



Community Connection

Licking Memorial Health Systems

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



Volume 3, Issue 8

August 2006

Measurably Different ... for Your Health!

LMH West Main Street Entrance Will Be Temporarily Relocated

Due to construction for the new Critical Care Pavilion at Licking Memorial Hospital (LMH), the West Main Street entrance to the Hospital will temporarily close on August 7. Notices will be published in local newspapers, on local radio stations and on the Licking Memorial Web site. Once the road entrance is relocated, visitors will need to turn off West Main Street onto McMillen Drive, and follow signs to the Hospital and Emergency Department.

This temporary road closure will allow the redesign of the current entrance to accommodate the opening of the new Critical Care Pavilion, which is scheduled for late 2007. This change for the LMH West Main Street entrance is only temporary, and the new entrance off West Main Street should reopen within two months.

To learn more about the construction, please visit the Licking Memorial Web site at www.LMHealth.org.

LMH Rapid Response Team



Laura Hazucha, R.N., checks the heart rate of a patient at Licking Memorial Hospital.

If your loved one's medical condition greatly worsens while he or she is a patient at Licking Memorial Hospital (LMH), notify a nurse or point of care technician (POCT). The nurse or POCT may call the LMH Rapid Response Team.

"Family members are keenly aware of changes in their loved ones' health status," said Licking Memorial Health Systems (LMHS)

Vice President of Patient Care Debbie Young, R.N., M.S. C.C.M. "To enhance the high level of patient care we provide, we have the LMH Rapid Response Team in place."

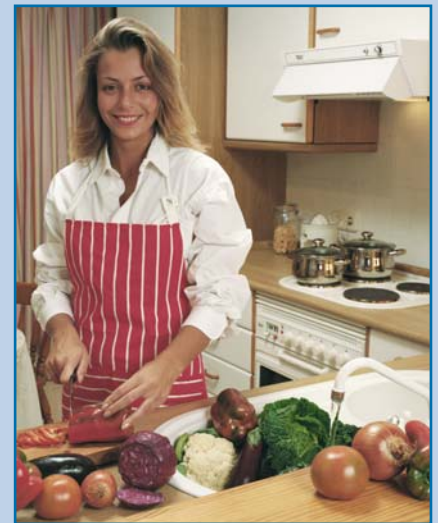
The rapid response team is comprised of an in-house Licking Memorial Health Professionals hospitalist physician, a designated intensive care unit nurse and a designated respiratory therapist. The team is available 24 hours a day, seven days a week. Team members carry pagers; there is no overhead paging for the members.

"The purpose of a rapid response team is to seek and receive help before there is a medical emergency – such as a heart attack," Debbie said. "The primary function of the team is to respond to patients who have deteriorating conditions and stabilize them with the goal of preventing the need for CPR (or Code Blue)."

LMH Rapid Response Team (continued on page 2)

See Pages 8, 9 and 10 for the Community Report Card Featuring Emergency Care

Community Education Program: Nutrition – Healthy Weight Loss



Plan to attend one of the community education programs about nutrition that will focus on healthy weight loss.

There are lots of reasons for people to want to lose weight: to be healthier, to look better, to feel better and to have more energy.

No matter what the reason, successful weight loss and healthy weight management depend on sensible goals and expectations. For safe and healthy weight loss, try not to exceed a rate of 2 pounds

Community Education Program: Nutrition – Healthy Weight Loss (continued on page 2)

per week. Please join us for an educational program about healthy weight loss on **Tuesday, August 8, at 6:00 p.m.**, or **Wednesday, August 16, at 3:00 p.m.**, in **Licking Memorial Hospital Conference Rooms A & B.**

At this program, you will learn about the factors affecting how much you weigh. You will also learn that fad diets may result in short-term weight loss but may do so at the

risk of your health. Finally, you will learn how to manage your weight and have long-term success.

Registration is required for this free program. For more information or to register, please call (740) 348-1434.

LMH Rapid Response Team (continued from front)

Rapid response teams take action very quickly. They may order laboratory tests, X-rays, medications or even move the patient to an intensive care unit. “These actions can help patients get better and live longer,” Debbie said. The LMH Rapid Response Team was implemented in the summer of 2005 in support of The Institute for Healthcare Improvement’s Saving 100,000 Lives campaign. The nationwide campaign was meant to greatly reduce morbidity and mortality in American health care. “Having a rapid response team improves patient safety by encouraging action before worsening conditions turn critical,” said LMHS President Bill Andrews. “LMH staff members utilize the services of our rapid response team, and we want to make sure that community members are aware of its benefits and availability, too.”

LMH Director of Case Management Rhonda Maddern, R.N., B.S., encourages family and friends to alert a nurse or POCT as soon as a patient appears to be getting sicker.

Warning signs of declining health status include:

- Changes in the heart rate or respiratory (breathing) rate
- A drop in blood pressure – it gets much lower
- Changes in urinary output – there is much less or much more urine
- Confusion or other mental status (thinking) changes
- Something just does not look or seem right with the patient

“A patient’s condition can change suddenly,” Rhonda warns. “Whether the patient has just had surgery, is having medical tests or is recovering from an illness, problems can arise. Knowing that a rapid response team is available around the clock at LMH should provide peace of mind for both patients and their families.”

Tips Offered in Preparation for Potential Pandemic Bird Flu



Craig Cairns,
M.D., M.P.H.,
Vice President of
Medical Affairs

The spread of avian influenza – or bird flu – in other parts of the world naturally has Americans concerned about what we can do to reduce the spread of this deadly virus. Although bird flu is caused by naturally-occurring viruses in birds, the current strain – H5N1 – has spread from birds to humans in some countries and could result in a pandemic, according to some speculation.

“Pandemic bird flu is a realistic possibility,” said Licking Memorial Health Systems (LMHS) Vice President of Medical Affairs Craig Cairns, M.D., M.P.H. “During a pandemic, spread of a virus is rapid and widespread. Because previous human exposure to this strain of virus is unlikely, our immune systems struggle to fight off its effects.”

In contrast, although serious, seasonal flu is less deadly and not as widespread. Flu is spread through droplets released when infected individuals cough and sneeze. According to the Centers for Disease Control and Prevention, annually:

- Approximately 5 to 20 percent of the U.S. population gets the contagious respiratory illness
- More than 200,000 Americans are hospitalized because of flu complications
- About 36,000 U.S. residents die from seasonal flu viruses

“Because we are exposed to seasonal flu year in and year out, and because of the availability of an annual flu vaccination, our bodies – in general – are more prepared to ward off the illness,” Dr. Cairns said.

Lindorf Family Foundation to Donate Water Wall

Licking Memorial Health Systems (LMHS) has received a generous contribution to equip the new Critical Care Pavilion with a decorative water wall. The Lindorf Family Foundation is donating \$100,000 toward a distinctive water wall which will greet visitors in the surgery waiting area on the second level.

