



**Licking Memorial
Health Systems**

1320 West Main Street
Newark, OH 43055

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Licking Memorial Hospital is
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Community Report Card

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A Community Report on Behavioral Health Care

Health Tips

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

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

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

Behavioral Health Care – How do we compare?

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

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

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

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

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

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

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

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

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

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

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

Woman Finds Help for Depression at Shepherd Hill

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

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

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

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

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

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



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

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

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

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

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

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

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

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

Karla apologized to Dr. Jenkins for her return to Shepherd Hill. "She told me that depression is a disease

LMHP Outpatient Psychiatric Services Available in Pataskala

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

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

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



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

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

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

To schedule an appointment with Dr. Jenkins at the Pataskala office of Licking Memorial Outpatient Psychiatric Services, please call (740) 964-3330 or (740) 348-1930. To reach Licking Memorial Psychiatric Services in Newark, please call (740) 348-4870.

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

Woman Finds Help for Depression at Shepherd Hill (continued from previous page)

and that I did not need to apologize,” Karla said. “I now understand the importance of telling your doctor if your depression symptoms are continuing or if new symptoms develop.”

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

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

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

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