



# Community Connection

## Licking Memorial Health Systems

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



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Measurably Different ... for Your Health!

## Local Philanthropist Continues Tradition of Supporting LMHS

Local business executive and philanthropist Howard LeFevre has continued his longtime support of Licking Memorial Health Systems (LMHS) with a major donation to the new John & Mary Alford Pavilion at



LMHS President Rob Montagnese stands with Howard LeFevre by the electronic wall in the new Pavilion.

Licking Memorial Hospital (LMH). Howard has donated \$100,000 to fund an electronic wall in the Pavilion's atrium lobby. This programmable, nine-screen system will be used to display community information to patients and visitors.

wide range of video – from television programming to ocean life scenes. We believe this really contributes to the healing environment we're striving to create in this new Pavilion. In addition, the electronic wall will be able to display text, so we plan to promote

“Part of the reason Mr. LeFevre chose this project is its direct impact on the community,” explained Robert A. Montagnese, President of LMHS. “We'll have the ability to display a

*Local Philanthropist Continues Tradition of Supporting LMHS (continued on page 2)*

## Former LMHS President Earns Ohio Hospital Association Honor



Bill Andrews, former President, Licking Memorial Health Systems

Because retired President/CEO of Licking Memorial Health Systems (LMHS) Bill Andrews has impacted health care in Licking County and beyond, he was named recipient of the Donald R.

Newkirk Award from the Ohio Hospital Association (OHA) in May. The Donald R. Newkirk Award recognizes and honors an individual, group or organization that has made a significant lifetime

contribution to the health care field in Ohio. This is the association's highest award and bears the name of an individual who headed OHA for 27 years.

Under Bill's leadership, Licking Memorial Hospital (LMH) was named one of the nation's 100 Top Hospitals seven times and is one of only a few hospitals nationwide to earn ISO 9001:200 certification. In an effort to provide open communication with the community, LMH publishes a monthly Community Report Card comparing LMHS' patient care statistics with national and/or state benchmarks. The latest

*Former LMHS President Earns Ohio Hospital Association Honor (continued on page 2)*

See Pages 12 to 15 for the Community Report Card Featuring Emergency Care.

## Kids Keep On "Feelin' Fine"



Children attending Camp Feelin' Fine stop on a bridge at Infirmiry Mound Park.

Licking Memorial Hospital's (LMH) Camp Feelin' Fine, a camp dedicated to children with asthma, provided them with information about their disease and an opportunity to meet other children who have similar experiences. The camp was held in June at Infirmiry Mound Park south of Granville.

Asthma is a chronic inflammation of the body's airways with episodes of obstruction, according to the American Lung Association. The episodes, or attacks, are caused by triggers, which vary for each person. Severe asthma attacks can be life threatening if untreated and uncontrolled. Symptoms of an attack can include:

*Kids Keep on "Feelin' Fine" (continued on page 22)*

community activities whenever possible. I think Mr. Lefevre's gift of the electronic wall is an excellent extension of his lifelong devotion to community service."

Much of Licking Memorial's success over the past five decades has been due to Howard's support. He was instrumental in purchasing the property to build the Hospital on Main Street in 1966 and formerly served on the LMH Board of Directors. "I was on the Board shortly after the Hospital was located on Main Street," Howard recalled. "I was involved in the Chamber of Commerce at that time and helped to secure the land. That's part of the reason that I want to stay involved today." He is a member of the LMH Schaffner Society, which is comprised of donors who pledge a contribution of \$10,000 to \$24,999 over a ten-year period.

"Mr. LeFevre has always had an inspired vision for this community," commented Veronica Link, LMHS Vice President of Development and Public Relations. "You can see his imprint in many areas, such as LeFevre Hall at The Ohio State University – Newark (OSU-N) campus and the LeFevre Courtyard at The Works center. These are tributes to the tireless work he's done to enhance the community. We're so proud that he's chosen to add this electronic wall to his extensive list of projects."

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*Former LMHS President Earns Ohio Hospital Association Honor (continued from front page)*

Report Card can be found on page 12 of this publication. Bill initiated this project with the belief that members of the community – as consumers of health care – have a right to know about the Hospital's quality of care. "Bill was a visionary and well respected nationally as a leader in patient safety," said Rob Montagnese, current LMHS President.

Bill retired as LMHS President in February. He came to Licking Memorial in 1984 and served as Vice President of Operations before becoming President. Prior to that, he held the positions of associate administrator of operations and assistant administrator at St. Rita's Medical Center in Lima, Ohio. He also served as administrative coordinator at The Ohio State University Hospital in Columbus, Ohio. Bill earned a Master of Science degree in Hospital and Health Services Administration from The Ohio State University in Columbus and a Bachelor of Science degree in Psychology from John Carroll University in Cleveland, Ohio. He has a long history of involvement in health organizations on the state and national levels.

Also under his direction, LMHS purchased or upgraded Medtronic LIFEPAK 12-lead defibrillator/EKG monitors for numerous Licking County squads to provide diagnostic-quality information from the scene to the LMH Emergency Department (ED). Additionally, all 39 squads were equipped with cell phones and cables for transmission of EKG results, and personnel are being

Howard is Chairman of Freight Services, Inc., in Newark. Many other organizations in Licking County have benefited from his hard work and generosity, as well. He founded The Works, and helped to bring the local branch of The Ohio State University and Central Ohio Technical College to Newark. He currently serves on the Board of Directors for both The Works and OSU-N. He also remains an active Newark Rotary member. In 1990, LMHS honored Howard with the Lifetime Achievement Award to pay tribute to his selflessness.

Howard met his late wife, Catharine Bonner LeFevre, at The Ohio State University in Columbus, Ohio. They shared 65 years of marriage before she passed away in 1996. Together they had two children: a daughter, Ann Fryman; and a son, Jack LeFevre, who passed away in 1991. Howard now enjoys the company of six grandchildren.

The new John & Mary Alford Pavilion at LMH encompasses 100,000 square feet of new construction and renovation to expand LMH's Surgery and Emergency services. Several large private donations have allowed LMHS to include aesthetic amenities, including the electronic wall, a water wall, a landscaped courtyard and an exterior fountain, while containing construction expenses at the same time.

trained on how to use the technology. Over the past few years, Bill also has overseen Licking Memorial's purchase and donation of several thermal imaging cameras to area fire departments. Licking Memorial also has given medical equipment to the Central Ohio Technical College and The Ohio State University in Newark.

While he was LMH President, the Hospital implemented use of in-house CAT and MRI technology, as well as low-risk catheterization. Oncology and nephrology infusion units were added on site, and medical offices were established throughout Newark, as well as in Granville, Hanover, Heath, Hebron, Johnstown, Pataskala, Utica and other off-campus locations. The LMHS Process Improvement Center, occupational health services and community and in-house case management programs were created.

Also of note during Bill's tenure at LMHS are: the addition of hospitalist programs and adult and pediatric patients, use of an electronic medical record, electronic medication administration, establishment of a digital Radiology Department, Level II Obstetrics and Newborn state licensure of LMH Maternity Services, use of bar-coding for inventory of patient supplies and medications, installation of an improved emergency power system at LMH, and establishment of the LMH Development Council and Licking Memorial Health Professionals. His last major project before retirement was overseeing planning for

# Women's Health Expo Set for September 4

Come enjoy an evening of health information, various exhibitors and prizes! On Tuesday, September 4, the annual Women's Health Expo will be held from 5:00 to 9:00 p.m., at the J. Gilbert Reese Center, 1209 University Drive, on the Newark campus of The Ohio State University and Central Ohio Technical College.

The event is co-sponsored by Licking Memorial Health Systems and KOOL 101.7 FM WNKO/Talk 790 WHTH with Park National Bank as a Corporate Sponsor. More than 50 exhibitor booths will be on display promoting women's health awareness and feeling good about yourself.

The purpose of the expo is to encourage healthier lifestyles through increased awareness. Insightful health care information and expanded medical screenings are offered free of charge in a comfortable setting. Current information on hobbies, fun activities, travel, personal accessories, fitness, nutrition, social services and safety will be included. Topics will appeal to women of all ages and stages of life.

The keynote speaker for the evening will be Barbara Smith, a professional speaker who has spoken to hundreds of groups in the private and public sector. Barbara's presentation is called "Hats Off," which she will present an assortment of whimsical hats that represent the many different hats that women wear in their every day lives. One is guaranteed to laugh, identify with, and enjoy this presentation!

There will be something for everyone. "This is such a wonderful evening for women of all ages. It's an all



A variety of health information is available during the Women's Health Expo, slated for September 4 at the J. Gilbert Reese Center on the Newark campus of The Ohio State University and Central Ohio Technical College.

around great time for the girls!" explained Carol Hutchison, Licking Memorial Health Systems Director of Public Relations.

