



**Licking Memorial
Health Systems**
1320 West Main Street
Newark, OH 43055

Non-Profit Org.
U.S. Postage
PAID
Newark, Ohio
Permit No. 39

Please take a few minutes to read this month's Report on **Emergency 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.



1998, 1999, 2000,
2001, 2002, 2003



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



Volume 6, Number 7

July 2005

Emergency Care ... a community report on patient care quality.



HEALTH TIPS

Now that the onset of summer is upon us □ It is important to keep a few summer essentials handy in the family medicine cabinet. Items to add to your medicine cabinet include:

Poison ivy block, a clay-based product that blocks exposure □ get it at your pharmacy or sporting goods store;

Poison ivy wash, which gets rid of oil on skin after exposure to prevent breakouts □ get it at your pharmacy;

Insect repellent to prevent insect bites; Antihistamine; 1.5% hydrocortisone cream; Calamine lotion; and Sunscreen with SPF 30.

Emergency Care

How Do WE COMPARE?

At Licking Memorial Hospital, 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 2004, there were 51,650 patient visits to the Licking Memorial Hospital (LMH) Emergency Department (ED); an increase from 2003, when there were 50,972 patient visits. Regardless of patient volume, a person who goes to an emergency department for treatment expects to receive prompt and efficient care. As of July 2003, LMH implemented bedside registration in the Emergency Department. In the triage area, a registrar requests only enough information to issue an account number so that tests can be ordered, an armband created, a chart labeled and forms printed. The registrar completes full registration at a more convenient time for the patient, allowing for quicker delivery of patient care. One goal for LMH is to have all Emergency Department patients seen by a physician within 30 minutes of arrival.

	LMH 2003	LMH 2004	LMH 1/05-5/05	LMH Goal
Average length of stay in the ED	2 hours 28 minutes	2 hours 38 minutes	2 hours 40 minutes	less than 2 hours
Average length of stay in the ED before being admitted	4 hours 29 minutes	4 hours 37 minutes	4 hours 15 minutes	less than 4 hours
% of patients in the ED for more than 6 hours	2.8%	3.4%	2.8%	5.7% ⁽¹⁾
Average time registration-to-physician	47 minutes	59 minutes	1 hr 6 minutes	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 2003	LMH 2004	LMH 1/05-5/05	National Goal
Median door-to-drug time heart attack	16 minutes	53 minutes	55 minutes ⁽⁷⁾	less than 30 minutes ⁽²⁾
Median door-to-drug time stroke	84 minutes	69 minutes	82 minutes	less than 60 minutes ⁽³⁾
Median door-to-CT or MRI time stroke	55 minutes	60 minutes	77 minutes	less than 59 minutes ⁽⁴⁾
Median door to antibiotic pneumonia	142 minutes	150 minutes	158 minutes	less than 240 minutes ⁽⁵⁾

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

	LMH 2003	LMH 2004	LMH 1/05-5/05	National ⁽⁶⁾
% of ED patients who leave before treatment is complete	2.0%	3.0%	3.5%	3.4%

Data Footnotes:

(1) Benchmark from the Midas Comparative Database for most recent data from fourth quarter 2004. **(2)** Recommendations of the American Heart Association. **(3)** Institute for Clinical Systems Improvement. Diagnosis and initial treatment of ischemic stroke; 2003 Oct. 65p. **(4)** Benchmark from KePro National Stroke Project. **(5)** National recommendation of Centers for Medicare and Medicaid Services and the Joint Commission on Accreditation of Healthcare Organizations. **(6)** Benchmark from the most recent Maryland Hospital Association QI project from first quarter 2004. 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. **(7)** Data is based on one patient.

A Patient's Story



Brian, Rita and Jerry Huot are pictured at a farm in Kentucky. Thanks to the quality care he received at Licking Memorial Hospital, Jerry is getting better everyday!

Jerry Huot did not expect to make a visit to the Licking Memorial Hospital Emergency Department when he left his home in northern Kentucky to attend his son's national debate finals in Philadelphia, Pennsylvania. While in Philadelphia, Jerry ended up spending five of the eight days in the hospital because he was experiencing symptoms of a stroke. He was dismissed from the hospital, feeling better, when he and his wife, Rita, and son, Brian, headed home.

Jerry said that while at a gas station outside of Columbus, Ohio, his wife looked over at him and knew that something was wrong. She immediately called 9-1-1. "I began experiencing the same stroke-like symptoms again. I had two key symptoms – I had numbness of the left side and I was having problems answering questions," stated Jerry. Jerry was transported to the Emergency Department of Licking Memorial Hospital by ambulance. "The care I received at Licking Memorial was fantastic. It began with the medics on the ambulance and continued

with the physicians, nurses and admitting. They all took really great care of me," said Jerry. While at Licking Memorial, Jerry began to feel better and was able to communicate with the staff and even joke around with them.

