



Community Connection

Licking Memorial Health Systems

(740) 348-4000 (phone) • www.LMHealth.org



Volume 8, Issue 6

November/December 2011

Measurably Different ... for Your Health!

LMHS Reports 2010/2011 Community Benefits



With a full-service, 227-bed Hospital, an experienced Active Medical Staff of more than 100 medical professionals, and 24 medical/surgical specialties, Licking Memorial Health Systems (LMHS) has established a reputation as the leading healthcare provider in Licking County. LMHS also has a less widely known identity as one of the county's foremost economic drivers.

"As the County's largest employer with approximately 1,600 employees, a considerable number of local families depend upon LMHS for their incomes," remarked Rob Montagnese, LMHS President & CEO. "Many local businesses, ranging from medical supply vendors to office equipment suppliers and florists, rely on transactions with the

LMHS Reports 2010/2011 Community Benefits (continued on page 4)

2011 Lifetime Achievement Award

Licking Memorial Health Systems (LMHS) is pleased to announce that real estate developer and philanthropist John "Jack" O'Neill is the recipient of the prestigious 2011 Lifetime Achievement Award. Jack serves as chairman of the Southgate Corporation and executive board member of the Park National Corporation.



Newark real estate developer John "Jack" O'Neill (left) is the 2011 Lifetime Achievement Award recipient. He received a congratulatory handshake and plaque from LMHS President & CEO Rob Montagnese (right) at the Lifetime Achievement Reception on November 4.

LMHS President & CEO Rob Montagnese said, "Jack is one of the most progressive and community-minded men I have had the pleasure to meet. Throughout his career, he has continuously examined ways to promote the community's assets, and he is responsible for attracting thousands of new jobs to Licking County. He and his late wife, Betsy, worked tirelessly to create a better environment for families through quality housing and educational projects. His work and vision have positively affected the lives

2011 Lifetime Achievement Award (continued on page 2)

Check out our Quality Report Cards online at www.LMHealth.org.

See pages 14-20 for Quality Report Cards in this issue.

COMMUNITY EDUCATION

Cosmetic Surgery Education

- Date:** Monday, November 28
- Location:** LMH First Floor Conference Rooms
- Time:** 6:00 p.m.
- Speaker:** James Jeffries, M.D.



James Jeffries, M.D.

According to the American Society for Aesthetic Plastic Surgery, almost 9.5 million cosmetic surgical and nonsurgical procedures were performed in the United States last year.

This figure, collected annually, is up 155 percent since 1997. The decision to undergo a cosmetic procedure is intensely personal and best made after careful consideration of all options.

James Jeffries, M.D., of Licking Memorial Reconstructive and Cosmetic Services, will discuss cosmetic procedures during an educational session for the community on Monday, November 28, at 6:00 p.m., in the LMH First Floor Conference Rooms, located at 1320 West Main Street in Newark. Registration is required. To register, please call (740) 348-2527.

of most Licking County residents who live, work or shop in the area, and he truly deserves this award.”

In 1953, Jack and Betsy moved to Licking County, where Jack founded the Southgate Corporation. He began to address the need for housing that arose during the World War II era, and he branched into commercial and multi-family housing several years later. Through the following decades, the Southgate Corporation has developed successful projects, such as the Southgate area of Heath, the Newark Ohio Industrial Park near Hebron, the Columbus Corporate Park, Etna Corporate Park, and the McMillen Business Center.

Jack was a two-term president of the National Association of Industrial and Office Properties, as well as the first recipient of their Lifetime Achievement Award. He was named a Paul Harris Fellow by the Newark Rotary Club, and received the 2011 John Alford Community Service Award.

Jack served on the Granville Board of Education. He is a life trustee at Denison University, and a member of The Ohio State University's President's Club. He worked to establish the Newark campus of The Ohio State University and Central Ohio Technical College, and served on the Newark Campus Development Fund. He and Betsy established the John J. and Elizabeth E. O'Neill Scholarship Fund to help deserving students at the Newark campus. He is a Founder Level contributor to the Licking Memorial Health Foundation.

Jack and Betsy were married 62 years until her death in 2008. Together, they raised five children: Nancy, Henry, John, Bill and Robert. Rob Montagnese said, “In 2010, Jack and his family made a generous contribution to create the Betsy Eaton O'Neill Health Resource Center at Licking Memorial Hospital (LMH), which provides books, reference materials, computers and journals free of charge to the community. The Health Resource Center has proven to be a blessing for patients and family members who are seeking information about their conditions.”

