville, Missouri. He then completed an internship, a general surgery residency and a general vascular surgery

residency, all at Doctors Hospital in Columbus, Ohio. He is board certified in general surgery and in general vascular surgery. His areas of special interest are peripheral vascular and endovascular surgery as well as chest and laparoscopic surgery.

He and his wife, Karen, are the parents of four children.

Dr. Lawrence sees patients at Surgical Interventions, L.L.C. in Newark.

Ask a Doc

Question: My doctor has referred me to a surgeon for a hernia operation. The pain I'm having really isn't that bad. Can I avoid surgery?

Answer (David R. Lawrence, D.O.): Not wanting to face surgery is natural. However, please do not take your physician's referral lightly. An untreated hernia will not get any better. In fact, it can worsen and even become life-threatening in the months and years to come.

A hernia is a protrusion of an organ or tissue through an abnormal opening in the body. It is similar to a bulge in a tire. When the tire's inner tube bulges, its walls are weakened. Likewise, the strength of your body is

compromised by a hernia pushing through your abdomen or groin area.

Know that you are not alone. An estimated 5 million Americans have hernias. However, because they fear surgery, hundreds of thousands opt to ignore their physicians' recommendations to have surgery.

Although your pain "really isn't that bad," I strongly encourage you to meet with a surgeon for a consultation. He or she will explain the planned procedure, talk about the use of anesthesia and let you know what to expect in terms of recovery time. You'll also learn personal risk factors should you elect not to have surgery. Good luck!

Retiree Spotlight: Dotty Ehlermann



Dotty Ehlermann

Licking Memorial Hospital (LMH) retiree Dotty Ehlermann has been traveling, spending time with her family and exercising more since retiring from the Hospital in July 1999.

Dotty worked as a clerk in the LMH Emergency Department for 17 years – the first 12 on the overnight shift. "I'm getting to spend more time with my

family now than when I was working midnights," she said. "There wasn't much time for a social life, but I liked my job and coworkers."

The mother of four daughters has eight grandchildren and five great-grandchildren. Daughter Mary Jane Ehlermann and granddaughter Audrey Bradford, work in the LMH Emergency Department.

Dotty and her brother-in-law Del Hickman, a fellow LMH retiree, regularly attend luncheons and other LMH-sponsored gatherings together. In April, they and other retirees toured the new Pavilion, which is scheduled to open later this year. "That is quite a facility," Dotty said. "It is impressive and will be a wonderful asset

for our community."

The 100,000-square-foot, two-story Pavilion will be the largest single expansion since LMH moved to Newark's west side in 1966. The project will nearly double the capacity of the Emergency Department and create operating rooms that will better accommodate the newest technology and equipment. The new LMH Emergency Department will have the capacity to serve an estimated 90,000 patients annually.

Dotty spends a lot of time with family – both locally and in various vacation spots. Among her favorites are Lake Cumberland, Kentucky, Florida, Michigan, and Boston, Massachusetts. "One of my daughters has a condo in Lake Cumberland, and we enjoy vacationing there," Dotty said.

Keeping physically active helps Dotty get more out of her vacations. She participates in the Silver Sneaker aerobic exercise program three times weekly at the Licking County Family YMCA and bikes, bowls and plays golf. "I don't join leagues. I do it for the fun of it," she said. "I feel like I'm a winner if I can participate."

Volunteer Spotlight – Vickie Fogarty

Vickie Fogarty started volunteering at Licking Memorial Hospital (LMH) a little over two years ago. “I was involved in health care in my last job, and it was a natural fit for me at that point in time,” said Vickie. She worked for Gambro Healthcare in Newark as an administrative specialist with six different clinics. Vickie said, “I really enjoy being a part of everything at the Hospital and seeing all the people. I especially like working with the volunteers and the volunteer staff.”



As part of her Volunteer Services, Vickie Fogarty delivers newspapers at Licking Memorial Hospital.

Party, where she is a member and serves on the Central Committee. She also works as a poll worker during elections. Vickie’s hobbies include gardening and working on home improvement projects. Another LMH volunteer is teaching her how to crochet.

Vickie lives in Thornville with her husband, Jim. She has two daughters who live in Cape Coral, Florida, and Troy, Ohio. She enjoys spending time with her granddaughter and grandson.

Vickie works in Messenger Services, although she accepts any assignment such as transporting patients, making deliveries to various departments, answering phones or helping make phone calls. “Vickie certainly makes a difference to patient care, and she is always willing to help out where she is needed,” said Carol Barnes, Director of TWIGS, Volunteers and Events.

In addition, Vickie keeps busy by volunteering two times a month in the office of the Licking County Democratic

“Licking Memorial Health Systems’ 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,” Carol said.

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.

Administrative Spotlight: Paula Alexander, R.N.



Paula Alexander, R.N.

Licking Memorial Health Systems (LMHS) Risk Manager Paula Alexander, R.N., joined the organization in spring 1986 when she was in nursing school. “I did most of my clinical training at LMHS,” she said. “I applied for a summer position and was assigned to the pediatric unit. I enjoyed my work and I learned so much from the nurses and physicians – things you just don’t learn from a book.”

Twenty-one years later, Paula continues to take pride in the local health care organization. “I believe in LMHS, our goals and our commitment to this community,” she said. “I have been mentored by the best to improve my weaknesses and given autonomy to utilize my strengths. When I retire from LMHS, I will look back at a full and satisfying career.”

Paula worked in almost all of the Hospital’s units before becoming the risk manager. “My clinical experiences and learning the legal side of the business have opened my eyes to the big picture of health care. My focus is now on best practice and patient safety,” she said. In her current

position, Paula said she is proud to have the ability to talk with any employee, see both sides of any issue, and work toward the best end result.

Paula has served on a variety of committees at LMHS related to patient safety and process improvement. She is a member of the Ohio Society for Healthcare Risk Managers and the American Society for Healthcare Risk Managers, as well as Claylick Bow Hunters and the Ohio Bow Hunters Association.

Paula and her husband, Bruce, reside in Hebron. They are the parents of two adult children, Angela and Adam, both who reside in Newark, and they have “five beautiful grandsons.” In her free time, Paula enjoys her church, Christian clowning, bow hunting and bass fishing with Bruce and spending time with her grandsons and watching them grow.

“My goal is to make LMHS the best that it can be through safe practices, compliance with regulations for hospitals and other health care offices. I’m always looking for ways to work as a team to serve the residents of Licking County,” Paula said.



**Licking Memorial
Health Systems**

Upcoming Dates

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

Skin Cancer Screening and Education Class

Tuesday, June 12, 6:00 p.m. Conference Room A & B, First Floor, Licking Memorial Hospital, Newark, Ohio. No cost. Registration required, call (740) 348-1434.

First Impressions – Maternal Child Classes

Childbirth Education Classes
Two-Day Session Weekend. Friday, June 1, 6:00-9:00 p.m. and Saturday, June 2, 9:00 a.m.-12 noon. Cost is \$52.

Two-Day Session. Thursdays, June 21 and 28, 6:00-9:00 p.m. Cost is \$52.

Stork Tour

Tuesday, June 26, 6:30 p.m. No Cost.

Parenting Class

Tuesday, June 19, 6:30-9:00 p.m. No cost.

Maternity Tour

Sunday, June 10, 2:00 p.m. No cost.

Breast-feeding Class

Tuesday, June 5, 6:30-8:30 p.m. Cost is \$15.

For more information or to register for First Impressions/Maternal Child classes, call (740) 348-4346.



**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

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