



Taking Quality To Heart...

a community report on patient care quality

Licking Memorial Health Systems

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At Licking Memorial Hospital, we take pride in the care we provide. And we want you to know why. Each month we're producing a community report card. In this report, we'll give you a more in depth look at our services, share care experiences and health advice, and show you how our quality indicators compare to industry standards.

You'll soon discover why Licking Memorial Hospital has made the nation's 100 Top Hospitals list for two consecutive years.

Women's Health Care...

How do we compare?

September is Women's Health Month and October is Breast Cancer Awareness Month. In recognition of these health observances, Licking Memorial Health Systems has dedicated this month's quality report card to Women's Health.

1. For the past year, Licking Memorial has made a concerted effort to conduct osteoporosis screenings in the community. Osteoporosis, or the loss of bone density, is preventable when detected and treated early. Osteopenia is the beginning stage of osteoporosis.

# of individual osteoporosis screenings conducted	578 ¹
Osteoporosis found	16%
Osteopenia found	13%

2. Cancer is a leading health concern for women. The following are the top five most common types of cancers found in women.²

Cancer Type	Estimated % of New Female Cancers in U.S.	Actual % of New Female Cancers at LMH
Breast	29.3%	35.3%
Lung	13%	12.1%
Colo-rectal	11.2%	14.2%
Uterine	6.3%	5.8%
Ovarian	4.2%	3.7%
Other	36%	28.9%
Total	100%	100%

3. On April 28, 1999, the Mammography Quality Standards Act (MQSA) went into effect. As a part of this legislation, mammography providers became required to establish and maintain a system to track patients with positive mammograms and to verify their findings with a patient's biopsy report.³

# of mammograms conducted	8637
# of positive mammograms; biopsy recommended	538
Number of positive biopsies	167
% of follow-ups conducted on positive mammograms	100%

4. The MQSA also requires that follow up is done on patients who are found to have cancer that was not detected through their mammograms. These mammograms are called false negatives.⁴

# of false negative mammograms	4
% false negative mammograms followed up on	100%

5. Heart disease is the single leading cause of death among American women, according to the American Heart Association. One in three female deaths in Licking County (32%) is due to a heart-related illness. At Licking Memorial Hospital, more than 40% of all female deaths are due to heart disease.⁴

	LMH	Licking County	State
Total # of female deaths	113	644	54,847
# of female heart disease deaths	48	209	17,540
% of female heart disease deaths	42.5%	32.5%	32%

6. A heart attack is the No. 1 cause of heart-related female deaths at LMH. Females experience approximately 40% of all heart attacks that occur at LMH within a single year.⁵

	1998	1999	2000
Total # of heart attack patients	250	218	260
# of female heart attack patients	117	91	102
% of female heart attack patients	46.8%	41.7%	39.2%

7. One way to measure quality of heart care is to look at the number of patients who are re-admitted to the hospital for the same or related condition within 30 days. The following are LMH re-admission rates for females who have experienced a heart attack.⁵

	1998	1999	2000
# of re-admissions within 30 days	1	5	0
% of re-admissions within 30 days	.9%	5.5%	0%

8. Cardiac rehabilitation is one way in which individuals can strengthen their heart to prevent further damage from heart disease. The number of women participating in LMH's Cardiac Rehabilitation Program is:⁶

	1998	1999	2000
# of female rehabilitation patients	54	36	45
% of female rehabilitation patients	40%	26.7%	34%

(1) Data is based on 578 of 650 screenings conducted between November, 1999 and September, 2000.
 (2) National data is based on American Cancer Society estimates for 1999. LMH patient data is based on 1999 figures.
 (3) LMH patient data from April 1, 1999 to March 31, 2000.
 (4) LMH patient data from 1998. Licking County and State 1998 statistics are most recent available from Ohio Department of Health.
 (5) LMH patient data from 1998 and 1999. LMH patient data for 2000 is estimated based on first six months of the year.
 (6) LMH patient data from 1998 and 1999. 2000 data is estimated based on first eight months of the year. Data reflects those women who participate in the phase II program, which consists of monitored exercise.

SUCCESS STORY

Reaching out to help...

Ann Rose has volunteered her whole life, but it wasn't until her experience with cancer that she began lending a hand to cancer patients.

In 1991, Ann was hospitalized for a mastectomy. It was during her stay that she learned about a volunteer program designed to help women battling breast cancer. The program is called Reach for Recovery, and in this case, she was the woman being helped.

"I remember the first time I met my volunteer, Connie Wilson. She had such a sunny disposition and was so helpful. I knew right away that I wanted to do what she was doing."

