



Licking Memorial Health Systems

1320 West Main Street
Newark, OH 43055

Non-Profit Org.
U.S. Postage
PAID
Columbus, Ohio
Permit No. 8757

Please take a few minutes to read this month's

Report on **Behavioral Health Care.**

You'll soon discover why
Licking Memorial Hospital is
measurably different ... for your health!

Visit us at 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.




Community Report Card
Licking Memorial Health Systems
 (740) 348-4000 (phone) • www.LMHealth.org

Volume 7, Number 6 June 2006

Behavioral Health Care ... a community report on patient care quality.

HEALTH TIPS

How do I know if I have a drinking problem?

Chances are if you're even asking the question, you have a drinking problem. But here are some other warning signs:

- Inability to control your drinking – it seems that regardless of what you decide beforehand, you often wind up drunk
- Using alcohol to escape your problems
- Changing from your usual reserved character into the “life of the party”
- A change in personality – Does drinking turn you from Dr. Jekyll to Mr. Hyde?
- A high tolerance level – You can drink just about everybody under the table
- Blackouts – Sometimes you don't remember what happened when you were drinking
- Problems at work or in school as a result of drinking

If you have a drinking problem, or if you suspect you have a drinking problem, there are many others out there like you, and there is help available. Talk to your family, a counselor or your doctor or contact Shepherd Hill at (740) 348-4870 or toll-free at (800) 223-6410.

Behavioral Health Care – How Do We Compare?

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

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

	LMH 2003	LMH 2004	LMH 2005	Benchmark (1)
% of psychiatric AMA discharges	2.0%	1.4%	0.6%	2.0%
% of psychiatric readmissions	6.8%	2.6%	3.3%	5.6%

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

	LMH 2003	LMH 2004	LMH 2005	Goal
% of people with complete treatment	42%	49%	59%	greater than 75%

Of those people with complete treatment, 58% went through the residential treatment program (offered in the Central Ohio Recovery Residences (CORR), located on the Shepherd Hill campus and consists of a therapeutic environment in which patients can address complex recovery issues including severe protracted withdrawal, a history of multiple relapses and dual diagnosis issues complicating recovery) and 42% went through the outpatient treatment program (offered four times each week from 8:00 a.m. to 4:30 p.m., Monday through Friday).

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

	LMH 4Q 2004	LMH 2005	Goal
% patients remaining abstinent	89%	81%	greater than 85%
% improvement in quality of relationships	100%	96%	greater than 85%
% improvement in overall physical and mental health	92%	96%	greater than 85%
% improvement in overall quality of life	100%	94%	greater than 85%

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

	LMH 2003	LMH 2004	LMH 2005	Goal
Average length of stay-alcohol treatment	2.0 days	2.3 days	2.1 days	less than 3 days
Average length of stay-opiate treatment	2.4 days	2.4 days	2.5 days	less than 4 days
Average length of stay-tranquillizer treatment	2.1 days	1.6 days	2.6 days	less than 5 days

5 Family participation is an important component in patients' recovery. For continuity of care, Shepherd Hill patients are encouraged to invite their family members to meet with them and a social worker during treatment. (This applies to psychiatric inpatients only.)

	LMH 2003	LMH 2004	LMH 2005	Goal
% attempted to contact family within 24 hours for initial social work meeting	87%	97%	97%	greater than 95%
% with a social worker meeting occurring within 24 hours	84%	85%	87%	greater than 90%

Data Footnotes: (1) National benchmark from fourth quarter 2004 data, The Association of Maryland Hospitals & Health Systems QI Project. These data do not represent a rating by either the QI Project or MHA. Data are supplied by individual facilities and aggregated by the QI Project. Aggregate QI Project data represent the averages of all rates and are not meant to be considered as standards or thresholds. The data are intended for internal use by QI Project participants.

A Patient's Story

Recovery from alcohol abuse is not easy. It's an ongoing battle, every day—every night. One tiny lapse in a recovery plan can be a setback, but there is always hope.

“Janet” (a name used here to protect the person's identity) is an area resident who is a recovering alcoholic and drug addict. She battled alcohol abuse and addiction for 10 years of her life, and can attest to the day-to-day trials associated with them. Janet has maintained complete abstinence since she was 23 years of age. She is now 29 and still sober.

Janet began drinking alcohol while in high school and then began to drink more heavily and regularly while attending college. She continued to drink heavily for several years until entering treatment.

“I was drinking on a daily basis and also started experimenting with drugs. I also used marijuana on a daily basis and I used many other drugs including cocaine, LSD, mushrooms, and various narcotics,” said Janet. Drinking and smoking pot soon became a daily occurrence for Janet. “I was a very good student in a high school that was academically competitive. But, while in college my grades suffered because of my addiction,” said Janet. My life was consumed by partying and more partying. Janet had her first realization that her life was falling apart when she was a Junior in college. Janet became involved with Alcoholics Anonymous (AA) at this time. She was able to stop drinking for nine weeks at that time; however, Janet continued to smoke marijuana. “I didn't follow any of the suggestions of AA and I didn't have any structure in my life – that is why it didn't work for me,” continued Janet.