LMHS President Bill Andrews and Vice President of Development and Public Relations Veronica Link approached the foundation with the opportunity to sponsor a major feature in the Critical Care Pavilion expansion project. “The Lindorf Family Foundation has always been a strong supporter of Licking Memorial Hospital,” Bill said. “In the past they have provided funds to make major medical purchases. We are very grateful for their generosity, and we think this water wall will provide a way to showcase their contributions.”

Lindorf Family Foundation founder Christine Warner said the foundation was eager to find a special way to contribute to the new Pavilion. “I think the water wall will have a calming effect for those who are waiting for their loved ones in surgery. The Hospital is a beautiful facility and we wanted to add to that,” she said.

The Lindorf Family Foundation board of directors considered a list of Pavilion projects to sponsor before deciding upon the water wall. The foundation was established in 1999 by Christine and her late husband, John Warner. It is governed by a five-member board of directors: Christine Warner, Donna Alvarado, Melissa Warner Bow, Chairman of the Board Rod Lee and Terry Myers.

The foundation serves a mission to foster innovation and creativity in the community. Rod explained that the foundation is building upon John Warner’s philanthropy. “One of his favorite projects was the Hospital, and we’re

continuing the tradition,” he said. “Licking Memorial has always been there for our family. I appreciate it that our community has such a fine hospital,” Christine added.

Licking Memorial Health Systems’ 91,000 square-foot expansion is expected to be complete in late 2007. Any individual or organization interested in giving opportunities at the Critical Care Pavilion is asked to contact Veronica Link, Vice President of Development and Public Relations at (740) 348-4101.



The Lindorf Family Foundation is making a generous donation for a soothing water wall in the new Critical Care Pavilion. Pictured are (left to right): seated – foundation founder Christine Warner; standing – foundation board of directors members, Chairman Rod Lee, Melissa Warner Bow, Terry Myers, and Donna Alvarado, and Licking Memorial Health Systems President Bill Andrews.

Tips Offered in Preparation for Potential Pandemic Bird Flu (continued from page 2)



Jeanne Emmons, B.S., M.T. (AMT), Licking Memorial Hospital (LMH) Infection Control Manager

Regardless of the strain of flu, Licking Memorial Hospital (LMH) Infection Control Manager Jeanne Emmons, B.S., M.T. (AMT), said basic good hygiene can help reduce its spread. “The number one thing we can do to lessen the spread of influenza – as well as a variety of other illnesses – is practice proper hand washing and respiratory etiquette,” Jeanne said. “Don’t wait until seasonal flu hits or cases of the common cold are on the rise. Practicing proper hand-washing techniques should be a year-round habit.”

To properly wash your hands, use soap and warm water, rubbing the soap on fronts and backs of the hands, as well as between the fingers and past the wrists. Rinse well. Dry with a paper towel, using the towel to turn off the faucet. To be effective, spend at least 15 seconds washing your hands. If soap and water are not readily available, use a generous amount of alcohol-based hand sanitizer. “Simply washing your hands is a powerful, healthy habit,” Jeanne said.

The American Red Cross offers aid worldwide in times of disaster and recommends the following tips to help reduce the spread of any strain of flu – including bird flu:

- Wash your hands frequently.

Tips Offered in Preparation for Potential Pandemic Bird Flu (continued from page 3)

- Cover your coughs and sneezes with tissues, or cough into your elbow.
- Stay home when you are sick.
- Keep surfaces – including doorknobs, phones, computer equipment, steering wheels and other shared areas – clean.

In order to avoid shortages and the need to shop when you are ill, the American Red Cross suggests taking these steps now in preparation of possible pandemic bird flu:

- Each time you go to the store, pick up surplus items for storage – such as bottled water, dry milk, non-perishable food items and toiletries – remember diapers, wipes and baby formula, if applicable.
- Create a disaster supplies kit that contains a flashlight, portable radio, extra batteries for both, extra medication and copies of important documents.

- Think ahead. Someone in your household may need to stay home to care for loved ones who are sick. Who will stay with you if you should become ill?
- Find out what schools and employers are planning to do in the event of a pandemic. Can you work from home?
- Keep in mind that public health officials might impose restrictions to prevent the flu virus from spreading. Even if you are healthy, you may be asked to stay home for an extended period of time. Schools, workplaces and places of worship might close temporarily. Mass transportation could be limited.

For more information about the bird flu and how to prepare for a possible pandemic, please visit any of these Web sites:

Tips Offered in Preparation for Potential Pandemic Bird Flu (continued on page 14)

LMH 2006 Golf Gala

The Licking Memorial Hospital (LMH) Development Council sponsored the 2006 Golf Gala on Monday, June 19, at Moundbuilders Country Club. “The event was a huge success, and we are pleased with the support that we received from various sponsors and golfers,” said Jerry Nethers, Co-chair of the event. “There were 132 golfers who gathered to play 18 holes of golf and enjoy prizes and food. The weather was perfect for the shotgun start,” said Jerry.

Proceeds from Golf Gala 2006 will be utilized toward the purchase of state-of-the-art technology for the Critical Care Pavilion project. Community-minded businesses and individuals who helped sponsor the event are as follows:

Event Sponsors (\$1,000)

Dynamix Engineering Ltd.
Fukuda Denshi
Goelst
The Jerry McClain Companies
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Park National Bank
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Reminger & Reminger Co. L.P.A.
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Golf Cart Sponsors (\$250)

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Echo 24, Inc.
First Federal Savings
George Lynch Controls, Inc.
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Masterplan Incorporated – Anne Granam
Mathews Ford
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ThisWeek, Licking County
Peck, Shaffer & Williams LLP
RE/MAX Capital Centre, Inc., Realtors
Roth Produce Company
Southgate Corporation
Standard Textile Company
Stryker Medical
US Foodservice

2006 Golf Gala Committee

Ed Bohren
Karen Burger
Ann Howard
Patrick Jeffries
Al Kanuch
Barbara Kanuch
Williard Kuhlwein
Bonnie Manning
Thomas Mullady
Diane Paetz
Charles Walker

Development Council Donors

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Mary Jane Carrier
Darryl Cherdron, M.D.
Jack Crockford
Cindy Davis
Stephen Fowler
John Gard
Ann Howard
Carol Hutchison
Patrick Jeffries
Charles Johnston
Williard Kuhlwein
Veronica Link
Bonnie Manning

LMH 2006 Golf Gala (continued on page 5)

Mary Jane McDonald
 Robert McGaughy
 Chris Meyer
 Thomas Mullady
 Robert O'Neill
 Diane Paetz
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 Dave Shull
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 Ann Wood

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 St. Alban's Golf Club
 Staples
 Styplu Brothers Landscaping
 The Energy Cooperative
 The New Day Spa
 ThyssenKrupp Elevator
 Wilson's Garden Center
 W.g. Grinders
 YMCA

The hole-in-one prizes were a Hawaiian vacation provided by Hill-Rom on hole 17 and a 2006 Honda Accord, donated by John Hinderer Honda on hole 3; unfortunately no one hit the mark. The event also included various prizes and contests. First place went to the team consisting of Ben Roth of Roth Produce Company; Mark Smith of United Refrigeration Services.