The Lifetime Achievement Award was established in 1989 to recognize a community member whose vision, inspiration and leadership have touched and enriched many lives in our community. Past recipients have included: John W. Alford, Howard E. LeFevre, Ernestine W. Spencer, J. Gilbert Reese, John H. Weaver, Norman R. Sleight, Robert H. Pricer, Carl L. Petersilge, M.D., Clarissa Ann Howard, Rev. Dr. Charles W. Noble Sr., Calvin E. Roebuck, John J. Kutil, Mary Jane McDonald, William T. and Jane C. McConnell, Raymond Guy Plummer, M.D., Robert N. Kent, Robert A. Barnes, Ph.D., Stuart Parsons, Lewis R. Mollica, Ph.D., Glenn F. Abel, C. Daniel DeLawder and Robert H. McGaughy.

Building a Healthier Community Award

The seventh annual Building a Healthier Community (BAHC) zAward was presented to the American Red Cross of Licking County to recognize their blood services program volunteers. Rob Montagnese stated, “The blood services program at the American Red Cross of Licking County is largely the work of more than 100 volunteers who coordinate blood drives, recruit blood donors, serve as volunteer registrars, provide food that they have prepared, and transport the collected blood units to a Columbus testing center. In fiscal

year 2011, the Licking County chapter hosted more than 350 blood drives, and the volunteers dedicated approximately 2,700 hours. As a result of their hard work, the American Red Cross of Licking County collected 11,200 units of blood in fiscal year 2011, which could potentially save 30,000 lives.”



The American Red Cross of Licking County's blood services program volunteers conducted more than 350 blood drives in 2010.

The American Red Cross of Licking County, a United Way partner, is located at 196 S. Fifth Street in Newark. Nationally, the American Red Cross collects and distributes nearly one-half of the blood supply to hospitals and other healthcare facilities.

“The American Red Cross of Licking County provides an essential service for patients at LMH,” Rob said, “The volunteers demonstrate their love for the community with every blood drive, and we are proud to recognize their dedication with this award as a small way to say ‘thank you.’”

The LMH Development Council created the BAHC Award in 2005 to honor an individual, group or organization that has undertaken a non-profit project that has improved the health of the community. Past recipients have included: TWIGS of LMH, Newark Rotary Club, The Salvation Army of Licking County, Hospice of Central Ohio, Granville High School Key Club, and Twentieth Century Club.

Dell “Christine” Warner Powell Recognition

A special award was presented at the 2011 Lifetime Achievement Reception to posthumously honor Dell “Christine” Warner Powell, who was a long-time LMHS friend and supporter. Christine passed away in 2010, after a lifetime of community service and philanthropy.



Dell "Christine" Warner Powell

Christine was born in Kansas and moved to Granville in 1948 to study music at Denison University. At Denison, she joined the Kappa Alpha Theta Sorority, and met John Warner. The couple married in 1950, and had two daughters, Melissa Bow, and the late Margaret Ann Warner. After John's death in 2002, Christine married Thomas Powell, who had two daughters, Kathryn Miller and Karen Powell.

2011 Lifetime Achievement Award (continued on page 3)

Deeply committed to community endeavors, Christine and John had established the Lindorf Family Foundation, which was named after John's grandparents. Following John's death, Christine continued his vision to apply the foundation's funds to make a difference in the community. Among the Lindorf Family Foundation's projects were the John L. and Christine Warner Library and Student Center at the Newark campus, two John L. and Christine Warner Endowed Professorships at Denison University, a charitable trust at the Licking County Family YMCA, and the water wall feature in LMH's Surgery waiting area. Christine also assumed John's role as a board member for the Newark Campus Development Fund after his death.

Rob Montagnese said, "Christine was a remarkable woman who improved the lives of others through her contributions. It is our pleasure to honor her with this recognition for her generosity and graciousness."

The Lifetime Achievement Reception took place on November 4 at the J. Gilbert Reese Center on the Newark campus of The Ohio State University. At the reception, the new award recipients were honored, as well as individuals who received other distinguished recognitions at LMHS throughout 2011.



The LMHS Lifetime Achievement Award was established in 1989, and 24 distinguished Licking County residents have received the honor. Those who attended the reception on November 4 included (left to right): front row – John H. Weaver, Robert H. Pricer, John "Jack" O'Neill, Mary Jane McDonald and C. Ann Howard. Back row – LMHS President & CEO Rob Montagnese, Robert A. Barnes, Ph.D., C. Daniel DeLawder, William T. McConnell, Melissa Bow (on behalf of Christine Warner Powell), Lewis R. Mollica, Ph.D., Robert H. McGaughy, Glenn F. Abel and Stuart N. Parsons.