Ann has now been a Reach for Recovery volunteer for eight years. The program gives her an opportunity to lend hope and help to others who have experienced a mastectomy due to breast cancer. "I try to show them that this isn't the end of the world. There's a whole lot more out there," she said. Through the program, which is sponsored by the American Cancer Society, women receive information on breast prostheses and special exercises as well as emotional support.

Last year Ann decided to take her volunteerism one step further. "I'd never volunteered at the hospital until I heard about a new Cancer Resource Center opening up. I thought this would be a place where I could stand as a cancer survivor and be of help to others."

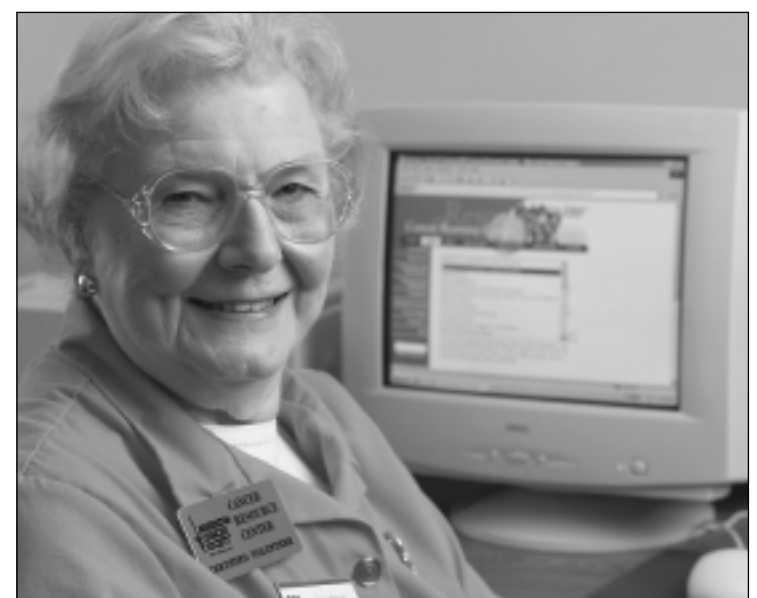
The Cancer Resource Center is located in room 425 of the hospital and is open Monday through Friday from 10 a.m. to 2 p.m. or by appointment. The center is staffed by volunteers who have first-hand experience in dealing with cancer.

"Since all of the volunteers are cancer survivors, we can provide a personal touch," she explained. "We know what people are going through and can give personal insights."

The center offers books, pamphlets, videos and internet access to provide the most up-to-date cancer information to the community. "The people who have come here really appreciate the service. Our problem is getting people to know it's here," Ann said.

A survivor of both breast and uterine cancer, Ann advises other women to watch their diet, exercise, have regular mammograms and get to their doctor for yearly exams.

"Cancer is nothing to be afraid of. The worst thing you can do is to sit at home and ignore it. If it's cancer, the sooner you get help, the longer your lease on life."



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- Ann Rose

Keeping You Healthy

In this millenium, women are on the move. We are involved in all areas of life, and we are encountering physical and mental stressors unlike any that our grandmothers and great-grandmothers could have ever known.

This being the case, we are now seeing a rise in our risk of diseases that we once thought we were 'immune' to; those that typically affected men are now affecting us in alarming numbers. These include heart disease and lung cancer. Yet, we cannot forget those diseases that have traditionally affected us, such as osteoporosis, breast cancer and depression.

It is important for women to realize that they can control the state of their health. There are a few

healthy living tips that are generally good practice for individuals to follow: avoid tobacco/drugs and alcohol, eat healthy, exercise, practice safe sex, use seat belts and do not ignore your body's warning signs.

Adult women should:

- Have weight, blood pressure and cholesterol checked regularly
- Have pap smears every 1-3 years to screen for cervical cancer
- Have a mammogram every year, after the age of 50, to screen for breast cancer
- Be tested for colorectal cancer
- Have an osteoporosis screen

If you have questions regarding your health, talk with your physician.

Dr. Talya Greathouse is a family practitioner with Licking Memorial Health Professionals



Dr. Talya Greathouse

Fast Facts

- The Licking Memorial Mammography Suite is accredited by the American College of Radiology and certified by the U.S. Department of Health and Human Services of the Food and Drug Administration (FDA).
- 100% of LMH's mammography technicians are registered mammography technicians.
- One in five women have some form of heart or blood vessel disease.
- While more men have heart disease, more women die from heart disease than do men.
- While breast cancer is more common in women, lung cancer is the number one cancer killer among women.
- The number one cause of lung cancer and a major risk factor for heart disease is smoking.

Visit www.lmhealth.org to review other LMHS quality report cards. Also, if you have a suggestion on how we can improve our care, please call our Performance Improvement Line, 348-4641.