Inc.; Barb Kanuch of the LMH Development Council; and Brooks Humphreys of Stryker Medical. The Longest Putt winner was Jeff Bare, D.O. The Longest Drive – Women's winner was Kim Fleming, and the Longest Drive – Men's winner was Todd Mace. The Closest to the Pin winner was Frank Hall.

The golfers were treated to hors d'oeuvres on the patio following the event with a brief program during which the awards and door prize drawings were distributed.



Golfers enjoy hors d'oeuvres after golfing at the Licking Memorial Golf Gala.



The first-place team at the Licking Memorial Golf Gala included Mark Smith of United Refrigeration Service, Inc.; Barb Kanuch of the Licking Memorial Development Council; Ben Roth of Roth Produce Company, and Brooks Humphreys of Stryker Medical.

LMHS Still Helping Hurricane Victims

The plea for help in a letter from the American Heart Association (AHA) was eye-opening. “The hurricane season, most notably hurricanes Katrina and Rita, continues to remain top of mind for many people in the communities hardest hit by the storms,” the letter explained. “Many of those in our ECC (Emergency Cardiovascular Care) Training Network not only lost their homes due to these natural disasters, but also their livelihoods. It goes without saying that a number of our training centers, training sites and instructors were also affected by these storms. Many of them lost training equipment and training materials.”

The letter described the Restoring Hearts, Saving Lives program to collect contributions of money and AHA training supplies to begin the training centers' restoration process.

“We were happy that the American Heart Association asked for help,” said Ronda Stegman, Training Center Coordinator at Licking Memorial Health Systems. “After the hurricanes, we all thought about food relief, housing and medical supplies, but of course, everything was lost in the training centers as well – the AED (automated external defibrillator) training equipment, books and CPR equipment – it all either floated away or was totally ruined.”

The AHA letter prioritized a wish list of replacement items, with resuscitation training items and defibrillator training items topping the list. “It just so happened that we had CPR equipment in our storage that we had replaced and didn't know what to do with,” Ronda explained. “We sent the items to Louisiana and were told that they were distributed and put to good use

right away.”

Licking Memorial Health Systems (LMHS) sent more than 500 items that included resuscitation manikins with carrying cases, and disposable airways. The value of the items totaled more than \$4,300.

“I thought it was very generous of the Health Systems to donate these items,” Ronda commended. “The people in those areas can now start training again.”

Visit Us At the Hartford Fair

Licking Memorial Health Systems (LMHS) will have a booth in the Merchants’ Building at the Hartford Fair from Monday, August 7, through Saturday, August 12, at the Hartford Fairgrounds in Croton, Ohio.

Throughout the week, LMHS representatives will provide valuable health information on a variety of topics and will conduct health screenings. Members of the public will also be able to enter daily door prize drawings from LMHS.

Topics will change daily. Please visit the LMHS fair booth for an up-to-date list of scheduled topics, or call (740) 348-4044. The anticipated schedule is as follows:

Monday, August 7 – Senior Day

Geriatrician Jonathan D. Hollister, M.D.
Free Blood Pressure Screenings
Volunteer Recruitment

Tuesday, August 8

Metabolic Syndrome
Healthy Heart
Free Blood Pressure Screenings

Wednesday, August 9

Family Physician Kenneth Szekely, M.D.
Medication Safety
Pharmacist Jeff Smith, R.Ph.
Free Blood Pressure Screenings

In September 2005, LMHS stocked an emergency squad, donated by the City of Heath, full of medical supplies, medications, and baby items for the hurricane victims. In addition, LMHS employees joined with the Health Systems in collecting money for a total cash contribution of more than \$40,000.

Thursday, August 10

Pediatrics
Healthy Heart
Free Blood Pressure Screenings
Wellness Exercise Program

Friday, August 11

Cancer Prevention and Screening
Healthy Hand Washing

Saturday, August 12

Careers at Licking Memorial Health Systems –
“Measurably Different Opportunities”



Licking Memorial Health Systems (LMHS) Executive Vice President Rob Montagnese is pictured with Mariah Cherubini at the 2005 Hartford Fair. LMHS purchased Mariah’s steer along with two others and donated the beef to the Salvation Army.

Development Spotlight: Donna Shipley



Donna Shipley

“In any community, it takes good schools, a good hospital and good health care to draw and keep good jobs and good employees. Newark and Licking County have all of these things,” said Donna Shipley. Donna joined the Licking Memorial Hospital (LMH) Development Council in the spring in order to help inform the community of

the changes taking place at LMH and to act as a cheerleader for the organization. Prior to joining the Development Council, Donna served as LMH Board Secretary. “I am pleased to join the Development Council because I want to keep informed about LMH’s growth and what they are doing to improve the health of the community,” said Donna.

The retired U.S. Postal Service employee and grandmother of four also focuses much attention on her family-owned dairy and grain farm – Shipley Farms, which is located in Burlington Township. Husband, Phil; sons, Tim and David; and daughters-in-law, Janine and Melanie; are co-owners and operators of the farm. “The next generation is now joining the operation,” said Donna. She and Phil were recently inducted into the Licking County Agricultural Hall of Fame for their exemplary service and leadership to the Licking County Community. Phil served as a Licking County Commissioner for 16 years.

Donna is actively involved with a number of community and professional organizations, including Highwater Congregational Church, Progressive Club, American Dairy Marketing Association, and is a past director of the Licking County Soil and Water Conservation District. In her free time, she enjoys traveling with her husband. “We keep a suitcase half packed all the time just in case an opportunity to travel arises,” said Donna. Throughout their travels, Donna and Phil have visited 15 countries and most states in this country.

“Licking County is not only a wonderful place to live, raise a family and work, but it’s also a great place to find high quality, close-to-home health care from a 100 Top Hospital,” Donna said.

LMHS Staff Member Thanked For Generous Contribution

One member of the Licking Memorial Health Systems (LMHS) staff was recently recognized for her increased level of contribution.

Director of Development Beth Anderson has increased her level of giving to the Schaffner Society. Beth, who is in her twentieth year of employment at LMHS, first joined Licking Memorial Hospital (LMH) as an administrative assistant in Executive Administration in 1986 and transferred to Licking Memorial Health Professionals in 1999. She was named Director of Food Service in 2004 and assumed her current position in March 2006. Beth earned an Associate’s degree from Central Ohio Technical College.