## Schedule of Events:

- 5:00 to 9:00 p.m. – Exhibits Open
- 7:00 to 8:00 p.m. – Barbara Smith, keynote speaker presents Hats Off
- 8:15 to 9:00 p.m. – Door Prize Drawings

Admission is free. Light refreshments will be available. For more information, please contact Public Relations at (740) 348-1572.

*Former LMHS President Earns Ohio Hospital Association Honor (continued from page 2)*

and construction of the John & Mary Alford Pavilion at LMH.

Licking Memorial Health Professionals physician Gerald

Ehrsam, M.D., once said of Bill Andrews, "No program, initiative or enhancement is considered without it first demonstrating its ability to improve patient care or patient safety."

## John & Mary Alford Pavilion

- The Pavilion is the new home of the Licking Memorial Hospital (LMH) Emergency and Surgery Departments.
- The project includes surgery suites with the latest technology and has been designed to promote healing, to improve staff performance, to maximize efficiency and to respect patient privacy and dignity.
- The 100,000-square-foot Pavilion is the single largest expansion of LMH since the Hospital moved to our West Main Street location in 1966.



# Be Wise, Immunize!

If children are fully vaccinated by the age of 2, they are protected against 14 illnesses. By the age of 18, two additional illnesses are combated with immunizations. However, some pediatricians in private practices are refusing to offer new vaccines to their patients because of expense. Oftentimes, insurance companies do not cover the cost of these newer immunizations.

“As soon as a new vaccine is available, Licking Memorial Pediatrics offers it,” said Diane LeMay, M.D. “We are not concerned about the cost of the vaccines for children. It is part of our quality program and our mission – to improve the health of the community.”

For example, Licking Memorial pediatricians are offering to vaccinate girls between the ages of 11 and 18 years against four types of human papilloma virus, which has been shown to cause cervical cancer. Some doctors’ offices in Central Ohio are not offering this series of vaccines, which costs more than \$400.

Licking Memorial Pediatrics serves all patients, regardless of their ability to pay. It participates in Vaccines for Children, a federal program that provides free immunizations to physicians who serve eligible children at little to no out-of-pocket costs for their families.

Some vaccines are combined, meaning children receive fewer shots than in the past. Still, some parents may worry about the number of needle sticks a child has

## Four ways to ease your child’s pain from shots

1. Give acetaminophen (Tylenol) just before the shots are administered.
2. Give an older child a lollipop or something with sugar, unless the child is on a sugar-restricted diet. Sugar releases endorphins, which lessens the pain.
3. Stay calm and distract a child as the nurse administers the injections.
4. Apply cool compresses to the injection site.

Ask your child’s doctor about new vaccines that are being developed. Be wise, immunize!



Pediatrician Diane LeMay, M.D., listens to the heart of Audren Hedges Duroy, 13 months old, as he sits on the lap of his mother, Tanya L. Hedges Duroy.

to endure. “Children will not remember the shots,” Dr. LeMay said. “However, they will remember the illness if they experience it.” Vaccines are available for a range of illnesses such as chicken pox and the flu – to polio and whooping cough.

More than 90 percent of the children who regularly see Licking Memorial pediatricians and family practitioners are up-to-date on all vaccinations that are required for enrollment in child care, kindergarten or middle school. The electronic medical record system alerts doctors and nurses when a child is due for immunizations or a booster shot. “Each visit is an opportunity to protect the child, and vaccines are one of the ways I can do that,” Dr. LeMay said.

When Dr. LeMay was in private practice, she could not provide all of the vaccines a child needed because the cost was prohibitive. “By being supportive to the practices financially, Licking Memorial Health Systems enables me to use my ability to practice pediatrics without concern for my bottom line,” Dr. LeMay said. “That’s why I chose to be a physician in the first place – to provide, serve and educate families as they raise their children – without regard to cost. That is my passion.”

# 2007 Golf Gala a Success

Licking Memorial Hospital (LMH) Development Council hosted the 2007 Golf Gala on Monday, June 18, at the Granville Golf Course with Honorary Co-chairs Bob and Joan Kent. "We are pleased with the generous support of the golfers and the sponsors of our event," said Veronica Link, Vice President of Development and Public Relations. "Proceeds from this event will be used for the purchase of state of the art technology in the new John & Mary Alford Pavilion."

The hole-in-one prizes were a Hawaiian vacation provided by Hill-Rom on the fourth hole and a 2007 Honda Accord donated by John Hinderer Honda on the fourteenth hole. Unfortunately, no one hit the mark. The event also included various prizes and contests. First place went to the team sponsored by Crowe Chizek & Co., LLC, of Brady Burt, Chris Helms, Jim Slivanya and Paul Turner.

Karen Schenk had the longest putt, while Kim Fleming won the longest drive award for the women. Dave Duncan had the longest drive among the men. Mark Smith hit the closest to the pin. The golfers were treated to lunch and a dinner of steak, chicken and roasted red potatoes in the golf course pavilion following the event with a brief program during which the awards and door prize drawings were distributed.



The team sponsored by Crowe Chizek & Co., LLC, pictured above with the Licking Memorial mascot Scrubs, took first place at the 2007 Golf Gala.

## Community-minded businesses and individuals who helped sponsor the event include:

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### Individual Golfers

Karen Burger  
Kim Fleming  
Kris Frost  
Bob Kent  
Joan Kent  
Bonnie Manning

Tom Mills, M.D.  
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## Physicians, Employees and Volunteers Honored During Healthcare Week

Licking Memorial Health Systems (LMHS) acknowledged the dedication of its physicians, employees and volunteers with many activities and awards during National Hospital and Healthcare Week, held this spring. This year's theme was "Teaming up for care you can count on." Events included a health fair where employees could have their cholesterol, blood glucose and blood pressure checked, and fun games and activities including karaoke and a barbeque for the staff.

"We ask our employees to provide high-quality health care to the patients we serve every day," LMHS President Rob Montagnese said. "This is a week to remember the special role our employees play in lives of others in the community."



LMH provided a barbeque to show employees how much their dedication to the organization is appreciated.

# Data Development Team Wins President's Award

Licking Memorial Health Professionals (LMHP) physician Gerald Ehram, M.D., and the LMHP Quality Data Development Project (QDDP) Team are winners of the 2007 President's Award. Rob Montagnese, President of Licking Memorial Health Systems (LMHS), recognized the group in May.



Licking Memorial Health Systems (LMHS) Quality Data Development Project Team are winners of the Health Systems' 2007 President's Award. Team members pictured with LMHS President Rob Montagnese (at far left) are (from left): Angel Schneider-Wilson of Licking Memorial Health Professionals (LMHP), Cathy Boykin of LMHP, Julie Guinta of Information Systems (IS), LMHS Vice President of Physician Practices Christine McGee, LMHP physician Gerald Ehram, M.D., Darin Smaage of IS and Keith Harris of IS. Not pictured is Vonda Welch of IS.

Team members include: Vice President of Physician Practices Christine McGee, Cathy Boykin and Angel Schneider-Wilson of LMHP, and Julie Guinta, Keith Harris, Darin Smaage and Vonda Welch of LMHS Information Systems. The President's Award is given to an individual or group of individuals who demonstrate outstanding service to LMHS and whose efforts contribute greatly toward the Health Systems' mission of improving the health of the community.

"This award is not given every year," Rob noted. "However, I am pleased that, in my first year as President, I have the opportunity to give this prestigious award to a very deserving group of individuals."

The Quality Data Development Project Team was formed in June 2004. The team meets weekly to identify, prioritize and implement new initiatives that integrate information technology in patient safety and care. "The team has accomplished some amazing things that many health systems and physician practices could not even dream of implementing," Rob said. "The Quality Data Development Project Team has made it possible for our physicians to access their patient data 24 hours a day. This takes the quality of patient care to a whole new level."

Dr. Ehram called earning the President's Award a special honor. "Our initiatives are exciting because they use new technologies to improve quality of care as well as patient safety," Dr. Ehram said. "The electronic health record and the quality portal have transformed the way we practice outpatient medicine." The creation of the QDDP Team was the "brain child" of Christine, he said.

"Without her perseverance, this project would never have gotten off the ground. She remains the driving force behind it," Dr. Ehram said.

Christine was pleased to see her fellow team members earn

recognition for their efforts. "My joy was seeing the members of the team, who are dedicated and committed to LMHS, as they were recognized by our President. It validated to them that their work is valuable."

"We take great pride in providing tools the LMHP physicians and health care practitioners can use to make a difference in their patients' health," Christine said. "While most members of our group do not provide direct hands-on patient care, I remind them often that they have played a very significant role in our mission of improving the health of the community."

