



Licking Memorial Health Systems

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Newark, OH 43055

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Please take a few minutes to read this month's report on patient care quality. 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.

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for a sixth consecutive year!



Licking Memorial Health Systems

measurably **different** for your **health!**

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Pneumonia Care



HEALTH TIPS

Proper hand washing helps prevent illness. To further decrease the spread of germs, routinely disinfect and/or clean with soap and water household items that you and your family members frequently touch. Especially during cold and flu season, be sure to give extra attention to regularly cleaning the following:

- doorknobs
- counters
- faucet handles
- bathrooms
- toys

...a community report on patient care quality.



Pneumonia 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 National pneumonia treatment guidelines recommend that one dose of an antibiotic be given to pneumonia patients within four hours of arrival at the hospital. This “door-to-antibiotic time” also includes diagnostic testing.

	LMH 7/02-12/02 ⁽¹⁾	LMH 2003	LMH 1/04-6/04	National ⁽²⁾
% of patients receiving antibiotic dose within 4 hours	90%	91%	89%	67%
Median door-to-antibiotic time	127 minutes	142 minutes	157 minutes	173 minutes

2 Best practice in pneumonia care says that a blood culture should be collected before any antibiotics are given to a pneumonia patient to more accurately determine what microorganism is causing the pneumonia.

	LMH 7/02-12/02 ⁽¹⁾	LMH 2003	LMH 1/04-6/04	National ⁽²⁾
% of patients receiving blood cultures prior to antibiotics	81%	91%	86%	82%

3 Hospitalized patients with a condition that puts them at risk for developing complications from pneumonia and/or influenza (flu) should be screened for vaccines while in the hospital and receive a pneumonia and/or influenza vaccine if appropriate. Licking Memorial Health Professional (LMHP) office patients who are at high risk for these illnesses also are screened and vaccinated as appropriate.

	LMH 7/02-12/02 ⁽¹⁾	LMH 2003	LMH 1/04-6/04	National ⁽²⁾
% of high-risk pneumonia patients screened for pneumonia vaccine	51%	72%	62%	42%
% of pneumonia patients screened for the influenza vaccine	87%	65%	68%	34.3% ⁽³⁾
% of high-risk LMHP physician office patients receiving the pneumonia vaccine			LMHP 2004 77%	National ⁽⁴⁾ 55.6%

4

Pneumonia is a serious illness and represents a major cause of mortality in our country. A common quality indicator that is measured for all diseases is mortality rate.

% of mortalities for pneumonia patients			
LMH 2002	LMH 2003	LMH 1/04-6/04	National ⁽²⁾
4.3%	3.2%	0.0%	5.6%

5

Use of standard orders – in which physicians follow the best practice protocols for treating all patients with a particular diagnosis – indicates that patients are receiving consistent care.

% patients with standard orders used			
LMH 2002	LMH 2003	LMH 1/04-6/04	LMH Goal
90%	77%	77%	100%

Data Footnotes:

(1) Official data collection in accordance with Joint Commission on Accreditation of Healthcare Organizations key measurement guidelines for national pneumonia treatment began in July 2002.

(2) MIDAS comparative database from first quarter 2004 data comparing over 295 organizations.

(3) Ohio benchmark from Ohio KePro for fourth quarter 2003.

(4) Centers for Disease Control 2003 National Health Interview Survey.

Breathing Easier

with **Care** from

Licking Memorial

A PATIENT'S STORY



After having pneumonia in February 2004, JoAnne Streit warns others to pay attention to their physician!

“ At Licking Memorial Hospital, they took good care of me, I'd go back there again, if I need to, because they do a good job and are close to home. ”

JoAnne Streit was having a long winter. “I'd been sick for a couple of weeks,” the 67-year-old Newark resident said. “I wasn't breathing right, and my chest was hurting real bad.”

JoAnne's primary care physician – Talya Greathouse, MD, of Licking Memorial Family Practice – Doctors' Park, Building I, had seen JoAnne earlier in the illness and advised her to make a follow-up appointment. “Dr. Greathouse told me to come back, but I just didn't,” JoAnne said. “I guess I should have followed her advice.”

Instead, JoAnne went from feeling bad to worse. Concerned, her husband, Paul, took her to the Emergency Department of Licking Memorial Hospital (LMH) on February 29, 2004. There, she was diagnosed with pneumonia. “They treated me really well,” JoAnne said of her care at the hospital. “We

had to wait a little in the ER, but you do that anywhere. I understood that other patients needed to be seen first and that my turn was coming.” The retired kitchen worker was released from LMH on March 2 and soon followed up with Dr. Greathouse. “This time, I listened to her,” JoAnne joked.

She also has received flu and pneumonia shots in hopes of avoiding a repeat bout with the illness. “I definitely don't want to have pneumonia again,” she said. “It really wears you down.”