“We are fortunate that so many of our employees want to promote the Health Systems with their financial contributions as well as their time,” said LMHS President Bill Andrews. “The members of our Schaffner, Caduceus and Alford societies are showing great leadership with their generous gifts. They truly are part of what makes LMHS an outstanding community asset.”

For more information about ways the community can support Licking Memorial Health Systems, call the Development Office at (740) 348-4109.



Licking Memorial Hospital Board Member Robert McGaughy thanked Director of Development Beth Anderson for her increased level of giving.

Donors

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The Lindorf Family Foundation

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Community Report Card

Licking Memorial Health Systems

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Emergency Care ... A Community Report on Patient Care Quality

Health Tips

Accidents are the fourth leading cause of death in the nation. One-quarter of all accidents occur in and around the home. Avoid becoming one of these statistics. Reduce hazards at home and teach your family basic health and safety techniques. Here's where you can begin:

- Insert safety plugs in all electrical outlets when small children are part of the household.
- Insist that all family members wear safety helmets when riding bicycles.
- Store cleaning materials in locked cabinets.
- Require drivers and passengers to wear seatbelts, no matter how short or long the trip.
- Check/replace the batteries in all household smoke detectors every six months.
- Keep matches, lighters and other flammable materials out of reach of children.
- Keep firearms and ammunition locked in separate cabinets.
- Replace frayed wires on all lamps, appliances, etc.
- Store alcoholic beverages in a locked cabinet.
- Insist on childproof caps for all medicines and prescriptions.
- Keep toys in boxes and electrical cords out of walkways.
- Make sure staircases and steps are well lit and in good repair.
- Test handrails for proper height and strength.
- Keep ladders in good condition.

Patient Feature: Mary McIntosh

Growing up and living in a small town has many benefits. Mary McIntosh believes that some of the benefits include close knit community, friends and family and caring health care. "At Licking Memorial, I have always received quality care," said Mary. Throughout her life Mary has had to occasionally visit the Emergency Department of Licking Memorial Hospital (LMH). Her most recent experience at the LMH Emergency Department was a result of concern for possible blood clots. Mary has a history of pulmonary emboli, so this concern needed immediate medical attention.



Lewis and Mary McIntosh

A pulmonary embolus is a blockage of an artery in the lungs and most often caused by blood clots in the veins, especially veins in the legs or in the pelvis (hips). Many clear up on their own, though some may cause severe illness or even death. Emergency treatment and hospitalization are necessary. In cases of severe, life-threatening pulmonary embolism, definitive treatment consists of dissolving the clot with thrombolytic

therapy. Anticoagulant therapy prevents the formation of more clots and allows the body to re-absorb the existing clots faster.

Mary's husband, Lewis, took her to the LMH Emergency Department. "They were so busy that night – there were a lot of critical people who needed help," said Mary.

"Licking Memorial has recently implemented a five-level triage process. This process categorizes the patients into tiers and assures that the most critical patients receive immediate medical attention," said Penny Tylka-McCort, R.N., B.S.N., Director of Emergency Department.

While back in the room, the nurse explained to Mary about the new triage process. Mary completely understood and felt assured that if she was in critical need that she would receive prompt care. Mary received a chest X-ray that confirmed she did not have a blood clot. "With her history of pulmonary embolism, any concern of a blood clot warrants immediate medical attention,"

Patient Feature: Mary McIntosh (continued on page 10)

Emergency 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 During 2005, there were 54,262 patient visits to the Licking Memorial Hospital (LMH) Emergency Department (ED). In 2006, LMH implemented electronic systems which improved patient care, but decreased efficiency while in the learning phases.

	LMH 2004	LMH 2005	LMH 1/06-4/06	Goal
Average length of stay in the ED	2 hr., 38min.	2 hr., 50 min.	3 hr., 22 min.	less than 2 hours
Average length of stay in the ED before being admitted	4 hr., 37 min.	4 hr., 22 min.	4 hr., 48 min.	less than 4 hours
% of patients in the ED for more than 6 hours	3.4%	3.9%	7.3%	less than 6%
Average time registration-to-physician	59 min.	1 hr., 15 min.	1 hr., 28min.	less than 30 min.

2 For patients experiencing a heart attack, stroke, or pneumonia, timing is critical for effective treatment. LMH tracks the time it takes to deliver “clot-busting,” or thrombolytic, drugs for heart attack and stroke, the time to administer a CT or MRI scan for stroke; and the time to deliver antibiotics for pneumonia.

	LMH 2004	LMH 2005	LMH 1/06-4/06	Goal
Median door-to-drug time – heart attack	48 min.	60 min.	N/A ⁽¹⁾	less than 30 min. ⁽²⁾
Median door-to-drug time – stroke	54 min.	81 min.	28 min.	less than 60 min. ⁽³⁾
Median door-to-CT or MRI time – stroke	60 min.	81 min.	73 min. ⁽⁴⁾	less than 30 min.
Median door to antibiotic – pneumonia	150 min.	171 min.	172 min.	less than 240 min. ⁽⁵⁾

3 Individuals sometimes leave the Emergency Department before their treatment is complete, even though their medical condition indicates they should stay.

	LMH 2004	LMH 2005	LMH 1/06-4/06	Goal
% ED patients who leave before treatment is complete	3.0%	3.5%	7.9%	less than 3%

4 Looking at a person’s level of pain is sometimes called “the fifth vital sign.” Those that visit the ED will be asked at triage to rate their level of pain. This will be completed by using the “faces” pain scale for children or the traditional range of 0 to 10 for adults. Both scales are excellent tools for communicating your individual level of pain.

	LMH 2004	LMH 2005	LMH 1/06-4/06	Goal
% Assessment of pain at triage	88%	88%	90%	greater than 95%

Data Footnotes:

(1) No patients were given thrombolytics during this time frame.

(2) Recommendations of the American Heart Association.

(3) Institute for Clinical Systems Improvement. *Diagnosis and Initial Treatment of Ischemic Stroke*; 2003 Oct. 6. p5.

(4) Measurement changed in April 2006 to exclude patients who did not come in with a stroke.

(5) National recommendation of CMS and JCAHO.

stated Penny. Symptoms of pulmonary embolism may be vague, or they may resemble symptoms associated with other diseases.

Symptoms can include:

- Cough – which begins suddenly and may produce bloody sputum
- Sudden onset of shortness of breath at rest or with exertion
- Splinting of ribs with breathing (bending over or holding the chest)
- Chest pain under the breastbone or on one side
- Rapid breathing
- Rapid heart rate (tachycardia)

“Once I got back to a room – the care I received from the nurses, doctor, radiology technician and laboratory person was great. I can’t say enough about how good they were to me,” said Mary. “I have been to the Emergency Room three times recently and they are always great.”