LMHS Among "Best Places to Work" for Third Year

Licking Memorial Health Systems (LMHS) has been named to the Columbus Business First's "Best Places to Work" list for the third consecutive year. More than 90 companies in central Ohio were nominated for the award, and LMHS was chosen as one of 35 honorees. LMHS also was selected as one of the top five in the large business category. LMHS was the sole Licking County organization to be named to the list. As an honoree, LMHS was recognized at the 2011 Best Places to Work Awards Luncheon on November 9.

"Once again, we are extremely proud to receive this designation," said Rob Montagnese, LMHS President & CEO. "We take pride in caring for our employees so that they can take outstanding care of our patients. I would like to thank each of our employees for their service, and congratulate them for their role in earning this award."

With approximately 1,600 employees, LMHS is Licking County's largest employer. The Health Systems has high standards for its employees and believes in recognizing and rewarding their accomplishments. LMHS has a



comprehensive benefit package that includes tuition assistance, free uniforms, free access to an on-site wellness center and excellent health, dental and vision benefits. Employment opportunities at LMHS can be viewed on the LMHS Web site by visiting www.LMHealth.org, and selecting the Careers tab.

Health Systems for a large share of their revenue. In addition, local municipalities depend on LMHS employees' taxes to meet their operating budgets. An organization with LMHS' magnitude has an extensive economic ripple effect in the community. The greater our financial strength – the greater the community's financial strength," Rob stated. "However, LMHS takes great care to ensure that patients' well-being takes priority over budgetary considerations."

To encourage individuals to become active partners in their overall well-being, the Health Systems covers the expense of hundreds of programs and events each year that offer education and encouragement for positive lifestyle changes. In 2010, LMHS funded the cost of \$2 million to provide free programs and services for the community.

Educational programs

Licking Memorial Hospital (LMH) regularly welcomes the community to attend free educational and screening programs at the Hospital. Programs, such as the First Impressions Prenatal Care series and a Healthy Aging class, are designed to empower patients with the information they need to improve their health and the health of their families. For example, LMHS provided \$60,600 worth of breastfeeding education classes and free Medela breast pumps to encourage new mothers to breastfeed their infants for optimal nutrition.

Dozens of other programs at LMH reflect topics that often have been requested by patients. Programs have included topics such as hearing loss, colorectal cancer awareness, and treatment options for heartburn. Each Saturday, community members are invited to attend an Ask the Doc session at Shepherd Hill, the behavioral health department of LMH, to learn about chemical dependency and treatment options.

The Community Connection is another educational resource that LMHS provides. The bimonthly newsletter is a publication that the Health Systems distributes to more than 50,000 households. It includes educational stories on health topics, updates about new equipment and services at LMHS, and recognition of individuals and organizations that are making a difference in the health of the community.

Speakers Bureau

In the first eight months of 2011, LMHS' Speakers Bureau healthcare professionals presented educational programs to 50 businesses and organizations at no charge. The speakers customize their programs according to the audience's age and time availability. Some of the most commonly requested topics are diabetes, nutrition and exercise.

Wellness Centers

Community members are welcome to exercise at one of the Licking Memorial Wellness Centers with a physician's referral. LMH now operates two Wellness Centers – one is located at 1865 Tamarack Road, and the second Wellness Center opened in August on the C-TEC campus, located on Price Road in Newark.

Screenings

In honor of National Mammography Day, the third Friday in October, the Women's Health Imaging Center offers free

screening mammograms to qualifying low-income women. Throughout the year, LMHS partners with the Licking County Health Department and Susan G. Komen for the Cure to provide the Screening and Survivor Support for Breast Cancer program that offers mammograms to qualifying low-income women. LMH also is a provider for the Breast and Cervical Cancer Program (BCCP) through the Licking County Health Department, with funding from the Centers for Disease Control and Prevention. Under the BCCP, low-income, uninsured women can receive free pelvic exams, Pap tests, clinical breast exams and diagnostic testing. LMHS' cost for providing 289 mammograms under the free screening programs in 2010 was more than \$10,000.

Other free screenings that LMHS offered in 2011 included:

- Heart to Play pre-participation sports screenings, ECGs and concussion baseline screenings for students, at a cost of \$41,830
- Approximately 75 community screenings for high blood pressure, cholesterol, diabetes and body mass index that were conducted through organizations and events such as business gatherings, club meetings, churches and health fairs
- Screening stations for blood pressure and body mass index at LMHS Family Movie Nights and The Heart Truth – A Red Dress Event



Approximately 1,000 high school and middle school students received free ECGs at LMHS' Heart to Play pre-participation sports screenings in 2011.