Cathy agreed. "The team's efforts have greatly enhanced health care in this community," she said. "That makes this a win-win in anybody's book. I am so proud of the work that has been accomplished by this team." Darin also expressed his pride in being a member of the QDDP Team. "I'm honored to be part of this group and appreciate receiving the President's Award," Darin said.

Dr. Ehram praised members of the LMHS Board for their support – both financial and philosophical – and credits Rob and former LMHS President Bill Andrews with providing strong direction. "These two men truly believe in quality patient care and patient safety," Dr. Ehram said. "They continually challenge our organization to be the best we can be, and they also provide us with the resources to get the job done."

Angel also is eager to continue the good work of the QDDP Team. "The President's Award reiterates the value our organization places on providing quality patient care," Angel said.

# LMHS Honors Two with Nursing Awards for Clinical Excellence

Licking Memorial Health Systems (LMHS) named two employees as recipients of the 2007 Nursing Award for Clinical Excellence. Bruce Campbell, R.N., of Licking Memorial Hospital (LMH) Intensive Care, and Brenda Miller, R.N., of Licking Memorial Gastroenterology, were recognized during National Hospital and Healthcare Week in May.

The award recognizes nurses who are esteemed by their peers as examples of expertise, professionalism and clinical excellence in the provision of direct patient care. Eleven LMHS nurses were nominated for the 2007 Nursing Awards for Clinical Excellence.



Bruce Campbell,  
R.N.

## **Bruce Campbell, R.N.**

Bruce, who was nominated by a peer for his professionalism and compassionate care, has served patients at LMH for more than 20 years. He completed his Nursing degree at Central Ohio Technical College in 1977. He has worked as Manager of the LMH Emergency Department and Patient Care Manager of 5-South. In 2002, he

transferred to a staff nurse position in Critical Care, where he works today.

LMH Vice President of Patient Care Debbie Young, R.N., described Bruce as truly dedicated to the mission of the organization. “Bruce mentors the Critical Care nurses and teaches students and new employees,” she said. “Bruce develops a good relationship with his patients and their families and has received much praise as a patient advocate.”

Bruce said he was surprised and honored to receive the award. “Just to be nominated is an honor,” he said. “I congratulate Brenda and our fellow nominees. They are all wonderful nurses.”

Bruce is a member of the LMH Policy and Procedure Committee and is active in LMH Providing Resources in Dedicated Employees (PRIDE) and United Way. Bruce was the recipient of an LMH CARES Award in 1995. He lives in Newark with his wife, Annette, and enjoys

spending time with his family – especially his grandchildren. In addition to Bruce, nominees who work in the Hospital were: Cynthia Barbour, R.N., B.S.N., C.A.R.N., of Shepherd Hill; Heather Burkhart, R.N., of 5-South; Rachel Gossett, R.N., of Emergency; Mechelle Gutridge, R.N., of Emergency; Carol Kimble, R.N., of Oncology; Brenda Oiler, R.N., of Case Management; and Natasha Westbrook, R.N., of Labor and Delivery.



Brenda Miller,  
R.N.

## **Brenda Miller, R.N.**

Brenda has worked in various Licking Memorial Health Professionals (LMHP) offices and LMH Home Health since 1998. Brenda has past experience as a case manager for MedBen in Newark, a nurse with the Newark City Health Department and a nurse at Children’s Hospital in Columbus, Ohio. She is currently a nurse for David Subler,

M.D., at Licking Memorial Gastroenterology. Brenda received her Associate’s degree in Nursing and is pursuing her Bachelor’s degree. “Shock – that was my response upon hearing my name called as the winner of the Nursing Award for Clinical Excellence, Brenda said. “I love nursing and am proud of what I do. To receive this recognition is quite an honor.”

Vice President of Physician Practices Christine McGee said of Brenda, “She gives 100 percent of herself in order to serve the patients. She wears her heart on her sleeve, is selfless of her concerns and always puts the patients first.” Brenda has a true love of nursing and is very knowledgeable about many aspects of health care – including diabetes and geriatric medicine, Christine said.

“She is professional in all aspects of her work, never deviating from displaying the greatest respect for patients, families, physicians and her peers. With all that she has going on in her professional life, Brenda also finds time to home-school her son,” Christine said. In addition to Brenda, nominees who work in LMHP offices were: Wanda Grover, R.N., of Licking Memorial Women’s Health; and Jamie Hartman, R.N., of Licking Memorial Pediatrics.

# 30 LMHS Employees Named MVPs

Licking Memorial Health Systems (LMHS) recently recognized outstanding employees with MVP awards. Thirty employees were honored during Hospital and Healthcare Week in May. The MVPs were chosen for their consistent demonstration of the Health Systems' values of communication, attitude, respect and excellence.



The 2007 MVPs were honored during Hospital and Healthcare Week with a ceremony and reception held in the Hospital Cafeteria. In addition to a plaque, MVPs were given a monetary gift.

## Honorees include:

- Cindy Barbour, R.N., B.S.N., C.A.R.N., nurse at Shepherd Hill;
- Darlene Carr, environmental services assistant in Environmental Services;
- Ruth Cashdollar, food service assistant in Food Service;
- Lindsay Freytag, medical librarian in the Chief of Staff Office;
- Rachel Gosset, R.N., nurse in the Emergency Department;
- Wanda Grover, R.N.C., nurse at Licking Memorial Women's Health;
- Jenny Grower, accountant in Fiscal Services;
- Mechelle Gutridge, R.N., nurse in the Emergency Department;
- Jamie Hartman, R.N., nurse at Licking Memorial Pediatrics;
- Terri Hazlett, R.N., C.W.S., F.C.C.W.S., nurse in the LMH Wound Clinic;
- Valerie Hughett, physician center clerk at Licking Memorial Family Practice – East;
- Bob Johnson, electronics technician in Engineering;
- Diane LeMay, M.D., physician at Licking Memorial Pediatrics;
- Tom McNemar, lab clinical scientist in Laboratory;
- Jane Melin, case management pharmacist in Pharmacy;
- Desiree Miller, food service supervisor in Food Service;
- Brenda Oiler, R.N., C.C.M., nurse in Case Management;
- Krista Price-Brooks, administrative assistant for Support Services;
- Sally Randall, R.N., CPC-H, compliance auditor in Corporate Compliance;
- Jim Redman, environmental services assistant in Environmental Services;
- Steve Snow, point of care technician in the Operating Room;
- Victoria Spring, social worker in Case Management;
- David Subler, M.D., physician with Licking Memorial Gastroenterology;
- Sue Swinehart, benefits specialist in Human Resources;
- Jim Tabler, printer in the Print Shop;
- Brian Thatcher, quality manager in the Process Improvement Center;
- John Walther Jr., M.D., physician at Licking Memorial Family Practice – East;
- Pam Wheeler, senior systems analyst with Information Systems;
- Nancy Williams, console operator in Communications;
- Steve Woolard, accountant in Fiscal Services.



**Licking Memorial  
Health Systems**

## Employment Applications Now Completed Online!

If you are interested in joining the LMHS team, check out our Web site to see the latest opportunities.

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

# LMHS Recognizes Two Leaders with Manager of the Year Awards

Licking Memorial Hospital (LMH) Director of Cardiology Patty Merrick, C.N.P., and LMH Plant Operations Manager John Tolliver were named the 2007 Licking Memorial Health Systems (LMHS) Managers of the Year. "Getting a pat on the back is always nice," John said. "This pat comes from my co-workers, and that means a lot."



John Tolliver and Patty Merrick were named the Health Systems 2007 Managers of the Year during the Employee Recognition Dinner held in May.

The LMHS Manager of the Year Award was established in 1987 to recognize administrative employees who have demonstrated fair and consistent leadership in their areas of responsibility. Nominees must inspire their employees beyond ordinary requirements of their jobs.

LMHS President Rob Montagnese presented the awards to Patty and John during the 38th Annual Employee Service Recognition Dinner on May 16 at Longaberger Golf Club. "Patty Merrick demonstrates our mission of improving the health of our community on a daily basis," he said. Of John, Rob said, "He has been described as someone who can always be counted on to get the job done – no matter how big or small. He has an ability to 'see the big picture' and point out how projects will affect patient care and various departments."

Patty's career at LMH has spanned more than two decades, beginning when she worked as a nurse's aide during her college summers. Now, Patty oversees cardiology services, practices as a nurse practitioner and participates in the planning and management of care for patients with coronary heart disease and heart failure. She is also the coordinator of the LMH Chest Pain Center. Under Patty's leadership, LMH has repeatedly been

awarded recognition on the state and national levels for coronary care and chest pain treatment. In 2006, she was involved with Licking Memorial's purchase or upgrade of Medtronic LIFEPAK 12-lead defibrillator/EKG monitors for numerous Licking County squads so that all 39 squads in Licking County may use the same technology. "I was truly humbled by the award and am thankful to have the opportunity to contribute what I can to improve the health of our cardiac community," Patty said.

