



**Licking Memorial  
Health Systems**

1320 West Main Street  
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](http://www.LMHealth.org)

A publication of the LMHS  
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**Licking Memorial  
Health Systems**

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

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**Surgical  
Care**



## HEALTH TIPS

To aid in your recovery following surgery, contact your surgeon immediately if you experience any of the following and/or if you have other problems or questions:

- severe pain
- persistent vomiting
- fainting spells
- redness, bruising or swelling of operative site
- fever of 101 degrees or higher
- severe/continuous bleeding
- trouble urinating

*...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 2003	LMH 1/04-8/04	National <sup>(1)</sup>
% of unscheduled inpatient returns to the OR	<b>2.2%</b>	<b>1.8%</b>	<b>0.77%</b>	<b>1.5%</b>

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 2003	LMH 1/04-8/04	National <sup>(1)</sup>
% of unscheduled admissions	<b>0.2%</b>	<b>0.8%</b>	<b>0.1%</b>	<b>1.7%</b>

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 2003	LMH 1/04-8/04	National <sup>(1)</sup>
% of reversal agent – GI Lab	<b>0.62%</b>	<b>0.38%</b>	<b>0.42%</b>	<b>0.94%</b>

4

The health care team at Licking Memorial Hospital (LMH) 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 completes a checklist to make sure verification takes place at each step of patient care. There is a final "time out" in the operating room where all staff verbally verify that they have the correct side.

	LMH 2002	LMH 2003	LMH 1/04-8/04	LMH Goal
Total number of surgeries – inpatient and outpatient	<b>6,096</b>	<b>5,567</b>	<b>3,811</b>	<b>N/A</b>
Wrong-site surgeries	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Surgical site verification checklist completed	<b>94%</b>	<b>99%</b>	<b>100%</b>	<b>100%</b>

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 7/03-12/03	LMH 1/04-8/04	State <sup>(2)</sup>
<b>67%</b>	<b>74%</b>	<b>57%</b>
Appropriate antibiotic used		
LMH 7/03-12/03	LMH 1/04-8/04	State <sup>(2)</sup>
<b>80%</b>	<b>87%</b>	<b>95%</b>
Antibiotic discontinued within 24 hours		
LMH 7/03-12/03	LMH 1/04-8/04	State <sup>(2)</sup>
<b>55%</b>	<b>69%</b>	<b>40%</b>

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.

% primary total joint with length of stay greater than six days			
LMH 2002	LMH 2003	LMH 1/04-8/04	National <sup>(3)</sup>
<b>2.0%</b>	<b>1.8%</b>	<b>6.5%</b>	<b>5.8%</b>

#### Data Footnotes:

(1) National benchmark from second quarter 2004 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 data fourth quarter 2003.  
 (3) Midas+ Comparative Database with over 310 participating hospitals.

# Pleased to find High Quality Surgical Care Locally

A P A T I E N T ' S S T O R Y



**“Our community hospital offers state-of-the-art technology and high quality care right here in Licking County.”**

*Sara Appleman is pleased with the high level of care she received from Licking Memorial Hospital and Licking Memorial Health Professional general surgeon Gregory Boone, MD.*

**S**ara Appleman sees her gynecologist – Licking Memorial Hospital Active Medical Staff physician Maureen Yablonski, MD – annually. After Sara had a routine mammogram in September, Dr. Yablonski referred her to Licking Memorial Health Professional general surgeon Gregory Boone, MD.

Dr. Boone scheduled Sara for a stereotactic breast biopsy to better examine abnormal breast tissue seen in her mammogram. “A stereotactic breast biopsy is an accurate, minimally invasive and quick way to test for breast cancer,” Dr. Boone said. “Discomfort is less than with traditional biopsy; scarring is minimal, and we are able to avoid the need for major anesthesia.”

Stereotactic refers to the use of stereo images – pictures of the breast taken from different angles – to determine the precise location of the abnormal tissue. Once determined, the patient receives a local anesthetic. A small opening is made in the skin so that a sterile biopsy needle then can be placed in the abnormal breast tissue. Multiple tissue samples are taken through the needle. Results generally are available within a few days.

Sara, 49, had a stereotactic breast biopsy in the Radiology Department of Licking Memorial Hospital the day after meeting with Dr. Boone. “I knew exactly what to expect,” she said, adding that

the procedure went well. “Dr. Boone was wonderful. He is very caring; he's very thorough. He explained everything in advance of the procedure.” Sara was soon happy to learn that the growth was benign.