Improving the Health of the Community

Additional major initiatives that LMHS contributed in 2010 to fulfill its mission, "to improve the health of the community" include:

- Quit for Your Health tobacco cessation program, at a cost of \$211,532
- Licking Memorial Dental Clinic for Children, at a cost of \$96,000 per year. (The Licking County Foundation contributed \$75,000 toward start-up costs in 2010.)
- 12-lead ECG equipment upgrades and communications services for first responders, at a cost of \$72,000
- The Heart Truth – A Red Dress Event cardiac education program, at a cost of \$20,624
- Art from the Heart cardiac education and art program for children, at a cost of \$11,884
- Camp Feelin' Fine day camp for children with asthma, at a cost of \$6,367

LMHS continuously explores new ways to promote positive lifestyle and healthcare changes. In 2011, the Health Systems donated healthy snacks and beverages to young athletes in Licking County during their sports opening day ceremonies. Throughout the summer months, hundreds of families attended four LMHS Family Movie Night events that offered fun, big-screen entertainment under the stars.

Rob said, "While the LMHS staff is working diligently to increase awareness about making healthy lifestyle changes, there is a great need in our community to help patients who need medical care, but cannot pay their bills. In 2010, LMHS provided nearly \$38 million of uncompensated care at standard charges, including more than \$18 million worth of charity care. In addition, state insurance programs, such as Medicaid, Molina and CareSource, do not fully reimburse medical costs, leaving the remainder of the actual expenses for LMH to absorb. Other hospitals may turn these patients away, but we are proud to be able to help our community members in their time of need."

Rob explained, "Part of the reason that we are able to offer so much to the community is the fact that we are privately owned and independent. Our Boards of Directors are comprised of local community leaders who can see firsthand the positive effects of our programs. By working diligently to maintain a fiscally responsible vision for the Hospital and Health Systems, our Board Members enable us to make a strong impact in the community."

LMHS was named one of the 2011 Best Regional Hospitals in the Columbus Metro Area by U.S. News & World Report. The Health Systems has earned designation on Columbus Business First's Best Places to Work list for three years, and has also been named to Thomson Reuters' 100 Top Hospitals list a total of 10 times. Information about LMHS' services and programs is available online at www.LMHealth.org.

LEARNING MORE ABOUT COSMETIC PROCEDURES

True or False?

Breast reduction surgery is considered a cosmetic procedure, and is never covered by insurance.

FALSE. For women with female breast hypertrophy, or breasts that are beyond normal proportions, breast reduction surgery has been shown to consistently improve physical symptoms and quality of life. There are differing opinions between the medical community and insurance companies about how to characterize, and ultimately fund the surgery.

For a patient who is not experiencing negative effects due to large breasts, and is seeking breast reduction surgery to improve her overall appearance, the surgery would be considered cosmetic. Because it is a cosmetic procedure, it would not be covered by insurance.

For women who have not received relief from conservative measures for symptoms such as back, neck, and shoulder pain, rashes and headaches, the procedure would be deemed a medically necessary, reconstructive procedure. In this case, the surgery would be covered by insurance.

Dr. James Jeffries is a board-certified member of the American Board of Plastic Surgery, and a fellow of the American College of Surgeons. He specializes in a variety of services, including:



James M. Jeffries III,
M.D., F.A.C.S.

- Breast surgery
- Abdominoplasty (tummy tuck)
- Liposuction (SmartLipo™)
- Blepharoplasty (eyelid surgery)
- Botox®, Juvéderm®, Radiesse®, and Latisse®
- Lesion removal
- Wound care management



Licking Memorial
Reconstructive & Cosmetic Services

Matesichs at Helm of New Fundraising Committee

The executive administration at Licking Memorial Health Systems (LMHS) hears similar comments frequently – first time patients and visitors to Licking Memorial Hospital (LMH) are amazed that a community hospital in a small city has the level of technology, professionalism, spaciousness and cleanliness that equals, or even surpasses, facilities in major cities. “There is a physician from New York who has traveled to LMH three times for surgery, and a medical technology representative from the Columbus area who declared that he would bring his family to LMH if they ever need surgery,” said Veronica Link, Vice President Development & Public Relations at LMHS. “Our peers in the medical field recognize the importance of LMH’s high standards. We are able to maintain this high level of excellence because of the generous financial support we receive from the community through Licking Memorial Health Foundation (LMHF).”