John joined LMHS in May 1970 shortly after returning from active military duty in Vietnam as a member of the United States Marine Corps. He began his LMHS career as an engineer's assistant. John earned his stationary engineer's license in 1973 and became Plant Operations Manager in 1978.

John was instrumental in the planning and construction phases of the John & Mary Alford Pavilion, which opened in July. A Turner Construction manager expressed his pleasure working with John early on in the project. "He told me that he knew the Pavilion project would go smoothly as soon as he walked into Plant Operations and saw how clean everything was," Rob said, recalling what the Turner Construction manager relayed to him. "He noted that John's attention to detail was obvious and that he knew from experience that the care given to a non-public area such as the plant would be a direct reflection on the care given to the entire facility."

## Development Council Spotlight: Doris Spriggs



Doris Spriggs

Doris Spriggs serves as Executive Board Chairman of Licking Memorial Hospital (LMH) Togetherness, Willingness, Imagination, Giving and Sharing (TWIGS) and on the LMH Development Council. "LMH is such an important part of the community, and being on the Council helps me inform community members, family and friends of the wonderful things going on here –

especially the John and Mary Alford Pavilion," Doris said. "The Pavilion is such an important addition; I'm looking forward to promoting its success."

The Pavilion is the new home of the LMH Emergency and Surgery departments. "I feel honored to serve on the LMH Development Council – which is comprised of a great team of community members," Doris said. "I enjoy watching the progress of Licking Memorial – from the Pavilion to technology used throughout the Hospital."

In addition to serving on the TWIGS Executive Board, Doris has been a member of LMH TWIGS 8 – operator of the gift shop on the first floor of the Hospital – since 1978, holding various offices and buyer positions. Currently, she is Secretary.

*Development Council Spotlight: Doris Spriggs (continued on page 15)*

# LMHS Honors Long-time Employees

Licking Memorial Health Systems (LMHS) honored more than 170 long-time employees at the 38th annual Employee Service Recognition Dinner at the Longaberger Golf Club in May. Lorraine Berry of Surgery and Don Jones of Physical Therapy were each recognized for their 40 years of service to LMHS. They both began working when the old Newark Hospital was located at the corner of Buena Vista and Everett avenues.



Don Jones, of the Physical Therapy Department, and Lorraine Berry, of the Surgery Department, were honored for their 40 years of service to Licking Memorial Health Systems.

LMHS President Rob Montagnese said, “You helped us open our Hospital on West Main Street, and you’re going to help us open our Pavilion, so we’re very excited to be here for you tonight.” Rob also presented Lorraine and Don with gifts, including framed proclamations to commemorate their years of service.

Rob congratulated the Health Systems employees who are celebrating service anniversaries. “We set the standard high for the delivery of health care. Our goal is to care for each and every patient as we would care for our own family. Everything, from patient care and a comfortable environment, to friendly staff and good food – these things all add to the patient experience and promote healing.”

LMHS is one of the top employers in Licking County. More than 150 physicians and 1,400 staff members work at the Hospital and Health Professionals practices. For information about employment opportunities within the Health Systems, visit [www.LMHealth.org](http://www.LMHealth.org) and click on the “Careers” tab.

## LMHS Offers Free Sports Screenings for Student Athletes

Licking Memorial Health Professionals physicians donated their time and gave free sports screenings to more than 800 Licking County student athletes earlier this year. The number of public school districts and private schools participating in the screening program increased from three to seven in the second year of the program.

“The most important part of the screening exam is the cardiac (heart) and neurologic (brain) exams,” explained Diane LeMay, M.D., of Licking Memorial Pediatrics, who developed the program. At the pre-participation screenings, student histories are the most important part of the evening. If an immediate family member has had a heart problem, the student may be at risk of a sudden, tragic event. “Physicians identify potential problems that could lead to an athlete collapsing on the field,” she said. Sometimes, students are referred for an electrocardiogram (EKG) or other, more intense cardiac testing if the history or physical examination warrants that.

Early in the year, Licking Memorial Health Professionals contacted the athletic directors of each of the public and private schools in Licking County and offered the free sports screenings. The Ohio High School Athletic Association (OHSAA) requires students to have a physical screening before they participate in school sports. It is important to know that the screenings

required by the OHSAA are simply screenings. They do not take place of a physical examination in the doctor’s office. “As pediatricians, we recommend that all teenagers seek full physical examinations with their private physicians annually. Teens have many challenges and are best served by their own physicians,” Dr. LeMay said. If an athlete has had a physical in a physician’s office in the previous year, the provider will sign the form required by the OHSAA. You do not need a pre-participation screening, too.

LMHP physicians donated their time to the project. “We usually have six or more physicians each night who help us screen the athletes,” Dr. LeMay said. “Most of the students complete the free screening in less than 30 minutes.” Teenagers who have a health problem or an acute injury such as a recent concussion, fracture or any type of high risk heart disease in the immediate family should see their pediatrician for sports clearance as their full history is well known by their own doctor. “Keeping kids safe in the athletic arena is our primary goal. The quality of the exams is more important than the quantity performed. We look forward to improving and offering more services in the coming years to the athletes in Licking County. That is my dream.” says Dr. LeMay. For more information or to see if your school is participating in Licking Memorial sports screenings, contact your school’s athletic director.



# Community Report Card

## Licking Memorial Health Systems

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



## A Community Report on Emergency Care

### Health Tips – Knowing When to go the Emergency Department

#### Getting Medical Care

It can be hard to know where to go to get medical care. Choices include going to a physician's office or the Emergency Department (ED) of Licking Memorial Hospital (LMH). "If you or if someone in your family needs emergency care, come to the Hospital's Emergency Department immediately for an examination," said May-Lee Robertson, D.O., Vice Chief of Emergency Medicine at LMH. "Call 9-1-1 if the condition is life-threatening, or it could get worse on the way to the Hospital."

#### A medical condition could be an emergency if a person has at least one of these symptoms:

- Difficulty breathing, shortness of breath
- Chest or upper abdominal pain or pressure
- Fainting, sudden dizziness, weakness
- Changes in vision
- Confusion or changes in mental status
- Any sudden or severe pain
- Uncontrolled bleeding
- Severe or persistent vomiting or diarrhea
- Coughing or vomiting blood
- Suicidal feelings
- Difficulty speaking
- Broken bones
- Unusual abdominal pain

Always get immediate medical attention for children if you are concerned that they may be having a medical emergency. Remember, children sometimes display different symptoms than adults.

*Health Tips – Knowing When to go the Emergency Department (continued on page 14)*

## Patient Feature: Virginia Martin

Virginia "Ginny" Martin began vomiting and had diarrhea in the middle of the night in April. "I just could not imagine what was going on," she said. "After two hours of it, I was exhausted."

Ginny's husband, Richard "Dick" Martin, called the office of their family doctor, Ramon Barcelona, M.D., a physician with Licking Memorial Family Practice – Heath.

The answering service suggested Ginny go to the Emergency Department (ED) at Licking Memorial Hospital (LMH) immediately. The couple rushed from their home in Muskingum County, Ohio, and arrived at LMH at 4:30 a.m. "We did not even comb our hair. We just came in. When you are that sick, nothing else matters," Ginny said. "You just want help."



Virginia "Ginny" Martin works in her Muskingum County garden. She applauded the Emergency Department staff at LMH for quickly helping her when she visited the Emergency Department in April.

Ginny was worried she had another urinary tract infection. She had been battling a recurring infection with antibiotics. A clerk quickly registered Ginny and a triage nurse assessed her symptoms. She was whisked away to a bed in the ED. "They took us right in. I was in no shape to sit around and talk about anything," Ginny said.

The ED physician saw that Ginny was in excruciating pain. The physician ordered a batch of blood tests in addition to a CT scan of the abdomen and a urinalysis. With the abdominal CT scan, the physician was look-

ing for anything that could cause her abdominal pain – from life threatening to non-life threatening causes. The ED staff started Ginny's IV and gave her medication to control pain and nausea.

*Patient Feature: Virginia Martin (continued on page 14)*

# 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 2006, there were 52,220 visits to the Licking Memorial Hospital (LMH) Emergency Department (ED). The same year, LMH implemented electronic systems which improved patient care but temporarily decreased efficiency while in the learning phases.