Mary and Lewis will soon celebrate their fifty-fourth anniversary. “Without him, I don’t know what I would do,” said Mary. Together, Mary and Lewis have two daughters, one granddaughter and one great-grandson.

Technology Changes at LMH Emergency Department

In a medical emergency, members of the community rely on the full-service Emergency Department at Licking Memorial Hospital (LMH), where high-quality care is provided 24 hours a day, seven days a week. The LMH Emergency Department has recently undergone several changes in order to better serve our patients. Some of the recent changes include implementation of the Picis IBEX PulseCheck technology, Electronic Medical Records (EMR), five-level triage process, EMS tracking board and on-going staff training.



Joan Johnson, LMH Charge Capture Specialist, looks on as IBEX Project Coordinator Kathryn Baldeschwiler uses a cabinet computer in the Emergency Department to access a patient’s information.

instructions. The physicians, nurses and lab technicians are able to incorporate demographic information into the chart from the Hospital system. In addition, all information that takes place while the patient is in the Emergency Department is incorporated into a central patient data base where it can be viewed by other departments and physicians. “This is one way that we are able to provide the patients with a continuum of care – their primary care physician is able to see what happened in the Emergency Room right away,” said Penny.

One of the most significant changes in the Emergency Department has been the implementation of the Picis IBEX PulseCheck technology. This technology provides complete Emergency Department records by capturing patient data from the moment a radio call is received from emergency medical services, and continues to track patients through arrival to triage and disposition documentation. “Even though our physicians and nurses are behind a computer capturing and inputting data, we are still able to provide personalized care for our patients,” said Penny Tylka-McCort, R.N., B.S.N., Director of the Licking Memorial Emergency Department. “This technology allows us to provide more accurate and quality care to our patients.”

The EMR system used by the Licking Memorial Emergency Department includes an electronic tracking board, triage, nursing documentation, physician documentation, prescription writer, and discharge

The Emergency Department has also recently adopted a five-level triage process. “With this process we are able to see the most critical patients first and then help the patients who are in less critical need in a timely manner,” said Penny. This process requires a triage nurse to group the patients into five tiers according to the severity of their needs. Patients are then seen in the order of the most critical need. Some of the patients who visit the Emergency Department frequently have noticed the change of the process, noted Penny.

The Emergency Department has also worked with the local EMS crews to implement an EMS tracking board. The tracking board was established so that when the EMS crews bring patients into the Emergency Department they would know exactly where to take the patient so that appropriate care can begin to take place. This allows the LMH Emergency Department to provide

quick and accurate care to the patients.

“With more than 20 percent of the patients seen in our Emergency Department being children, we felt that it was important for all of our nurses to acquire additional training to serve the children,” said Penny. LMH recently began requiring that all nurses working in the Emergency Department become Pediatric Life Support (PALS) certified. PALS certification enables nurses to recognize infants and children at risk for cardiopulmonary arrest; to provide strategies for preventing this cardiopulmonary arrest; and to teach how to perform the cognitive and psychomotor skills for resuscitating and stabilizing children in respiratory failure, shock or cardiopulmonary arrest. “PALS certification is just one of the many

additional educational opportunities available for our staff,” said Penny.

Licking Memorial Emergency Department is taking every step to bring quality health care to the community we serve. Information technology supports and helps our caregivers and professionals make a difference in the lives of the community. The community can rest assured that Licking Memorial constantly reviews new technology to make certain the equipment is state-of-the-art for the best possible patient care, testing and treatment.

Caduceus Society Welcomes New Member

Physicians who are on the medical staff at Licking Memorial Hospital are able to support Licking Memorial Health Systems with monetary gifts through the Caduceus Society. Caduceus members pledge a minimum gift of \$10,000 over the course of 10 years to be used to enhance medical care at Licking Memorial Hospital.

Cardiologist Debra Heldman, M.D., recently joined the Caduceus Society ranks. She has seen first-hand how the financial support has helped patients. “Contributions from members of the Caduceus Society are used to fund the purchase of medical equipment,” Dr. Heldman explained. “The quality of equipment available at the Hospital is second only to the expertise and hard work of the medical staff and Hospital employees in bringing the best care to our patients.”

The Caduceus Society is named after the staff carried by Hermes, the Greek god of healing. The symbol of the Caduceus staff is used to represent the medical profession.



Licking Memorial Health Systems President Bill Andrews presented the Caduceus crystal to cardiologist Debra Heldman, M.D., to recognize her generous contribution.

TWIGS Members Are Thanked For Support

The TWIGS groups of Licking Memorial Hospital (LMH) were honored during the annual TWIGS Recognition Dinner on May 25. These groups raise funds to purchase equipment and improvements for the Hospital.

“Our appreciation of your dedication is endless. We could not have accomplished what we have without you, and I thank you very much,” LMH Board Chairman Judy Pierce said, adding, “We recognize that you have raised millions of dollars for LMH over the past 56 years.”

In the past two decades, TWIGS contributions have purchased a cardiac monitoring system for the intensive care and critical care units, critical care unit equipment,

emergency room equipment and renovation, obstetrics renovation, radiology equipment, and the infrastructure for the Picture Archival and Communication System.

Carol Barnes, LMH Director of Volunteers, TWIGS and Events, introduced the 2006 TWIGS Executive Board Officers. They are: Chairman Arlene Newman of TWIGS 8, Chairman-elect Pat Armstrong of TWIGS 6, Recording Secretary Linda Green of TWIGS 8, Corresponding Secretary Shirley James of TWIGS 24, Treasurer Delores Doyjak of TWIGS 4, and Assistant Treasurer Jean Heitmann of TWIGS 4.

The acronym TWIGS stands for Togetherness, Willingness, Imagination, Giving and Sharing.

Nationally, TWIGS originated with a ladies' auxiliary group of Rochester General Hospital in Rochester, New York, in the late 1800s. Locally, the TWIGS organization of LMH was established in 1950 when Mrs. John Spencer suggested to her bridge club that they form TWIGS 1. That original group has since disbanded, but there are eight current TWIGS groups that are dedicated to serving LMH.



Licking Memorial Hospital TWIGS members were honored at an annual recognition dinner in May.

TWIGS 4 was formed in 1950. Two of the charter members were Mrs. John Alford and Mary B. Williams. Their first main project was a snack bar in the old Hospital when located at the corner of Buena Vista and Everett Avenue. Other past projects included a vacation auction, a merchandise auction, and Super Duper Days. Today, their main fund-raising projects are sales of entertainment books and Rada Cutlery.

TWIGS 6 began in 1950 with its main project of operating the Thrift Shop in Granville. They began the shop in a portion of the old firehouse in Granville, which was torn down when the present fire station was built. Then, as more room was needed, the Thrift Shop was moved to what was the council chamber above the village offices. They moved into their next building in the fall of 1964, in the Granville Shopping Center, and were there until 2003, when the Granville Thrift shop moved to a bigger space at 454 S. Main Street.