LMHF is a nonprofit corporation that was established in 1984 to support LMHS through fundraising activities. LMHF recently formed the Major Gifts Committee to promote charitable giving. Two local community leaders, Jim and Amy Matesich are chairing this important committee.



Jim and Amy Matesich are co-chairs of the new Major Gifts Committee.

Amy (Callander) Matesich is a graduate of Newark High School and Ohio University, with a bachelor of science degree in communications. She worked in food service, distribution, sales and management at various companies, including Capitol Food Distributors and Hills Brothers Coffee. Amy then provided real estate acquisition services for the wireless telecommunications industry through Callander Acquisitions. Now retired, she owns and manages commercial and residential rental properties.

Amy has received the Outstanding Achievement Award from Bell South PCS, and the Outstanding Performance Award – Gearon Communications/American Tower Corporation. She is a board

member of Midland Theatre, and is a member of Newark Rotary and Ladies’ Golf League of Moundbuilders Country Club. She is a member and former president of Rural Roots Garden Club, a former board member of the Licking County Humane Society, and a former volunteer for Big Brothers Big Sisters.

Jim Matesich graduated from Bishop Rosecrans High School in Zanesville and The Ohio State University with a bachelor of arts degree in business administration. He then graduated from Ohio University with a master’s degree in business administration. In 1977, he began working at the company his uncle established, Matesich Distributing Co., and fulfilled many roles, including warehouse manager, office manager, operations manager, executive vice president and chief executive officer – operations and administration. In 2006, he was named president and chief executive officer.

Jim is a founding board member of the Community Agency Partnership, board member and past president of Hospice of Central Ohio, and a board member of Ohio Bureau of Workers Compensation. In addition, he is president of the Board of Directors of the Wholesale Beer & Wine Association of Ohio, and was appointed to the Governor’s Small Business Advisory Council by Governor Taft. He formerly served as a board member for LMH, Licking County Alcoholism Prevention Program, and Youth Advocate Services in Franklin County. He was formerly a board member and past board president of United Way of Licking County, St. Francis de Sales Elementary School and Newark Catholic High School. Jim is a past member and co-chair of the Beer Industry Electronic Commerce Coalition. He also is a former elected director of County Savings Bank, BankFirst Ohio and Unizan Bank, NA, and former chairman of both Licking County Area Action Council of National Federation of Independent Business, and the Wholesale Beer & Wine Association of Ohio Insurance and Electronic Commerce Committees.

The new Major Gifts Committee is comprised of dynamic community leaders who have a history of supporting LMHS. They include:

Glenn Abel	Jim Matesich
Tom Cumiskey	Jerry McClain
Patrick Guanciale	Mary Jane McDonald
Donald Hill	Bob McGaughy
John Hinderer	T. Thomas Mills, M.D.
Shari Hively	Robert O’Neill
Pat Jeffries	Russ Suskind
Amy Matesich	

Jim and Amy kicked off the Major Gifts Committee’s efforts with a Founder Level gift of \$100,000 over 10 years. The contribution will be used to provide a memorial aquarium feature within the waiting area of the Hospital’s Oncology Department. The department is undergoing renovations through an LMHF improvement project. The Rod Callander Memorial Aquarium, named for Amy’s father, will be unveiled during a dedication ceremony for the completed renovations in the spring of 2012.

“My father was born at LMH, and I was born there on the same

Matesichs at Helm of New Fundraising Committee (continued on page 7)

Matesichs at Helm of New Fundraising Committee (continued from page 6)
day, 31 years later," Amy remarked. "The Hospital has always been there for my family, and it is fabulous that we do not need to travel to Columbus for services. That made such a difference to my dad when he received care in the Oncology Department. I am looking forward to giving back to LMHS by helping others understand what an impact their contributions will make. Through our Founder Level gift, we hope to encourage others to join us with their financial support."

"We are excited about this opportunity to support our community Hospital," Jim said. "As co-chairs of the Major Gifts Committee, we can have an impact on the Hospital's future growth. My family has always received excellent care at LMH, all three of my daughters were born there. I am proud to have such a high quality Hospital in my community."

LMHS President & CEO Rob Montagnese said, "We are very grateful to Amy and Jim for their generous gift, and for taking the lead in supporting important programs and services for our community. The Rod Callander Memorial Aquarium will be a magnificent focal point of the Oncology waiting area. The custom-made L-shaped, 450-gallon saltwater tank will be installed in floor-to-ceiling Pennsylvania maple cabinetry. It will certainly help to create a healing environment for our patients and visitors."