	LMH 2005	LMH 2006	LMH 1/07-4/07	Goal
Average length of stay in the ED	2 hr., 50 min.	3 hr., 23 min.	2 hr., 57 min.	less than 2 hours
Average length of stay in the ED before being admitted	4 hr., 22 min.	4 hr., 49 min.	4 hr., 30 min.	less than 4 hours
% of patients in the ED for more than 6 hours	3.9%	7.8%	6.5%	less than 6%
Average registration-to-physician time	1 hr., 15 min.	1 hr., 25 min.	1 hr., 17 min.	less than 30 minutes

**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 2005	LMH 2006	LMH 1/07-4/07	Goal
Median door-to-drug time – heart attack	60 min.	45 min.	44 min.	less than 30 minutes <sup>(1)</sup>
Median door-to-drug time – stroke	81 min.	55 min.	73 min.	less than 60 minutes <sup>(2)</sup>
Median door-to-CT or MRI time – stroke	81 min.	65 min.	40 min.	less than 30 minutes
Median door-to-antibiotic – pneumonia	171 min.	170 min.	173 min.	less than 240 minutes <sup>(3)</sup>

**3** Unscheduled returns to the ED may signal a problem in patient care, such as inadequate diagnosis or treatment during the initial visit, or a patient’s inability to understand or follow discharge instruction, lack of access to care in the community or other factors. Identifying patients at risk of an unscheduled return can reduce costs, minimize misuse of ED services, and allow for better care of those who need it.

	LMH 2005	LMH 2006	LMH 1/07-4/07	Goal
% of ED patients who return to the ED 24 hours of discharge	1.7%	1.8%	1.2%	less than 2%

**4** An unscheduled admission to the Hospital 72 hours after a visit to the ED may signal a problem in patient care, such as inadequate diagnosis or treatment during the initial visit, patient non-compliance with discharge instructions, or a patient’s inability to understand or follow discharge instructions. Careful review of the data can help identify ways to improve care and to work with community agencies and resources to reduce unnecessary use of ED services.

	LMH 2005	LMH 2006	LMH 1/07-4/07	Goal
% of patients admitted to the Hospital within 72 hours of ED visit	.65%	.68%	.81%	less than 1%

**5** A study published in the New England Journal of Medicine reported that patients are safer and less likely to experience serious complications when they are treated in hospitals with more registered nurses on staff. LMH recruits experienced nurses and clinical graduates from area nursing schools for open positions at the Hospital. A vacancy rate shows how many nursing positions need to be filled.

	LMH 2005	LMH 2006	LMH 1/07-4/07	Goal
R.N. vacancy rate in the ED	8%	8%	4%	less than 5%

**6** Individuals sometimes leave the ED before their treatment is complete, even though their medical condition indicates they should stay.

	LMH 2005	LMH 2006	LMH 1/07-4/07	Goal
% of ED patients who leave before treatment is complete	3.5%	7.6%	5.7%	less than 3%

**7** Looking at a person’s level of pain is sometimes called the “fifth vital sign.” Those who 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 an individual’s level of pain.

	LMH 2005	LMH 2006	LMH 1/07-4/07	Goal
% Assessment of pain at triage	88%	92%	90%	greater than 95%

**Data Footnotes:**

- (1) Recommendations of the American Heart Association.
- (2) Institute for Clinical Systems Improvement. *Diagnosis and initial treatment of ischemic stroke*; 2003 Oct. 65p.
- (3) National recommendation of CMS and The Joint Commission.

*Health Tips – Knowing When to go the Emergency Department (continued from page 12)*

**Call 9-1-1 or go to the ED immediately if a child or baby:**

- Does not wake up easily
- Has lips that turn blue
- Has problems breathing
- Has a fever that does not respond to fever-reducing medications such as acetaminophen

Even if the symptoms do not fit any of the above, but a person feels ill and is concerned about his or her current state of health, go to the ED for evaluation. The same caution applies to a child or other loved ones.

**Patients are not seen on a first-come, first-served basis in the ED. Instead, those with the most severe illnesses or injuries are treated first. To get the best possible care while in the ED:**

- Bring a list of medications and allergies. Know the names and dosages of each medication the patient is taking. When listing allergies, include allergies to medications, food, insects and other sources.
- Know immunization history. Bring a shot record for a child. Adults should know the dates of their last tetanus, flu and Hepatitis B shots.
- Stay calm. It may be difficult for a patient who has been badly injured to stay composed. However, calm patients are better able to communicate with ED staff.

**Routine checkups can help prevent serious illnesses. Some doctor’s offices or clinics have programs to help people with the costs of health care. Go to your physician’s office or clinic for:**

- Routine checkups
- Minor injuries or illnesses such as colds, coughs, earaches, sore throats, headaches and muscle or joint problems
- Immunizations
- Tuberculosis skin testing
- Sexual health problems
- Managing high blood pressure, diabetes, high blood cholesterol, asthma, thyroid problems or seizures

*Patient Feature: Virginia Martin (continued from page 12)*

Fortunately, the CT scan of the abdomen came back normal, but the staff found that Ginny had a urinary tract infection. They gave her the appropriate medications to treat the infection and control the pain and nausea.

“This case is a perfect example of paying attention to your symptoms and getting prompt medical attention,” said Penny Tylka-McCort, M.S.N., M.B.A., R.N., Director of Emergency Services. “An illness, such as a

urinary tract infection, can have the symptoms of a life-threatening problem, but you do not know unless you receive the necessary testing offered via the ED.”

Ginny remembers that night as the sickest she has ever been. “I’m glad it happened here,” said Ginny, who has lived in Newark for most of her life. “The physician, the nurses and everyone were so patient and kind. When you are sick, that is just what you want.”

# LMHP Physicians Offer Extended Hours

The physicians of Licking Memorial Health Professionals (LMHP) offer early morning, evening and some Saturday hours. By extending office hours, LMHP physicians may accommodate patients for scheduled checkups and same-day sick visits, while helping some avoid an unnecessary trip to the Emergency Department (ED) at Licking Memorial Hospital (LMH).



Emily Decker, M.D., a pediatrician with Licking Memorial Pediatrics, allows a young patient to hold a tongue depressor during an exam.

“Two-thirds of the visits to the ED are not for true emergencies, but are people seeking care outside of traditional office hours,” said Craig Cairns, M.D., LMH Vice President of Medical Affairs. “Many times, people go to the ED for help because they are unable to leave work or they have never established a relationship with a primary physician.”

The ED includes a special area where patients without true emergencies are seen. Sometimes, parents bring their children to the ED for routine illnesses because it is more convenient for them. However, Licking Memorial Pediatrics, 1865 Tamarack Road, Newark, offers a walk-in clinic Monday through Friday from 7:30 until 8:30 a.m. Appointments are not necessary during these hours. Same-day appointments for sick children also are available through Licking Memorial Pediatrics at the

Newark, Pataskala and Utica locations.

The extended hours at LMHP offices allow patients – especially those with chronic health issues – to visit their physician without missing work. For example, a person with hypertension, cardiovascular disease or diabetes will have multiple scheduled appointments each year. If they had to miss work to visit their physician, they could exhaust their allotted sick days or may need to take time off without pay.

“Visiting the physician at their office instead of going to the ED also shortens wait times for patients,” said Christine McGee, R.N., Vice President of Physician Practices. “It also helps patients get the best care possible because the physician knows their medical history.”

LMH 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 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](http://www.LMHealth.org).

*Development Council Spotlight: Doris Spriggs (continued from page 10)*

The Licking County resident graduated from Valley High School in Lucasville, Ohio, and is a native of Portsmouth, Ohio. She moved to Newark in 1977 because of her husband’s job with Western-Southern Life Insurance. “Newark is a great city,” Doris said. “I’ve been proud to call it my home and raise my children here.” She has been employed as a receptionist at Moundbuilders Guidance Center in Newark for 11 years and has worked at Montessori Community School in Newark.

Doris has two grown sons and three grandchildren: Andy and his wife, Mollie, and their daughters, Katie and Abbie, live in Toledo, Ohio; Chris and his wife, Ally, and their daughter, Taylor, live in Chicago, Illinois.

Doris’ husband, Jack, passed away in 1991 after battling cancer. “He was at LMH for some of his cancer care and was treated very well,” Doris noted.

In addition to her involvement with Licking Memorial, Doris serves on various committees for Newark Kiwanis Club and she volunteers with Midland Theatre and Weathervane Playhouse. She is a past president of 20th Century Club, and has served on the Camp O’Bannon Board and assisted with that organization’s annual murder mystery dinner theater. “When I am home in the evening, I spend time with my Jack Russell, Daphne. We are great buddies,” she said.

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# TWIGS Contributions Recognized

During the annual recognition dinner in May, the six TWIGS organizations of Licking Memorial Hospital (LMH) were honored for their contributions. "We can't thank you enough for the work you do for the Hospital," said Patrick Jeffries, Chairman of the LMH Board of Directors. "You dedicate so much of your time with the gift shop, jewelry sales, the Tour of Homes and all the other projects that raise money to fund Hospital projects and equipment. On behalf of the Hospital, thank you so much for all your hard work."