TWIGS 8 started out in 1950 at the old Hospital with two card tables that held homemade baby items, candy and jewelry for sale. Items were also toted around the Hospital on a gift cart. Currently each TWIGS 8 member works two three-hour shifts per month in the LMH Gift Shop, which is open eight hours a day, seven days a week, except on holidays.

TWIGS 11 was formed in 1952 by a group of 21 women who had volunteered in the old Hospital during World

War II as Red Cross nurse aides. For many years, they raised money for the Hospital by hosting an annual swimming party at the Wolfe Den. Other projects have included raffles, rummage sales, yard sales and pecan sales.

TWIGS 13 began in 1955 with 19 members. They were once known as the "Candle TWIG" because they sold Christmas candles and ornaments. They delivered

toys to children in the Hospital through the Ruth Lyons Christmas Fund from 1971 until the fund was discontinued in 1984. Today their current project is Christmas greenery sales.

TWIGS 14 began in 1958. In 1963, the members began hosting an annual spring Tour of Homes in May. In 1982, the spring event was moved to December, and then moved to November in 2004 as the Holiday Tour of Homes. Approximately five to six homes are decorated each year in holiday splendor for the public to enjoy.

TWIGS 22 began in 1967. Past projects included Belgian waffle sales at the Hartford Fair, stockyard sales, card parties and Christmas reindeer. Their current project is the Alexandria/Johnstown Tour of Homes.

TWIGS 24 is the youngest member of the LMH TWIGS family, forming in 1994 with a group of Hospital employees. Their projects have included selling hand-crafted items and pumpkins at Halloween. Current projects include the Mistletoe Tea, book sales, jewelry sales and vending machines. In January 2004, TWIGS 24 members welcomed members of the disbanding TWIGS 12 into their ranks.

Membership to LMH TWIGS groups is open to the public. To find out more about these opportunities to support your local community hospital while forming friendships, call (740) 348-4044.

Volunteer Spotlight: Barbara Watkins



Barbara Watkins

Barbara Watkins began volunteering for Licking Memorial Hospital in December 1991. She volunteers in messenger service, where she runs various errands for the Hospital including transporting specimens to the lab and delivering flowers and cards to patients. Barbara has volunteered more than 3,533 hours of service.

Barbara started volunteering for the Hospital as a member of TWIGS 17. The word TWIGS stands for Together, Willingness, Imagination, Giving and Sharing. This group organized the book sale and then donated proceeds to the Hospital. She is also a past member of TWIGS 15.

"Once I had children, I had less time to volunteer, so the time I was able to give declined," said Barbara. As her

Volunteer Spotlight: Barbara Watkins (continued on page 13)

children got older, Barbara was looking for something worthwhile to do with her time and got involved with volunteering for the Hospital. “I know everyone says they volunteer for the people, and I believe that is truly the reason to volunteer – to help the patients and employees,” said Barbara.

Barbara and her husband, John, have three grown daughters – Debbie, Barbie and Betsy. Both Barbara and John have been very active in the community and attend the Centenary United Methodist Church, in Granville, Ohio.

Licking Memorial Hospital’s (LMH) commitment to quality care is well known in the community and across the state. This recognition would be more difficult to achieve without the unwavering support and dedication of the outstanding volunteers.

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

Physician Spotlight: Emily Decker, M.D.



Emily A. Decker,
M.D.

“I have always believed that my mission as a pediatrician is to serve all children, regardless of where they live. There is a great need for pediatric services in Pataskala and Licking County,” stated Emily A. Decker, M.D., who joined the Licking Memorial Pediatrics – Pataskala office in 2005. “Being from a small town myself, I love working in a small-town atmosphere where there is a close

sense of community. I enjoy following children as they grow up, from birth through their teenage years, and helping them face the challenges they encounter.”

Dr. Decker received her Medical Degree from The Ohio State University College of Medicine and Public Health in Columbus, Ohio, where she graduated magna cum laude. She then completed a pediatric residency with

Children’s Hospital in Columbus. She attended Oxford University in Oxford, England, and received a Bachelor of Arts degree from Amherst College in Amherst, Massachusetts.

Dr. Decker is a member of the prestigious Alpha Omega Alpha National Medical Honor Society. She is a member of the Central Ohio Pediatric Society and a Fellow of the American Academy of Pediatrics. Dr. Decker received the American Medical Women’s Association’s Janet M. Glasgow Memorial Achievement Award in 2002. She has traveled extensively throughout Asia, Europe and Africa and has a strong interest in public health and international adoptions. She is board certified in pediatrics.

Dr. Decker is accepting new patients. Appointments can be made by calling (740) 348-1925.

Ask a Doc: Emily Decker, M.D.

Question: My son is getting ready to start school. What immunizations do I need to make sure that he receives?

Answer: In general, guidelines for pediatric immunization practices are based on recommendations from the Centers for Disease Control and Prevention and the American Academy of Pediatrics. They are based on extensive clinical-based research trials and extensive testing by the Federal Drug Administration. All children entering school need booster doses of diphtheria, tetanus, pertussis (whooping cough), polio, measles, mumps and rubella (German measles). In addition, parents should make sure their children are immunized against chicken pox and hepatitis B.

An important component of entering school is having a physician review immunization records, since keeping a child up-to-date on immunizations is the best defense against many serious, preventable diseases.

Immunizations have decreased the prevalence of these diseases, but they are still common in other parts of the world and occur in outbreaks in the United States among unvaccinated populations. These serious diseases can cause breathing problems, tetanus (lockjaw), meningitis and even brain injury.

In addition, immunizations reduce the severity of disease, if contracted. By immunizing your children against chicken pox, for example, you are protecting them from severe complications of chicken pox, like pneumonia or encephalitis. Adults are much more likely to have severe complications from chicken pox than children are, which means that childhood immunizations are an important part of staying healthy as an adult. Children who are not immunized place not only themselves, but also others who come into contact with them, at risk for contracting serious diseases.

Even children with mild illnesses like colds or ear infections can be safely immunized. Many immunizations are now combined, decreasing the number of injections a child receives. Multiple shots can be given at the same visit, since side effects when given together are no greater than if the shots were given alone at separate visits.

For more information or to obtain an immunization record card, talk to your pediatrician or primary care physician. Web sites such as www.cispimmunize.org or www.cdc.org are resources for more information about immunizations.

Tips Offered in Preparation for Potential Pandemic Bird Flu (continued from page 4)

- The American Red Cross at www.redcross.org
- The U.S. Department of Health and Human Services at www.pandemicflu.gov
- The Centers for Disease Control and Prevention at www.cdc.gov
- The World Health Organization at www.who.int

Retiree Spotlight: Carolyn Wells



Carolyn Wells

Although we're nearing the dog days of summer, Licking Memorial Hospital (LMH) retiree Carolyn Wells can recall an image that has kept her cool for more than 28 years. It was January 1978, and a blizzard struck the Central Ohio area hard.