Charitable contributions to LMHF are not used for operating expenses, salaries or other day-to-day expenditures – they are used for improved technology, equipment and services. Contributions may be earmarked for specific purposes; however, unrestricted donations allow the Foundation to apply the funds where they are most needed.

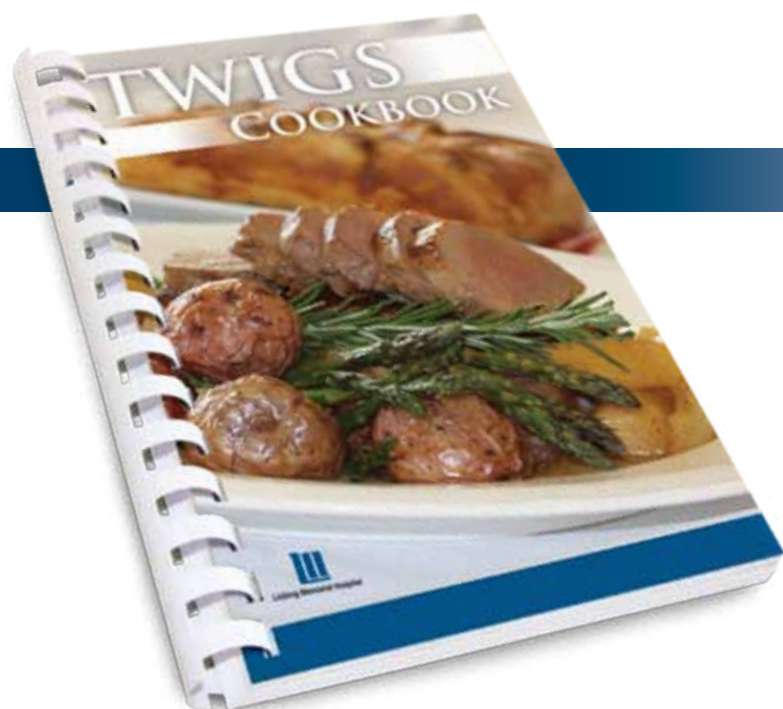
LMHF has several programs designated for major contributions. The Caduceus Society is reserved for

physicians who donate \$10,000 over a period of 10 years. The William Schaffner Society is comprised of members who contribute \$10,000 over 10 years. The John Alford Fellowship designates donations of \$25,000 over 10 years. The Benefactor Level indicates a donation of \$50,000, and Founder Level donors contribute \$100,000.

"In addition, LMHF offers a wide range of other contribution opportunities for individuals who want to become more involved in their Health Systems' growth," Veronica stated. "For those who would like to make a major contribution, Planned Giving alternatives may be an attractive option. Planned Giving includes: bequests through wills, life insurance policies, trusts, securities and property donations. There are many giving opportunities that can be tailored to fit individual goals and financial situations. Our donors find a deep satisfaction in knowing that their contributions will help sustain excellent health care for the entire community."

In some instances, contributions to LMHF can provide tax advantages. "The act that President Obama signed into law on December 17, 2010, extends the provision that permits individuals 70 ½ years or older to make tax-free contributions from their IRAs to qualified organizations until December 31, 2011, for the 2011 tax year. This temporary tax provision creates a wonderful opportunity for individuals to consider designating a contribution to support LMH. Please talk with a financial adviser, tax professional or legal counsel about taking advantage of this temporary provision," Veronica said.

All contributions to LMHF are coordinated through the LMH Development Department. If you are interested in making a donation, or have any questions, please call (740) 348-4102 for more information.



TWIGS COOKBOOK

Cookbooks are available for purchase at the cost of \$16 each at:

**Licking Memorial Hospital
Volunteer Office**

Located on the ground floor of the Hospital.

All proceeds benefit Licking Memorial Hospital.



TWIGS of
Licking Memorial Hospital
Together,ness, Willingness, Imagination, Giving, Sharing



Licking Memorial Hospital
1320 West Main Street • Newark, OH 43055
(740) 348-4000 • www.LMHealth.org

Talya R. Greathouse, M.D., Is Named LMH'S 2011 Physician of the Year

Family Practice Physician Talya R. Greathouse, M.D., was named the Licking Memorial Hospital (LMH) 2011 Physician of the Year during the Medical Staff Recognition Dinner at the Longaberger Golf Club in October. The Physician of the Year is elected by the LMH Medical Staff.