The Newark area resident was pleased not only with the level of care she received through Licking Memorial but also the speed at which treatment was administered. Her initial exam, appointment with Dr. Boone, and stereotactic breast biopsy all took place during September. Her biopsy results were available the first week of October.

“My treatment at Licking Memorial Hospital was excellent,” Sara said. “Our community hospital offers state-of-the-art technology and high quality care right here in Licking County. We're really fortunate to have such an excellent medical facility right where we live.”

Instead of worrying about breast cancer, Sara can now relax with her 3-year-old grandson Hunter and enjoy counted cross-stitching and quilting.

“Thanks to Dr. Boone, I was at ease facing my procedure,” Sara said. “He is an experienced, skilled and talented surgeon who truly cares about his patients.”

# Ask Questions in Advance of Your Scheduled Surgery

DO YOU HAVE QUESTIONS ABOUT YOUR UPCOMING SURGERY? DO NOT BE AFRAID TO ASK YOUR PHYSICIAN. JOT DOWN QUESTIONS AS THEY ARISE SO THAT YOU DON'T FORGET THEM. ANXIETY CAN IMPEDE THE SUCCESS OF YOUR PROCEDURE AND PROLONG YOUR RECOVERY. FOLLOWING ARE SOME COMMONLY ASKED QUESTIONS THAT YOU WILL WANT TO KEEP IN MIND.

- What are the risks associated with this procedure?
- Will I have to miss work or school? If so, how much?
- What are my insurance benefits? Medicare and private insurance companies cover services that are reasonable and necessary for diagnosis or treatment of an illness or injury but not the charges for certain tests that your doctor may order before an operation. For example, Medicare will not cover a hospital stay after surgery for the convenience of the patient or the doctor. If this occurs, you may be asked to sign a waiver that you understand that it will not be covered.
- What time should I go to the hospital for my surgery? Call the Outpatient Surgery Unit at 740-348-4230 after 1 p.m. to ask what time you are to be at the hospital. On weekends or after hours, call 740-348-4000 to ask what time to report to the hospital. You will be asked to arrive approximately one hour and 45 minutes before your procedure. Eye surgery patients will be notified of their time by their surgeon.
- When Should I Call My Physician?
  - Call your doctor immediately if you show signs of a cold, sore throat, flu, fever or other illness.
  - Call if you have to go to the emergency room.
  - Call if you have been around anyone with mumps, measles, chicken pox, shingles or hepatitis during the four weeks before the date of your operation.
- What does my Legal Guardian or Health Care Power of Attorney need to do? A legal guardian or person who holds health care power of attorney needs to sign all consents prior to any tests and surgery. If the guardian/health care power of attorney is unable to come on the day of surgery, special times may be made by calling the preadmission nurse at 740-348-4196.
- To whom should I give my Living Will or a copy of my Ohio's Do Not Resuscitate (DNR) information? If you have a Living Will or DNR information, please provide it to either the preadmission nurse or to the nurse on the day of your operation.
- How should I adapt my daily routine for surgery?
  - Do not smoke after your evening meal and especially the morning of surgery.

## Big Board Helps Loved Ones Track Patients' Progress

In an effort to continue to improve communication with our patients' loved ones, we are implementing the use of a Big Board in the Surgical Waiting Area. The Big Board uses computerized charting by the surgical staff to allow family members to track their patient's progress through the surgical department. By using a password, the patient's privacy is protected while still providing loved ones with information updated several times a minute. The Big Board will be displayed on a computer monitor in the Surgical Waiting Area.

- Unless your doctor advises you differently, do not eat or drink after midnight the evening before your surgery. Do not drink water or chew gum. Also, do not eat or drink the morning of the surgery. There is an exception: Take your routine medication as usual. However, do not take diuretics (water pills) and insulin. Check with your doctor about insulin or other diabetic medicine.
- On the day of your surgery: Please limit your use of cologne or perfume; wear casual, comfortable, loose clothes; and remove any and all body piercings.
- What should I take to the hospital?
  - Cases for your eyeglasses, contacts and/or hearing aid(s), as applicable
  - Completed preadmission paperwork
  - Inhaler, if applicable
  - Insurance card
  - If staying in the hospital overnight: a robe, and a change of clothes to wear home. Personal care items, such as deodorant, shampoo, comb and toothbrush and toothpaste will be provided by the hospital.
- What should I leave at home? Please do not take unnecessary valuables – such as jewelry, money, credit cards and checkbook – with you to the hospital.

Do you have other questions? Please do not hesitate to ask your physician.