Now, as JoAnne takes walks, works in her flower beds, and plays with her 5-year-old grandson Timmy Streit, she is thankful that she's again able to breathe with ease. “At Licking Memorial Hospital, they took good care of me,” she said. “I'd go back there again, if I need to, because they do a good job and are close to home.”

Fight the Flu!

Come to the Licking Memorial Health Systems (LMHS) 2004 Flu Clinic at 88 McMillen Drive in Newark. The adult flu clinic is open Tuesdays and Thursdays through Dec. 9 (excluding Thanksgiving Day).

Hours are 8 a.m. to 4 p.m. The LMHS Flu Clinic is for adults ages 18 and older. Parents of children needing flu vaccines should contact their pediatrician or family practitioner to get them vaccinated. Cost is \$20, or present a Medicare, Medicaid or Licking Memorial Health Plan card. For more information, please call 740-348-4963.

Pataskala Flu Clinic

Aaron Clark, DO, and Colleen Shaffer, MD, of Licking Memorial Family Practice – Pataskala, will host a one-day flu clinic for adults and children at Pataskala Health Campus, One Healthy Place, Pataskala, from 8 a.m. to 12 noon Saturday, November 6. Cost is \$20, or present a Medicare, Medicaid or Licking Memorial Health Plan card. The flu clinic is open to the public. Light refreshments will be served. For more information, please call any of these numbers: 740-348-1900, 740-348-1915, 740-964-3400 or 740-964-3415.

Johnstown Flu Clinic

Kenneth Szekely, MD, of Licking Memorial Family Practice – Johnstown, 151 Woodgate Drive, Johnstown, will host a one-day flu clinic for adults and children from 8 a.m. to 12 noon Saturday, November 13. Cost is \$20, or present a Medicare, Medicaid or Licking Memorial Health Plan card. The flu clinic is open to the public. Light refreshments will be served. For more information, call 740-348-1810 or 740-966-5050.

Q&As about the Pneumococcal Pneumonia and Flu Vaccinations

THE CENTERS FOR DISEASE CONTROL AND PREVENTION (CDC) ESTIMATES THAT ANNUALLY MORE THAN 20,000 PEOPLE IN THE UNITED STATES DIE FROM PNEUMONIA, AND 10,000 TO 40,000 DIE FROM THE FLU. THE PNEUMOCOCCAL PNEUMONIA AND FLU VACCINATIONS SAVE LIVES, BUT ARE THEY RIGHT FOR YOU? THE FOLLOWING INFORMATION SHOULD HELP YOU DECIDE. IF YOU'RE STILL UNSURE, ASK YOUR PHYSICIAN.

Q: Who should receive the pneumococcal vaccine?

A: It generally is recommended for ages 65 or older, as well as younger individuals who are at increased risk of pneumonia. Those at increased risk include anyone with a chronic illness such as asthma, emphysema, COPD, diabetes, chronic heart disease or chronic renal failure; residents of nursing homes or other chronic care facilities; anyone without a functioning spleen; and those with a weakened immune system due to illnesses such as HIV infection, AIDS, chronic renal failure, organ transplantation, Hodgkin's disease, lymphoma, or multiple myeloma.

Q: Who should receive the flu vaccine?

A: The flu vaccine is especially recommended for people categorized by the Center for Disease Control (CDC) as being at high risk for developing complications from the flu.

They include: anyone age 65 or older; people ages 2 or older with one or more chronic health condition – including heart disease, diabetes, kidney disease, asthma, cancer and HIV/AIDS; pregnant women who will be in their second or third trimester during flu season; health care workers; children ages 6 months to 23 months; and children 6 months to 18 years who are receiving long-term aspirin therapy. Children younger than 6 months old can

also get very sick from the flu. Since they are too young to be vaccinated from the flu, the best way to protect them is to make sure their family members and caregivers are vaccinated.

Q: Can you get both vaccines?

A: Yes. If you are in the age and/or high risk groups for both flu and pneumonia, you should keep up on vaccinations for both. Be sure to get vaccinated against the flu annually. The pneumococcal vaccine is recommended once every five to 10 years, depending on the individual patient. Consult your physician for what is best for you.

Q: Will either vaccine make me sick?

A: No. Because these vaccines are inactivated, they cannot cause an infection. However, you may not be able to receive the flu vaccine if you are allergic to eggs, are very ill with a high fever, or have had a severe reaction to the flu vaccine in the past.

Q: What else can I do to fight the flu and pneumonia?

A: Follow healthy habits – including getting adequate rest, eating a healthy diet, frequent hand washing and getting regular exercise – to lessen your chance of developing a respiratory illness. Doing so also can help your body more easily fight off illness if it should occur.