LMHS President & CEO Rob Montagnese (left) and LMH Board Chairman Pat Jeffries (right) presented the 2011 Physician of the Year Award to Talya R. Greathouse, M.D.

“Dr. Greathouse's thorough and compassionate care for her patients is evident by their devotion to her. She takes the time to get to know each patient, and they respond with a deeply trusting relationship. Dr. Greathouse's high standards in patient care have earned her the respect of her peers, and I am proud to present her with the Physician of the Year Award,” stated Rob Montagnese, Licking Memorial Health Systems (LMHS) President & CEO.

Dr. Greathouse joined Licking Memorial Family Practice in 1999. She earned her Doctor of Medicine degree from

The Ohio State University in Columbus. She completed an internship and residency in family practice at Grant Medical Center in Columbus. She is board certified in family practice, and is a member of the American Medical Association, the American Academy of Family Physicians and the National Medical Association. She serves as Chief of the Department of Family Practice at LMH, and has been elected to serve as Secretary/Treasurer of the LMH Medical Staff for the 2012-2013 term.

Dr. Greathouse and her husband, Malcolm Cain, reside in Reynoldsburg with their 7-year-old son, Xavier. She enjoys spending time with her family, volunteer and missionary opportunities, music, reading, and traveling. Dr. Greathouse also is a member of The Caduceus Society at LMHS.

Annual LMH Medical Staff Recognition Dinner Honors Physicians for Years of Service

In addition to the Physician of the Year presentation, the annual LMH Medical Staff Recognition Dinner also is an opportunity to recognize members of the Medical Staff for their years of service to the community. The following physicians of the LMH Medical Staff were honored for their 5-year incremented anniversaries.

45 years – Lawrence "Pete" Dils, M.D.
Richard D. Walters, D.O.

35 years – Gerald R. Ehram, M.D.
Mark A. Mitchell, M.D.
Thom D. Wood, M.D.

30 years – Larry N. Pasley, M.D.

25 years – John D. Quimjian, M.D.

20 years – Michael D. Barth, M.D.
Richard R. Donnard, D.O.
Jacqueline J. Jones, M.D.
Diane M. LeMay, M.D.
M. Jane Scott, M.D.
Katrina M. Timson, M.D.

15 years – Hanna Abdelmessih, M.D.
Mourad Abdelmessih, M.D.
Azaria Akashi, Ph.D.
Donald J. Lewis, M.D.

10 years – Terrill D. Burnworth, D.O.
Peter T. Nock, D.O.
Eric R. Pacht, M.D.
Colleen M. Smith, M.D.
Melinda J. Woofter, M.D.
Richard N. Whitney, M.D.

5 years – John P. Abad, M.D.
Joel W. Anders, D.O.
Brad L. Bernacki, M.D.
Janae M. Davis, M.D.
James W. DeSapri, D.O.
Connie S. Jenkins, M.D.
Timothy S. Lifer, D.O.
Kenneth C. Parker, M.D.
Shaun R. Roof, D.O.
Padmaja R. Tanneru, M.D.



LMHS President & CEO Rob Montagnese (right) presented a mantel clock to Richard D. Walters, D.O., to commemorate his 45 years of service to patients in Licking County.

Education Programs at the Betsy Eaton O'Neill Health Resource Center

Community members are invited to the Licking Memorial Hospital (LMH) Betsy Eaton O'Neill Health Resource Center, located near the LMH Main Lobby, for education programs that cover a variety of healthcare topics. The programs are free to the public. Registration is required. Please call (740) 348-2527 to register. Additional information about the education programs is available online at www.LMHealth.org.

Wednesday, December 7

Finding Help for Healthcare Needs – Join Licking Memorial Health Systems Social Worker Victoria Spring, L.S.W., for an informal program that will provide helpful tips to make the most of your healthcare dollars.

The Betsy Eaton O'Neill Health Resource Center offers medical resources free of charge, including computers, Internet access, reference manuals, anatomical models, and health-related journals. The Health Resource Center is staffed by volunteers, many with clinical backgrounds, and is open to the community Monday through Friday, from 8:00 a.m. to 4:00 p.m.



LMHS Recognizes Donors at Annual Reception

Donors to Licking Memorial Hospital (LMH) were thanked for their generous contributions during the annual Donor Appreciation Reception in September. This event provides an opportunity for donors to be recognized for their charitable gifts and receive information on current and future projects. The donations are utilized to purchase new medical equipment and technology, and enhance the healthcare facilities to support the Licking Memorial Health Systems (LMHS) mission to improve the health of the community.