Employed as a licensed practical nurse at the Hospital, Carolyn was included among a large number of LMH employees left wondering how to report for their shifts. "The National Guard had to get us," she said, noting that staff members who were transported to the Hospital then covered a number of shifts before replacement workers could make it in to the Hospital. "We bunked up wherever," she said. "They fed us, cared for us, really catered to us. It was like one big family."

Working through the blizzard of '78 is one of Carolyn's favorite memories of her 33 years at LMH. She retired in January 2002 as Unit Clerk of 5-South and as a home health care nurse.

Since joining the local Hospital in October 1968, Carolyn worked in numerous areas of LMH – including 5-South, obstetrics, post-partum, nursery and the psychiatric floor. She floated to different units, aiding throughout the Hospital as needed. "The only place I didn't work actually was surgery," she said. "I knew everyone in the Hospital." Carolyn's favorite unit to work was obstetrics. "The OB Department was very nice," she said. "I enjoyed that thoroughly."

One of her proudest accomplishments is that of starting a Parenting Class for parents-to-be and new parents in the late 1970s. The class is still offered through the LMH First Impressions Maternity Department.

In addition to providing direct patient care as a nurse, Carolyn trained nurses' aides, volunteers and candy strippers at LMH. She also served as a cardiopulmonary resuscitation (CPR) and basic life support (BLS) instructor and is a former member of LMH Togetherness, Willingness, Imagination, Giving and Sharing (TWIGS) 12.

Carolyn likes to get together with former co-workers from time to time to recall their LMH days and to catch up on each other's lives since retirement. "I thoroughly loved my job," she said. "I could count on one hand the number of days I didn't want to go to work. I enjoyed taking care of people in the community."

In retirement, Carolyn said she is "trying to enjoy various things – mostly being with my family a lot." Her favorite hobby is egg art. Carolyn said she counts her family and friends among numerous blessings in her life. "God has been very good to me," she said.

Cub Scouts' Donations Designed to Cheer Young Patients

Some Tiger Cubs and Wolf Cubs in Newark put construction paper, crayons, scissors and glue to good use recently as they handcrafted get-well cards for pediatric patients at Licking Memorial Hospital (LMH). Members of Pack 48 of John Clem Elementary School designed the greetings during a card-making meeting. Teresa Trotter helped her son, James, and his friends create the cards. She said the boys put a lot of heart into the project.

“The boys really worked hard on the cards because they knew they were going to children. It meant more to them because there were other children involved,” she explained. The boys also collected toys to donate to the patients.

“We’re so glad you took the time to make these gifts and to bring them to us,” LMH Vice President of Patient Care Services Debbie Young told the scouts and their parents. “These will certainly help to make some kids in the Hospital feel better,” she said.

Scouts in Pack 48 are affiliated with the Boys Scouts of America Simon Kenton Council.

LMHS Honors Long-time Employees

Licking Memorial Health Systems (LMHS), one of the top employers in Licking County, recognized 193 employees at the 37th annual Employee Service Recognition Dinner held on May 17 at the Longaberger Golf Club.

Two employees, Wanda Grover and Ruth Hottinger, shared the spotlight for serving the community through LMHS for 40 years. They both began working at Licking Memorial Hospital when the new building first opened its doors at 1320 West Main Street in 1966.

Wanda started as a nurse aide in Labor and Delivery on August 1, 1966. She became a registered nurse in 1980 and continued to work in Labor and Delivery until 1999, when she transferred to Licking Memorial Women’s Health as Dr. Nicholas Reed’s office nurse. She now works with Dr. Elizabeth Koffler.

Ruth was originally hired as a general duty nurse aide and began work on August 2, 1966. She transferred to Medical Records in 1979 and became a mainstay of the Health Information Department, providing excellent service to patients, doctors and other LMHS staff. Ruth just recently retired in July.

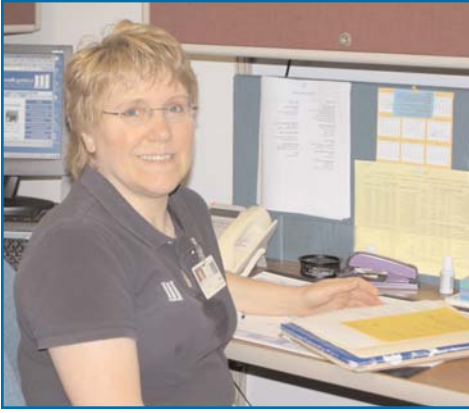
“It’s amazing, when you look at all that Wanda and Ruth have given to the community,” LMHS Executive Vice President Rob Montagnese said. “One of the main reasons our Health Systems is so strong is that our employees have a strong commitment to serving the community. It definitely benefits our patients that they are receiving care from a staff that has stability and can perform more efficiently. I know that our newest employees also appreciate the sense of history that the veterans provide,” he added.

LMHS has more than 1,350 employees. The not-for-profit corporation includes Licking Memorial Hospital and physician offices in Granville, Hanover, Heath, Hebron, Johnstown, Newark, Pataskala and Utica.



Wanda Grover and Ruth Hottinger were recently honored for each serving LMH for 40 years.

Employee Spotlight: Elizabeth Lee, P.T.



Elizabeth Lee is a physical therapist with the Home Health Department of Licking Memorial Hospital.

Elizabeth “Beth” Lee is a Physical Therapist with the Home Health Department of Licking Memorial Hospital (LMH). Home Health provides quality, safe and cost-effective delivery of home health services to individuals in need of those services. Our goal is to enable individuals in Licking County

to remain or return home while receiving the highest level of skilled professional care. “Beth is a true asset to our department,” said Eileen McNemar, Manager of Home Health Department of LMH.

Beth became interested in physical therapy when she volunteered in the therapy department in her hometown in Pennsylvania. “I originally thought I wanted to go to school to be a lab technician, but when I began volunteering in the inpatient physical therapy department, I discovered that I really like physical therapy,” said Beth. She began her career at LMH as an inpatient and outpatient physical therapist. “I filled in on occasion for

the Home Health therapists and really loved the work,” said Beth. Once a full-time position was available working in Home Health, Beth moved into the position. “I love going to the homes of patients and continuing their care,” stated Beth.

She received her Bachelor of Science in Physical Therapy from the University of Maryland in College Park, Maryland. “The field of physical therapy is really changing – by 2020 all physical therapists will be required to have a doctorate,” said Beth.

Beth and her husband, Owen, a radiologist with LMH, have three children. In her free time, Beth enjoys gourmet cooking. “Asian cuisine is one of my specialties,” said Beth.

