



**Licking Memorial
Health Systems**

1320 West Main Street
Newark, Ohio 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!
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**Licking Memorial
Health Systems**

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**Surgical
Care**

measurably
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for your
health!



HEALTH TIPS

Knowing what to expect when you're facing surgery can reduce your anxiety. Write down any questions or concerns you're having and share them with your doctor. These might include:

- What are the risks of this surgery? Are there any alternatives to surgery?
- How long will the surgery take?
- What will happen after the surgery? How can I expect to feel during recovery?
- How long will it take for me to fully recover?



...a community report on patient care quality.

Surgical 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 Unscheduled returns to the operating room (OR) may result from problems involving surgical technique, anesthesia, or infection control.

	LMH 2002	LMH 1/03-8/03	National ⁽¹⁾
% of unscheduled inpatient returns to the OR	2.2%	2.4%	1.4%

2 Treating patients in the most appropriate setting is an important issue in today's health care environment. It is important to monitor if outpatient operative procedures require inpatient admissions, as these unplanned admissions may indicate inappropriate use of outpatient services.

	LMH 2002	LMH 1/03-8/03	National ⁽¹⁾
% of unscheduled admissions	0.2%	1.0%	2.1%

3 Conscious sedation allows patients to tolerate unpleasant procedures while maintaining adequate breathing and the ability to respond to stimulation. Most of the drugs used in conscious sedation can be reversed fully or partially if necessary. However, careful patient assessment and monitoring reduce the need for reversal agents and improve patient outcomes. Therefore, minimal use of reversal agents is a good indicator of quality in conscious sedation.

	LMH 2002	LMH 1/03-8/03	National ⁽¹⁾
% use of reversal agent – Gastrointestinal Lab	0.62%	0.26%	0.94%

4 The health care team at Licking Memorial Hospital follows a multiple-step process to prevent wrong-patient, wrong-procedure, wrong-site surgery (e.g. surgery performed on the left foot instead of the right). This process includes left or right designation at the time the surgery is scheduled, verification of the site on the day of surgery with the patient and the patient's current medical record, marking the site, and final verification in the operating room.

	LMH 2002	LMH 1/03-8/03
Number of surgeries	6096	3664
Number of wrong-site surgeries	0	0

5

Receiving the appropriate antibiotic within an hour before surgery reduces a patient's risk for developing infection. Additionally, discontinuing use of antibiotics within 24 hours after surgery lessens the patient's risk of developing antibiotic-resistant bacteria.

Antibiotic received within 1 hour

LMH 2/03-7/03	State ⁽²⁾
62.3%	48.9%

Appropriate antibiotic used

LMH 2/03-7/03	State ⁽²⁾
77.6%	91.9%

Antibiotic discontinued within 24 hours

LMH 2/03-7/03	State ⁽²⁾
48.6%	42.4%

Data Footnotes:

(1) National benchmark from second quarter 2003 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.

(2) Ohio's 7th Scope of Work baseline data April 2000 to Sept 2000.

(continued on inside)

Finding Compassionate Care at Licking Memorial

A PATIENT'S STORY



Laura Cooperider has had three breast cancer-related surgeries performed by Gregory Boone, M.D., of Licking Memorial Surgical Services since being diagnosed with the disease in June. She calls Dr. Boone a "blessing."

On June 24, Laura Cooperider noticed a lump on the side of her breast. "It just seemed to be there all of a sudden," she said. The following week, the 42-year-old Buckeye Lake resident was diagnosed with breast cancer.

Her primary care physician, Pattye Whisman, M.D., of Licking Memorial Family Practice – McMillen Drive, referred Laura to Gregory Boone, M.D., of Licking Memorial Surgical Services for a biopsy. Laura has since had three cancer-related surgeries – the biopsy, a lumpectomy, and insertion of a port for chemotherapy – from Dr. Boone within three months. "I can't describe Dr. Boone without using glowing terms," Laura said. "He is a blessing; that's what he is."

Because she is a cancer patient, Laura feels like Dr. Boone – who is a prostate cancer survivor – truly understands her concerns. "As a cancer survivor himself, I think Dr. Boone has added compassion for his cancer patients – although, I can't imagine that he wasn't like that before he had cancer." She also knows Dr. Boone is a highly experienced surgeon who specializes in breast surgeries. "Dr. Boone is the reason I'm being treated at Licking Memorial. He's the one who convinced me that I could get the same level of quality health care here as in Columbus," Laura said.

She is very pleased with the overall patient care provided at Licking Memorial Surgical

Services. "I don't feel rushed when I'm in his office," Laura said. "The atmosphere of his entire office setting is comfortable. He has a wonderful point of care technician who does everything from hold your hand to schedule surgeries," she said, referring to Krista Price.

That special attention extends to the Outpatient Surgery Department at Licking Memorial Hospital. "It's amazing how personable these people are," Laura said. "They're all so nice. It's so important to have these people be as warm and empathetic as they are. It's important to have such caring individuals when going through such an uncertain time."