Director of Volunteers, TWIGS and Events Carol Barnes (center) thanks Nancy Reed (left) of TWIGS 14 and Marian Johnson of TWIGS 8 for 25 years of service to the TWIGS. Their names will be added to the 25-year plaques that are hanging by Conference Rooms A & B in the Hospital.

The acronym TWIGS stands for Togetherness, Willingness, Imagination, Giving and Sharing. In the past two decades, TWIGS contributions have purchased a cardiac monitoring system for the intensive care and critical care units, equipment for the critical care unit and emergency and radiology departments, renovations in the emergency and obstetrics areas and the infrastructure for the picture archival and communication system.

The 2007 LMH TWIGS Executive Board officers are: Chairman Doris Spriggs, Chairman-elect Joy Weaver, Recording Secretary Linda Green, Corresponding Secretary Shirley James, Treasurer Delores Dovjak, and Assistant Treasurer Jean Heitmann. Chapter chairmen are: Jean Heitmann of TWIGS 4, Donna Tegtmeier of TWIGS 6, Peggy Harden of TWIGS 8, Darlene Baker of TWIGS 13, Rose Ann Stevenson of TWIGS 14, and Susan Snyder of TWIGS 24.

TWIGS originated with a ladies' auxiliary group of Rochester General Hospital in Rochester, New York, in the late 1800s. 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.

TWIGS 4 was formed in 1950. Two of the charter members were Mrs. John Alford and Mary B. Williams. Their first project was the snack bar in the old Hospital. Other projects included the Vacation Auction, the Merchandise Auction, and Super Duper Days. Today,

they sell Entertainment Books and Rada Cutlery.

TWIGS 6 began in 1950 by opening the Thrift Shop in Granville. The first shop was in a portion of the old firehouse. The shop quickly needed more space, so it moved to the council chamber above the village offices, then to the Granville Shopping Center. Today, the Granville Thrift shop is at 454 South 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 also were sold from a cart around the Hospital. Now, 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 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 1984. Today they sell Christmas greenery.

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 late in the year and renamed the Holiday Tour of Homes. Five to six homes are decorated each year in holiday splendor for the public to enjoy.

A group of Hospital employees started TWIGS 24 in 1994. They sell hand-crafted items and pumpkins at Halloween. Other projects include book sales, jewelry sales, vending machine profits, and sales of fudge, purses, and bath and beauty products. In May, they welcomed members of the recently disbanded TWIGS 22 into their ranks.

*Membership to LMH TWIGS groups is open to the public. For more information, call (740) 348-4044, or log on to [www.LMHealth.org](http://www.LMHealth.org) and click on "TWIGS."*

# LMHS Employees Roll Up Sleeves to Help Pathways

When a group of 15 Licking Memorial Health Systems (LMHS) staff members showed up at Pathways of Licking County on a beautiful June day, Pathways Executive Director Kristin McCloud met them with a big smile and a two-page list of odd jobs. Pathways is a social service agency that is partly funded by United Way. As part of United Way's Day of Caring campaign, LMHS was devoting a day to help spruce up the Pathways property on Bryn Mawr Drive in Newark.



Ken Hinkle, Director of Security at LMH, paints yellow stripes on the steps outside of Pathways. Ken was one of 15 LMHS employees who participated in the Day of Caring activities.

"I'm so glad you're here," Kristin told the LMHS group. "I have this whole list of things that need to be done, both inside and out. It's kind of a 'honey-do' list. I'm tickled with anything you can help with."

Kristin's odd job list included a wide range of tasks, such as window washing, painting, moving furniture and yard work. "I can tell you, we value your time at \$20 an hour. That is a significant amount," Kristin said. "It would be

just too cost prohibitive if we had to hire someone to do this. We really want to keep our money going to our programs." LMHS Human Resources Director Phil Annarino said it was an easy decision to help Pathways. "Every year, Licking Memorial employees respond to the United Way fundraising campaign in a big way – and they still want to do a little more. Our mission is to improve the health of the community, and as a United Way agency, Pathways is also working toward that every day. We see it as a natural step to continue our support of United Way by helping here today," he explained.

Pathways of Licking County is a private, non-profit, social service agency that provides service in four main areas: a crisis hotline and information center; drug and alcohol prevention programs for youth; a parenting program; and child care training and referrals. The agency employees 32 staff members who handle 22,000 phone calls and mentor 200 families each year.

## Visit Us at the Hartford Fair

Licking Memorial Health Systems (LMHS) will have a booth in the Merchants' Building at the Hartford Fair from Sunday, August 5, through Saturday, August 11, at the Hartford Fairgrounds in Croton. Throughout the week, LMHS staff 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.



LMHS supports the community by purchasing animals at the Hartford Fair auction. LMHS President Rob Montagnese is pictured above with a steer LMHS purchased and its former owner.

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 includes:

### Sunday, August 5

Volunteer Recruitment

### Monday, August 6 – Senior Day

Geriatrician Jonathan D. Hollister, M.D.  
Free Blood Pressure Screenings  
Medication Safety

### Tuesday, August 7

Pediatrics

### Wednesday, August 8

Free Blood Pressure Screenings and Cholesterol Checks  
Cancer Prevention Information  
Licking Memorial Company Care

### Thursday, August 9

Wellness  
Importance of Exercise  
Metabolic Syndrome  
Careers at Licking Memorial Health Systems

### Friday, August 10

Diabetes Information  
Free Blood Glucose Testing  
Maternal Child

### Saturday, August 11

Dermatology  
Free Blood Glucose Testing, Cholesterol Checks and  
Blood Pressure Screenings

# Physician Spotlight: James W. DeSapri, D.O.



James W. DeSapri,  
D.O.

James W. DeSapri, D.O., was inspired to become a physician after his younger brother, Joe, was diagnosed with and then treated for leukemia. Joe underwent treatment for three years. “Today, he’s doing great. He recently ran in the Chicago and Columbus marathons for the Leukemia and Lymphoma Society,” said Dr. DeSapri, who also runs marathons.

Dr. DeSapri was drawn to the healing and personal aspects of medicine. He received his Doctor of Osteopathic Medicine degree from Ohio University College of Osteopathic Medicine in Athens, Ohio. Osteopathic medicine emphasizes preventative care

and a holistic approach to patient care, treating the whole person, not just symptoms. “Doctors work hard to give each patient the time and attention needed to heal. We truly dedicate ourselves to this,” he said.

He completed his residency at Doctors Hospital in Columbus, Ohio. He lives in Granville with his wife, Andrea. Dr. DeSapri is a member of the American Osteopathic Association and the American Colleges of Osteopathic Family Physicians.

Dr. DeSapri’s office is located at Moundbuilders Doctors’ Park, 1272 West Main St., Building 5, in Newark. He is accepting patients of all ages. Appointments may be made by calling (740) 348-1788.

## Ask a Doc

**Question:** I’m nearly 60 years old. Should I be worried about shingles?

**Answer (James DeSapri, D.O.):** Shingles is far more common in people age 50 and older than in younger people. It is a painful skin rash, often with blisters. It is also called herpes zoster.

A shingles rash usually appears on one side of the face or body. It last from two to four weeks. Symptoms include pain, fever, headache, chills and upset stomach. Very rarely, it can lead to pneumonia, hearing problems, blindness, brain inflammation (encephalitis) or death.

A shingles vaccine is available and administered by Licking Memorial Health Professionals physicians. The one-time shot is offered to individuals who are 60 years of age or older, and is recommended by the Centers for

Disease Control and Prevention. There is no cure for shingles. Once a person is infected, the virus must run its course. For 20 percent of patients, severe pain can last long after the rash has cleared up. This is called post-herpetic neuralgia.

Administration of the shingles vaccine must be coordinated through the physician, pharmacy or local health department. Although a vaccine is available, many health insurance companies do not cover the cost. For Medicare patients, the vaccine is a Part D benefit and Medicare-aged patients should contact their Part D plan to determine coverage. However, an ounce of prevention against shingles is worth far more than enduring a painful bout of this otherwise incurable condition. Please discuss this important preventative vaccination with your health care provider.

## McCalmont Becomes Physician Center Manager



Jean C.  
McCalmont

Licking Memorial Health Professionals is pleased to announce the appointment of Jean C. McCalmont to the position of Physician Center Manager. Jean is responsible for overseeing the practices of Garth Bennington, M.D., Tayla Greathouse, M.D., Katrina Verde, M.D., and Pattye Whisman, M.D., all located at 150 McMillen Drive in Newark. Jean also will be the manager for the new Licking Memorial Health Professionals practices that will be located just off North 21st Street in Newark.