About three years after her first attempt to get sober, Janet hit rock bottom. “Nothing major happened, not legal consequences or pressure from anyone to quit drinking, just the physical side effects had taken their toll on me,” said Janet. As a fifth year senior in college, she began to become aware of the the physical damage caused by her addiction. “I was about 40 pounds underweight and due to my daily alcohol intake, I could barely eat. I started to have the shakes when in withdrawal and would have to drink earlier in the day or smoke pot to be able to function. One morning after a several day bender, I woke up to find the left side of my body partially numb. I also had pins and needle sensations in my feet and fingers which is known as polyneuropathy. On one occasion, I lost my vision while sitting in a class hung over. It was really scary because for several minutes everything went black and I was afraid to

tell anyone. Finally, I came to a time when I wasn't sure if I wanted to live. I went back to AA because I was desperate for help.”

After returning to AA meetings for several weeks, Janet realized she needed to be in a safe environment to stay sober. Janet asked her parents for help with treatment, and through a friend from AA, Janet found Shepherd Hill. Janet spent 4 months in residential treatment. After successfully completing her treatment, Janet left Shepherd Hill and immediately began drinking again. “At that time, I just wasn't convinced that I was a true alcoholic. I needed to do some more research to prove to myself that I really could not control the way I drank. My relapse was not reflective of Shepherd Hill, just of my unwillingness to accept my alcoholism.”

She entered the outpatient program at Shepherd Hill after her relapse. She now believes that the treatment and education she received at Shepherd Hill have equipped her with a recovery plan that will help her stay sober one day at a time. “The staff there, they're just very skilled and caring people,” Janet said. “The amount of care for each individual patient is astounding. They are highly dedicated to what they do,” said Janet.

“The education on chemical dependency I received at Shepherd Hill was critical to my recovery. If you go to any of the lectures with Dr. Whitney or other counselors, they stress that alcoholism is a disease. They focused on the disease model of addiction; how to treat it, and how as an individual we are responsible in treating our disease. When you fail to treat yourself, that's when you relapse.”

Janet said the staff at Shepherd Hill will always hold a special place in her heart. Janet said, “I am forever in debt to the counselors for all the care and support. Since I have been sober, I have received my college degree. Currently, I am seeking my Masters Degree in a helping profession, have a great job that I love, and most importantly have a healthy relationship with my family. I would not have the life I live today without Shepherd Hill's involvement in my life.”



A Shepherd Hill counselor listens as a patient talks.

Dr. Whitney Receives Gubernatorial Appointment



Richard Whitney, M.D.

Governor Bob Taft recently appointed Richard Whitney, M.D., to the Ohio Chemical Dependency Professional Board (OCDPB). The OCDPB is responsible for licensure of chemical dependency counselors, chemical dependency counselor assistants, and chemical dependency prevention specialists. Dr. Whitney was appointed to the Chemical Dependency Professionals Board for a term ending December 2008. Board members serve three-year terms and cannot be reappointed after two consecutive full terms. Board responsibilities include: regulating the licensure and certification process, issuing and renewing licenses and certificates, investigating ethical complaints, approving educational coursework, and acting as a catalyst for positive change in the field.

Richard Whitney, M.D., serves as Medical Director of Addiction Services at Shepherd Hill, the behavioral health Department of Licking Memorial Hospital (LMH). Dr. Whitney received a Bachelor of Science in Zoology from Texas A&M University. He then attended the University of Texas Southwestern Medical School in Dallas, Texas, where he received his Doctor of Medicine degree. He completed a residency in Emergency Medicine in 1981, and subsequently a fellowship in Addiction Medicine in 1991. Dr. Whitney has practiced Addiction Medicine since that time. He joined the staff of Shepherd Hill in August 2001. He has been certified by examination by the American Society of Addiction Medicine, and has also been certified by the American Academy of Pain Management and the American Board of Emergency Medicine.



SHEPHERD HILL
Established 1985
a department of Licking Memorial Hospital

KNOW THE FACTS

- Provides outpatient and extended residential treatment for alcohol or other drug dependencies
- Uses the modern medical model of chemical dependence integrated with 12-step recovery
- Has an experienced multidisciplinary professional staff
- Provides a compassionate treatment team approach in a tranquil setting
- Is an approved treatment provider for the State Medical Board of Ohio, Ohio State Board of Pharmacy and the Ohio State Dental Board

Shepherd Hill

A Department of Licking Memorial Hospital in Newark, Ohio.

1-800-223-6410 • www.ShepherdHill.net