After a few hours of observation, the Emergency Department medical staff thought it would be in Jerry's best interest to be transported to his neurologist at the University of Cincinnati Hospital. Jerry was observed and further tested by his neurologist. He did not have a stroke but he had experienced a reaction to brain surgery he had last year to treat his epilepsy. "I am still a little tired from the whole experience, but I am feeling better," stated Jerry. "Everyone at Licking Memorial did a great job. I felt really comfortable and safe at the Hospital – which is unusual for me since I have spent so much time in the hospital. They were great!" said Jerry.

Jerry is hoping to fully recuperate and get back to his favorite hobbies of singing barbershop music and cooking, while spending as much time as he can with his wife and son, who leaves for college in the fall to study chemistry.

The care I received at Licking Memorial was fantastic. It began with the medics on the ambulance and continued with the physicians, nurses and admitting.

Keep Your Kids Safe This Summer!



School is out and the kids are looking for something to do. Summertime is great for playing outdoors, swimming, cooking out with friends and family and traveling. But it is also a time for more accidents or injuries, which require more visits to the Emergency Department. "During the summer months, we see an increase in the number of pediatric patients who are hurt during this time," said Steven Sigrist, M.D., Medical Director of Licking Memorial Hospital Emergency Department. In an effort to help protect your kids and keep them safe throughout the summer, below is a list of tips to keep your kids safe.

Pool Safety

"Swimming pool safety is the number one safety concern for all kids," said Dr. Sigrist. It is important to teach your kids that running and/or jumping at the pool is not safe, because on slippery, wet surfaces it is easy to fall and cause an injury. Parents should also never leave children alone in or near the pool, not even for a moment. It is also important to make sure adults are trained in lifesaving

(continued on the next page)

Keep Your Kids Safe This Summer! (continued from previous page)

and CPR. It may be beneficial to surround a home pool with a 5-foot fence. Be sure gates self latch, and keep rescue equipment and a portable phone nearby. Avoid inflatable swimming aids like “floaties;” they are not a substitute for life vests.

Helmets

“Getting your children to wear bike helmets is a big issue,” said Dr. Sigrist. According to the American Medical Association, more than 400 deaths per year occur because kids don’t wear helmets. Children should wear a helmet and protective equipment every time they get on a bike, a scooter, roller blades or skateboard.

Barbecue Grills & Other Flammables

Outdoor grills are a major issue for the inquisitive mind of a 2-year-old and also for the challenging mind of an 8-year-old. The matches lying around or the can of lighter fluid can be very intriguing for kids. To help keep your kids safe while cooking out, it is important to:

- Keep children away from the grill;
- Be careful that small hands don’t touch a hot grill;
- Keep an eye on the propane tank;
- Make sure a fire extinguisher is nearby; and
- Make sure all flammable objects are locked up safely.

Lawnmower Safety

Having a beautiful lawn seems to be a rite of passage for summertime. However, riding lawnmowers are accidents waiting to happen. “No child under 12 should be allowed on a riding mower. Keep mowers well stored and keys in a safe place,” said Dr. Sigrist. Do not allow children to ride as passengers on riding mowers. Make sure kids are wearing sturdy shoes while mowing, not sandals or sneakers. Also, be sure to pick up all toys, sticks and stones before mowing.

Heat Safety

When heat and humidity are high, limit the amount of intense outdoor activity. Make sure kids are well hydrated; they should drink water or an electrolyte drink such as Gatorade every 20 minutes or so during really hot weather. Clothing should be light-colored and lightweight. Dry clothes should replace sweat-saturated clothes as often as possible.

Sun Safety

Make sure kids – including babies – are wearing block of sun protective factor (SPF) 30. Keep children in shady areas whenever possible, especially between 10:00 a.m. and 4:00 p.m. Be sure to reapply sunscreen every two hours at least or after swimming or sweating. Cover up with a hat or visor, sunglasses and cotton clothing with a tight weave.

Boat Safety

Make sure children wear life jackets at all times. Adults should wear life jackets to set a good example. Never use blow-up water wings, toys, rafts or air mattresses as life jackets. If you wish, hold baby in the water just a bit – securely, of course – to let water splash baby’s face. Because infants are vulnerable to infections and cold water, don’t let baby swallow water or get into water that’s chilly. Also, invest in an infant-sized life jacket. Reapply sunscreen every hour on everyone.

Bug Safety

Preventing bug bites often starts at bath time; don’t use scented soaps on your child because the scent will attract bugs. Be sure to use child-type insect repellent and put it on the child’s skin and clothes. Teach your children to avoid areas such as garbage cans (where bees congregate), gardens where flowers are blooming, and stagnant water. In grassy or wooded areas, protect children from ticks. Dress them in long-sleeved shirts and pants tucked into socks. Use insect repellent on exposed skin. Check head and body for ticks afterward.

Travel Safety

It is smart to keep supplies with you, like snacks, water, a first aid kit and any medicine your child takes. When children are traveling alone, they should have a copy of their medication information with them.

Taking a little precaution may make a big difference in keeping your children safe throughout the summer.