Jean is originally from Cincinnati, Ohio. She earned a Bachelor of Arts degree in Psychology at Vassar College in Poughkeepsie, New York. She then earned a Master of Public Health degree with a concentration in Health Service Administration at San Diego State University in San Diego, California.

Jean has lived in Licking County for 10 years. She lives in Granville with her husband, James Crowe, and has two sons, Jared Boorn and Billy Boorn, ages 17 and 13, respectively. She enjoys family and outdoor activities, such as running, hiking, biking, sports and movies.

# Operation Feed Competition Results in Sweet Rewards

Licking Memorial Health Systems' (LMHS) employees raised \$13,560 for Operation Feed in March. The money was donated to the Food Pantry of Licking County.

LMHS' 1,400-plus employees were divided into 12 teams according to their birth months. The Pledge Card Campaign ran for two weeks. The results of the contest were based on the percentage of participants for each team. Once this campaign concluded, employees had an opportunity to empty their pockets of spare change during the Coin Jar Competition. The Coin Jar Competition revolved around 12 jars – one for each month – which were placed in the Licking Memorial Hospital Cafeteria. The object was to fill the jars with change. The “catch” was that paper money would count negatively toward a jar’s total, so teams soon learned the strategy of stuffing opposing teams’ jars with dollars!

“We have the best employees here,” said LMHS Communications Manager Steve Schlicher, who served as chair for the Operation Feed campaign. “They come through anytime that we let them know there is a need. They also enjoy a challenge, so when we added the competitive factor, they really went all out!”



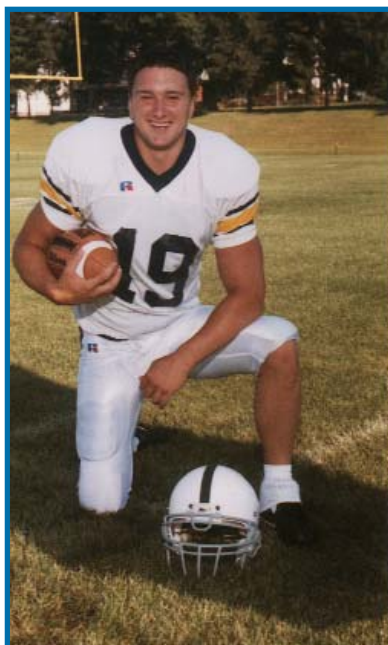
Members of Team December won the Coin Jar Challenge for LMHS' Operation Feed Campaign. They were treated to ice cream sundaes for the win.

The Operation Feed campaign is one of many ways that LMHS employees can directly improve the health of the community. The food that is collected during the countywide campaign lasts only two or three months. After that, the Food Pantry must purchase food from the Mid-Ohio Food Bank.

Monetary donations are the best way LMHS employees can help distribute food to those in need in Licking County, Steve said. “The Food

Pantry can get so much more ‘bang for the buck’ by purchasing food at a discounted rate from the Mid-Ohio Food Bank than the average person can at a store – even when items are on sale. It allows the Food Bank to purchase exactly what items they need. It also allows LMHS employees to give back to the community while staying focused on patient care, not transporting boxes of food items.”

Forty-six percent of the LMHS staff contributed through pledge cards. Members of Team July won the Pledge Card Competition with 55 percent participation. Members of Team December won the Coin Jar Competition with a positive cash total of \$37.10. The members of each winning team were rewarded with an Ice Cream Sundae Extravaganza.



## A common skin infection took the life of this football player. We are all at risk.

Community-acquired MRSA (methicillin-resistant Staphylococcus aureus) is resistant to many antibiotics. It can cause boils, abscesses or red, puss-filled bumps in healthy people and more serious infections such as pneumonia and joint or bloodstream infections. Learn how to protect your family during this free community education event!

MRSA in the Community  
Tuesday, September 25, 2007, at 6:00 p.m.  
J. Gilbert Reese Center  
Newark Campus of The Ohio State University  
and Central Ohio Technical College  
1209 University Drive, Newark

Registration is required. Call (740) 348-4102 to register.

## Retiree Spotlight: Willard “Bill” Kuhlwein



Willard “Bill”  
Kuhlwein

After 32 years of working at Licking Memorial Hospital (LMH), Bill Kuhlwein has enjoyed much of the first three years of his retirement on the golf course. The Newark resident retired from the Process Improvement Department in April 2003 with more than 32 years of service with the Hospital.

For nearly all of Bill’s time with LMH, he served as Director of Information Systems. At the end of his career, he assumed the title of Privacy Officer in the Process Improvement Department. “I thoroughly enjoyed my years with Licking Memorial,” Bill said. “I still see a few of my co-workers. Now, though, it’s on the golf course instead of in the office!”

In order to further keep in touch with Licking Memorial, Bill accepted an invitation in late 2004 to join the LMH Development Council. He sits on the Council’s Community Relations Committee. “I didn’t want to lose

all contact with the Hospital when I retired,” Bill said. “This is a good way for me to keep up to date with what is going on there.” Bill also is actively involved with Hanover Presbyterian Church.

Bill has combined his love of golf with a part-time job, working as a starter at Granville Golf Course. “I play a lot of golf,” he said. When the weather isn’t good for golfing, Bill enjoys reading novels – especially science fiction.

He and his wife, Joan, are the parents of three grown children: Lee, Lance, and Karen Winegardner. Bill and Joan recently completed a 2,500-mile road trip which included stops in 11 states. “We had a really nice time,” he said. “The wife and I are into motor traveling. She likes to keep track of all the places we visit.” Some of their destinations have included Oklahoma, Nebraska, Iowa and Minnesota. Despite everywhere he’s traveled, Bill’s favorite spot hasn’t changed: “I still love to be on a golf course,” he said.

## Volunteer Spotlight: Shirley Cotton



Shirley Cotton

Former TWIGS 15 member Shirley Cotton has logged more than 2,700 hours as a volunteer for Licking Memorial Hospital (LMH). She was recognized for her 15 years of service to LMH during the Volunteer Recognition Dinner in May.

“I’m a people person,” Shirley said. “I like being around people. I like helping people.” Shirley, a native Rhode Islander, was recruited by her best friend to join TWIGS 15. The group visited patient rooms selling magazines, books and other items. TWIGS 15 has since disbanded, but Shirley continued to volunteer at LMH.

For many years, Shirley helped the staff in the Outpatient Surgery Department. “She was very faithful to our department and helped our staff provide excellent customer service,” said Barb Chapman, Patient Care Manager. Shirley has recently begun volunteering at

Licking Memorial Family Practice – Heath, which is close to her home.

Shirley and her husband, Lee, live in Heath. Each year, they spend part of the winter at their home in Avon Park, Florida. They also enjoy riding their Honda Gold Wing 1800 with friends. “We drive on the byways,” Shirley said. “We’ve traveled the Blue Ridge Parkway. We even take it to Florida.” They have three children, seven grandchildren, two step-grandchildren and five great-grandchildren.

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.

*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.*

# Employee Spotlight: Cindy Davis



Cindy Davis

Cindy Davis has been an employee with Licking Memorial Health Systems (LMHS) for 28 years. She is Assistant to the President and a member of the Licking Memorial Hospital (LMH) Development Council. She has served as Director of Environmental Services, Administrative Assistant to the Chief Financial Officer and she has worked in Patient Accounts.

“I love my job,” Cindy said. “I enjoy working closely with the LMHS and LMH Boards of Directors and the Senior Management Team.” She has worked with LMHS President Rob Montagnese since he began his career at LMH as an intern. “We work well together,” she said. Rob echoed, “We make a good team.”

Cindy received a Licking Memorial MVP award in 2006 for her consistent demonstration of organization values – such as communication, attitude, respect and excellence. She enjoys solving problems for patients and their families. In fact, one gentleman was so impressed by how quickly she helped him, he brought her roses. “I was so surprised,” Cindy said.

Cindy co-chaired the last Providing Resources in Dedicated Employees (PRIDE) campaign, an employee-focused fundraising campaign that generates money for specific projects in the Health Systems. She also is a member of the Schaffner Society because she has pledged to donate \$10,000 over 10 years.

“The Health Systems has been so good to me,” Cindy said. “I have been treated well as an employee and as a patient. It is a great place to work, and that is one of the reasons I support it financially.” Another reason she contributes to PRIDE is that she sees first-hand that the Health Systems truly lives its mission of improving the health of the community.

Cindy grew up in the Newark area and graduated from Utica High School. She and her husband, Terry, have one daughter, Andrea, who is studying nursing at Ohio University – Zanesville. They enjoy traveling, especially to Las Vegas, Nevada, and cruising in the Caribbean and to the Mexican Riviera.