Are you interested in joining the LMH team? Our employees are among the best in the industry and provide the highest level of care for our patients. LMH offers all the tools to help you reach your highest potential and the opportunity to work with some of the latest cutting-edge technologies and techniques.

We have immediate openings for full-time Physical Therapist positions in the Home Health Department. For more information or to apply, visit our Web site at www.LMHealth.org. LMH is proud to be an equal opportunity employer.

Reinhard and Keck Named Managers of the Year

At the Employee Recognition Dinner held in May at the Longaberger Golf Club, Licking Memorial Health Systems recognized two individuals as Managers of the Year – Lorei Reinhard, Director of Laboratory Services, and Chris Keck, Director of Contract Management.

Lorei Reinhard

Lorei Reinhard is the Director of Laboratory Services at Licking Memorial Hospital (LMH). Lorei has been with LMH since 1987. She began her career as a Medical Technologist, then in 1993 became a Hematology Coordinator and was promoted to Director of Laboratory Services in 2000. “It is such an honor to be chosen as Manager of the Year. I take pride in working for an organization that places



Chris Keck, Director of Contract Management, and Lorei Reinhard, Director of Laboratory, were recently named Managers of the Year for Licking Memorial Health Systems.

patient safety as the first priority and challenges me to do my best every day,” said Lorei.

Lorei first became interested in working in a laboratory when she was chosen by her high school chemistry teacher to meet his wife, Trudy, who was a Hematology Coordinator at LMH. “When I met Trudy and toured the laboratory, I knew that working there would be something I would love to do,” said Lorei. Upon high school graduation, Lorei attended Baldwin-Wallace College, located in Berea, Ohio, where she received her Bachelor of Science in biology and history.

She received her Registered Medical Technologist (ASCP) certification from Southwest General Hospital School of

Reinhard and Keck Named Managers of the Year (continued on page 17)

Medical Technology, located in Middleburg Heights, Ohio. In 1999, Lorei became a Registered Specialist in Hematology (ASCP).

Lorei is the board secretary of the Licking County Red Cross. In her free time, she enjoys traveling, spending time with friends, making beaded jewelry and attending her son's school games and activities.

Chris Keck

Director of Contract Management Chris Keck recently celebrated 20 years with Licking Memorial Health Systems (LMHS). "Being named Manager of the Year in an organization that takes pride and provides the highest quality of care is an honor," said Chris. "It was truly a wonderful surprise."

He began his career at LMHS in 1986 as a staff accountant. Currently, his primary focus is the construction project for the new Critical Care

Pavilion at Licking Memorial Hospital. This project involves approximately 83,000 square feet of new construction and 7,000 square feet of renovation; completion of the approximately \$39 million project is expected in late 2007.

The current Critical Care Pavilion is just one of many construction projects Chris has been involved with at LMHS. Some of the other projects include the 1988 Hospital addition and renovation, the addition and renovation of the Licking Memorial Family Practice East Main Street location, the Pataskala campus building construction and the Heath medical office building construction.

Chris is a member of Providing Resources in Dedicated Employees (PRIDE) – a group of employees who provide financial support back to the Health Systems each payday – and a member of St. Francis de Sales Church in Newark. He and his wife, Maureen, have six children.

Administrative Spotlight: Debbie L. Murphy



Debbie L. Murphy

"Licking Memorial Health Systems (LMHS) has given me the opportunity to make a difference in how the system operates – which leads to improvements in quality and safety," said LMHS Director of Process Improvement Debbie Murphy. "The organization is truly dedicated to continuous improvement, and that offers me the ability to continue to help the organization."

Debbie joined the Health Systems' Information Systems Department in April 1999, transferring to its Process Improvement Center later that year to provide statistical and data support. She was promoted to her current position in September 2001. Prior to joining LMHS, Debbie was employed by Grant/Riverside Hospitals in Columbus, Ohio, where she held various jobs in the medical records and quality departments before becoming systems manager of its Midas computer database of more than 300 users.

Debbie earned a Bachelor's degree in Human Resources in 1992 and a Master's degree in Business Administration in 1996, both from The Ohio State University in Columbus. She has achieved Senior Status in Healthcare Information and Management Systems Society (HIMSS) and earned a Certified Professional in Healthcare Information and Management Systems (CPHIMS) credential.

Increasing LMHS' focus on collecting and reporting data has been a major accomplishment for Debbie. "In 2000, I was involved with a team that devised, created and implemented various reporting processes," she said, noting that primary examples include departmental

dashboards, community report cards and physician-specific report cards. "These three ways of capturing and reporting data have evolved over the years, but the main premise and purpose have remained. I was able to work with a talented team and apply my statistical and process improvement background to ensure these new reporting processes were successful."

More recently, Debbie is proud to have been a key player in the Health Systems' achievement of ISO certification. "I have been very involved with our latest accomplishment of obtaining certification to the ISO 9001:2000 standards," she said. "I am excited to continue to improve our organization utilizing this new, strengthened infrastructure." A new process implemented last year under ISO was an Internal Audit structure in which all aspects of particular business processes are audited. "This year, I will be enhancing that structure to make sure we truly are finding all areas for improvement and then applying effective solutions," Debbie said.

She is a member of Institute of Industrial Engineers and the Society for Health Systems division. Debbie serves on the local Board of Directors of HIMSS and is involved in the society's Management Engineering-Process Improvement Taskforce. She is on the Marketing Committee of the Licking County United Way and volunteers at Dawes Arboretum in Newark. Debbie enjoys gardening, ceramics and spending time with her three dogs and one cat. She lives in Newark with her husband, Peter.



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Women's Health Expo

September 5, 2006

5:00 to 9:00 p.m.

The Reese Center at the
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The Ohio State University
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For more information about any LMHS event, please call (740) 348-1572, or visit www.LMHealth.org

First Impressions – Maternal Child Classes

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

Nutrition – Healthy Weight Loss

Tuesday, August 8
6:00 p.m.
Licking Memorial Hospital Conference Rooms A & B

Wednesday, August 16
3:00 p.m.
Licking Memorial Hospital Conference Rooms A & B

Registration is required for this free program. For more information or to register, please call (740) 348-1434.

Diabetes Self-Management Classes

Tuesday Class
9:00 to 11:00 a.m.
Licking Memorial Health Systems, 1865 Tamarack Road, Newark

Wednesday Classes
1:00 to 3:00 p.m. or 7:00 to 9:00 p.m.
Licking Memorial Health Systems, 1865 Tamarack Road, Newark

Diabetes Self-Management Training is a series of four classes providing information on all aspects of diabetes. Instructors include registered nurses, dietitians and a pharmacist who have received extensive training in diabetes management.

Registration and physician referral required. To register for the class, call (740) 348-4722. For information regarding course fees, call (740) 348-4910. Fees vary depending upon insurance coverage.



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