Laura is receiving her cancer treatment through Jacqueline Jones, M.D., of Licking Memorial Oncology/Hematology, where she is participating in a drug trial for chemotherapy administration. "The Oncology Department is staffed with some excellent individuals," Laura said. "I'm upbeat about my fight against breast cancer, so it's great to see that these people are super-cheerful and provide excellent care. All the care I've received through Licking Memorial has been amazing."

Laura also credits her family, work associates and most especially her church family at First Community Church of Buckeye Lake and their prayers with helping her keep an upbeat attitude. "It's really important to have a strong moral support group," she said. "It's also great to have it so close to home."

“ All the care I've received through Licking Memorial has been amazing. ”

How do we compare? (continued)

6

Licking Memorial Hospital patients who have had total joint surgeries – including hip and knee operations – tend to be able to return home to recover more quickly than patients undergoing the same procedures elsewhere. Offering physical therapy on weekends and new medications are two factors that have lessened hospital stays for these patients.

% of primary total joint with length of stay greater than 6 days

LMH 2002	LMH 1/03-8/03
2.0%	3.1%

National ⁽³⁾
6.1%

Data Footnote:

(3) Midas+ Comparative Database with more than 310 participating hospitals.

Take an Active Part in Your Recovery from Surgery

TAKING AN ACTIVE PART IN YOUR RECOVERY FROM SURGERY WILL AID IN THE HEALING PROCESS. FOLLOWING YOUR HEALTH CARE PROVIDER'S GUIDELINES FOR REST, EXERCISE, DIET AND MEDICATION USE ARE ALL IMPORTANT FACTORS IN YOUR RECOVERY. EXPRESS ANY QUESTIONS OR CONCERNS YOU MAY HAVE TO YOUR NURSE OR DOCTOR AS THEY ARISE SO THAT THEY MAY BE ADDRESSED AS SOON AS POSSIBLE.

Following is information about what to expect as a post-operative patient at Licking Memorial Hospital. You can help your health care providers help you heal by following your physician's instructions.

Relieving Pain

Your nurse will ask you to rate your pain on a scale of 0 to 10, with 0 being no pain and 10 being your worst pain.

Intense pain may keep you from coughing, deep breathing, turning from side to side in bed, getting in a chair or walking.

Be honest about how you're feeling in order to get the most appropriate pain medication to treat your pain.

Your doctor will order appropriate pain medication for you, and your nurse will talk to you about that medication.

Depending on what type of pain medication you receive, it may take some time for you to begin to feel relief. Tell your nurse when you first feel pain so you can be medicated quickly and begin to feel better as soon as possible.

Coughing and Deep Breathing

After surgery, it is very important to keep your lungs clear in order to eliminate anesthesia and to reduce your chance for infection – including pneumonia. Your nurse or respiratory therapist will instruct you on how to use an incentive spirometry – a breathing exerciser to help you breathe deeper and clear your lungs. Try to use this, or cough and breathe deeply every one to two hours while you are awake.

Out-of-bed Activity

After your surgery, your nurse will help you get out of bed and into a chair. Don't try to do this on your own. You may feel weak or dizzy when you first get up, but this will improve. Your nurse may also ask you to sit on the side of the bed to dangle your legs. This helps improve your circulation. It is also good to walk after surgery. Walking helps you heal and regain strength. Your nurse will tell you when your doctor wants you to be up and walking, so don't attempt to walk until you have been told by your nurse or doctor that it is OK to do so.

Upcoming Educational Opportunities from Licking Memorial

How to Recognize Problem Drinking, Alcoholism, and Drug Dependence

Licking Memorial addictionologist Richard Whitney, M.D., will speak.

7 p.m., Wednesday, December 3
LMH Conference Rooms A&B
Advance registration required.
Class size limited. No charge.

CPR – Heart Saver

Learn how to recognize and treat life-threatening emergencies – including cardiac arrest and choking for responsive adult, child

and infant victims, and much more. Designed for family members of patients at high risk for sudden cardiac death, other lay rescuers, and those who may need to respond to an emergency.

1:30 – 4:30 p.m., Monday, December 15
Education Center, 1915 Tamarack Road
Cost: \$25, due with advance registration.

Dining with Diabetes

This three-part cooking school program is designed for people with diabetes and their families. Includes food preparation demonstrations and tasting of healthy foods. Regis-

tration includes all three sessions. Instructors are Shari L. Gallup, M.S., C.F.L.E., a certified family life educator and extension agent with the OSU Newark Extension Office; and AnnMarie Thacker, R.D., C.D.E., an LMH registered dietitian and certified diabetes educator.

1 – 4 p.m., January 22 and 29 & February 5
LMH Conference Rooms A&B
Class size limited.
Cost: \$20, due with advance registration.

For more information, or to register for any of these classes, please call 348-4968.