# Administrative Spotlight: Cathy Boykin, R.N.



Cathy Boykin,  
R.N.

Cathy Boykin, R.N., was named Licking Memorial Health Professionals Quality Manager in April 2006. “I was ready to expand my nursing career, and I liked it that Licking Memorial Health Systems (LMHS) is progressive and utilizes the latest computer technology,” she said. “I am proud to be part of Licking Memorial because this organization is progressive and highly ethical. Licking Memorial focuses on the health of the community and each patient above all else.”

Prior to becoming Quality Manager, Cathy worked as a licensed practical nurse at Licking Memorial Hospital (LMH) from 1980 to 1981. She returned to Licking Memorial in 1999, working as a registered nurse in what was then the Hospital’s call center. She also has worked as a staff nurse at Licking Memorial Internal Medicine.

Cathy earned a Licensed Practical Nursing degree from the Muskingum Area Joint Vocational School of Adult Practical Nursing in Zanesville, Ohio, and an Associate of Science degree in Nursing from Hocking Technical College in Nelsonville, Ohio. She is a graduate of West Muskingum High School in Zanesville, Ohio.

“I am working on my Bachelor’s degree in Organizational Leadership at Mount Vernon (Ohio) Nazarene University,” Cathy noted. “This will allow me to focus on both clinical and business issues that I deal with as a Quality Manager.”

A highlight of Cathy’s LMHS career has been being a member of the LMHS Quality Data Development Project Team that, along with Dr. Gerald Ehrsam and others, earned the 2007 President’s Award from LMHS President Rob Montagnese. “I am honored and excited to be part of this team – not just because of the President’s Award, but because what we do helps expand electronic communication to our patients.”

Cathy is active in numerous community organizations, including Licking Memorial Providing Resources in Dedicated Employees (PRIDE) and Friends of Dawes. She is a Wildlife Warrior and volunteers with the Perry County District Library. Cathy is a member of Ohio Nurses Association, American Nurses Association and Friends of Ohio Hospitals.

“Right now, I spend a lot of time studying and writing papers. What I really like to do is plant flowers, decorate my home, sew, quilt, cook, read and go boating,” she said. “I have a loving, tolerant husband who puts up with my hectic schedule and is extremely supportive of my career and education goals.”

Cathy’s family includes her husband of 17 years, Howard; children, Staci (Glenn) and Brent (Tiffany); six grandchildren, ranging in age from an 11-year-old to 7-month-old triplets; and three young nieces and nephews. “I love children. I love to watch them learn and show off. They truly are the hope of the future,” she said.

# LMHS Names Cindy Webster Vice President of Revenue Cycle



Cindy Webster,  
LMHS Vice  
President of  
Revenue Cycle

Licking Memorial Health Systems (LMHS) is pleased to announce the promotion of Cindy Webster to the position of Vice President of Revenue Cycle. She most recently served as Licking Memorial Hospital (LMH) Director of Managed Care Contracting.

“Cindy has been a Licking Memorial employee for 16 years and is a natural choice for this position,” said LMHS President Rob Montagnese. “Over the years, her responsibilities have grown and her dedication to meeting the mission of this organization has been consistently strong.”

As Vice President of Revenue Cycle, Cindy will oversee the LMH Registration Department and physician and Hospital billing, as well as other associated functions. She joined LMH in January 1991 as a phlebotomist in the Laboratory. Cindy moved to the LMH Patient Accounting Department in 1993 and later became Patient Accounting Department Coordinator. In late 2000,

she began serving as Director of Managed Care Contracting.

“I am excited about the opportunity to take on a new role with Licking Memorial,” Cindy said. “It is refreshing to work for an organization that truly lives its mission to improve the health of our community. Licking Memorial continuously strives to do just that – as is evident in its commitment to patient safety and quality health care.”

Cindy holds a Bachelor of Arts degree in Business Administration from Mount Vernon (Ohio) Nazarene University.

Cindy has been an active supporter of Licking Memorial as a member of the LMH Development Council’s Annual Support Committee, as well as serving as a co-chair of the LMH PRIDE campaign in 2003. She also serves on the Board of Directors of Weathervane Playhouse, a Newark-based theater.

Cindy resides in the St. Louisville area with her husband, Thaddeus, and son, Nathan.

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## *Summer Camp Helps Kids Keep On “Feelin’ Fine” (continued from front page)*

- Coughing (especially after running or crying, or at night)
- Wheezing
- Frequent respiratory infections
- Chest tightness
- Shortness of breath

Twenty-seven children between the ages of 7 and 12 attended this year’s camp. LMH has hosted the camp for almost 10 years as part of its mission to improve the health of the community. The camp staff included nurses, respiratory therapists, food service employees, volunteers and other employees. They provided activities, food and asthma information – all in kid-friendly atmosphere.

“We have several things we stress at this camp,” said Richard “Dr. Rick” Baltisberger, M.D., F.A.A.P., a pediatrician at Licking Memorial Pediatrics. “First, the kids learn to identify their triggers. Second, they need to continue taking their controller medications. A lot of times, they think that if they’re feeling good, they don’t need to take their medication. Third, we stress that activity is very good. Here at the camp, we like to play outdoors. And then we also talk about their asthma action plans – what to do if an attack occurs at school, for instance.”

Common asthma triggers include exercise, infections, allergies, irritants and weather. Asthma sufferers are

advised that the best course of action is to avoid their triggers if at all possible.

Abigail Coyle, an 11-year-old student at Liberty Elementary School in Newark, has had asthma since she was a baby. She knows what triggers her attacks. “It only happens when I’m around cigarette smoke,” she said. “I just start coughing and I can’t stop. When I walk by people who are smoking, I hold my breath,” she said.

Nine-year-old Joe McDaniel finds his asthma trigger is more difficult to avoid. “It happens when I’m running a lot and sweating,” he said. He remembers his first asthma attack well. “When I was 5 or 6 years old, I was coughing a lot and went to the Hospital. I had to take the peak flow test. When you breathe, it can show you if your throat’s clogged or something.” Joe takes his inhaler with him to his school, Homer Elementary in Homer. He also stays active by bowling in a league with his dad.

Lisa Marinacci, a registered respiratory therapist at LMH, said, “About one-half of the campers were here for the first time. That’s good because we know we’re reaching young patients who really need the information we provide. I’ve had parents tell me they are already counting on bringing their kids to the camp next year!”



# Women's Health Expo 2007

**Tuesday, September 4**

**5:00 to 9:00 p.m.**

**J. Gilbert Reese Center**

**The Newark Campus of The Ohio State University  
and Central Ohio Technical College**

**1209 University Drive, Newark**

Browse more than 50 exhibits, each offering a door prize. Participate in health screenings. Enjoy light refreshments and special entertainment.

- 5:00 to 9:00 p.m. – Exhibits Open (various locations)
- 7:00 to 8:00 p.m. – Barbara Smith, Keynote Speaker presents: **Hats Off**
- 8:15 to 9:00 p.m. – Door Prize Drawings

**2007 Co-sponsors:** Licking Memorial Health Systems and  
KOOL 101.7FM WNKO/Talk 790 WHTH

**Corporate Sponsor:** Park National Bank

**Registration is not required for this free annual event.  
For more information, please call (740) 348-1572.**



**Licking Memorial  
Health Systems**



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# Upcoming Dates

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

## First Impressions – Maternal Child Classes

Childbirth Education Classes

Two-Day Session Weekend. Friday, August 24, 6:00-9:00 p.m. and Saturday, August 25, 9:00 a.m.-12 noon. Cost is \$52.

Two-Day Session. Mondays, September 10 and 17, 6:00 to 9:00 p.m. or Thursdays, August 9 and 16, 6:00 to 9:00 p.m. Cost is \$52.

Stork Tour

Tuesday, August 28, 6:30 p.m. No Cost.

Tuesday, September 18, 6:30 p.m. No Cost.

Parenting Class

Tuesday, August 14, 6:30 to 9:00 p.m. No cost.

Tuesday, October 16, 6:30 to 9:00 p.m. No cost.

Breast-feeding Class

Wednesday, August 29, 6:00 to 7:30 p.m. Cost is \$15.

Wednesday, October 10, 6:00 to 7:30 p.m. Cost is \$15.

Sibling Preparation Class

Saturday, August 4 10:00 to 11:30 a.m. Cost is \$10 per family.

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

## Diabetes Self-Managements 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 physicians referral required. To register for the class, call (740) 348-4722. For information regarding course fees, call (740) 348-4910. Fees vary depending on insurance coverage.



**Licking Memorial  
Health Systems**

1320 West Main Street  
Newark, OH 43055

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

You'll once again see why

Licking Memorial Health Systems is measurably different ... for your health!

Visit us at [www.LMHealth.org](http://www.LMHealth.org)

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

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