LMHS President & CEO

Rob Montagnese expressed his gratitude to the donors. "I would like to extend my sincerest appreciation to all of our donors for their continued support of the Health Systems. It is with your help and generosity that LMH is able to provide quality health care to the community."

Tom Cummiskey, Chairman of the Development Council Annual Support Committee, recognized donors who reached new giving milestones, at increments of \$500. These donors received a new piece from the LMHS Main Street Collection, a series of hand-painted replicas of LMHS buildings and prominent landmarks located throughout the Health Systems.



LMH Development Council Annual Support Committee Chairman Tom Cummiskey and William McConnell proudly unveil the new Main Street Collection piece that represents the Jane Cook McConnell Courtyard. The piece was presented to donors who have reached the \$6,500 level of giving in appreciation for their generous contributions.

The latest addition to the Main Street Collection was unveiled at the event. The new piece is a representation of the Jane Cook McConnell Courtyard and fountain sculpture, which is located near the John and Mary Alford Pavilion Surgery Entrance. The Courtyard and fountain were made possible by a generous donation from William and Jane McConnell of Granville. It was originally dedicated in 2007 with a temporary fountain, and re-dedicated in 2008 with the current fountain sculpture, which is fashioned out of black volcanic rock. The area is dedicated in memory of Jane, who sadly passed away shortly before the Courtyard's completion. The Jane Cook

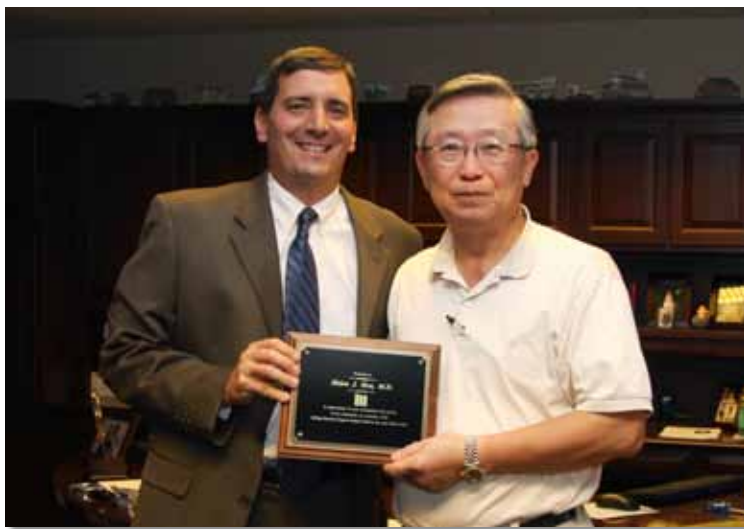
McConnell Courtyard piece was presented to donors who have reached the \$6,500 giving milestone.

Currently, all unrestricted contributions to LMH are used to fund the renovations to the Licking Memorial Oncology Department. For more information regarding LMHS giving opportunities, please call (740) 348-4102.

LMHS Bids Farewell to Dr. Hsu

Licking Memorial Health Systems (LMHS) recently congratulated Hsien J. Hsu, M.D., on his retirement from Licking Memorial Hospital (LMH). Dr. Hsu, an anesthesiologist, will officially retire in November after 12 years of service to the LMH Anesthesiology Department. In honor of his retirement, LMHS President & CEO Rob Montagnese presented Dr. Hsu with a plaque of appreciation for his service and commitment to improving the health of the community.

Dr. Hsu earned his medical degree from China Medical College. He completed his residency in anesthesia at Metropolitan Hospital in New York.



New Appointments



Matthew J. Farrell, M.D.,
joined Licking Memorial
Family Practice – Granville.



**Amanda S. John,
CRNA, M.S.,**
joined Licking Memorial
Anesthesiology.



Mindy M. Labac, M.D.,
joined Licking Memorial
Pediatric Hospitalists.



Ghulam Mujtaba, M.D.,
joined Licking Memorial
Gastroenterology.



Hassan Rajjoub, M.D.,
joined Licking Memorial
Heart Center.



Jamie A. Rhodes, D.O.,
joined Licking Memorial
Hospitalists.



Linqun Sun, M.D.,
joined Licking Memorial
Neurology.



Linda Yu, D.O.,
joined Licking Memorial
Women's Health.

LMH TWIGS 6 Granville Thrift Shop

The Thrift Shop offers a variety of items including:

- All-occasion clothing for men, women, children and infants
- Shoes and accessories, such as jewelry and handbags
- Household appliances
- Artwork, handmade crafts and other home décor items
- Tools
- Books
- Children's toys



1865 Tamarack Road • Newark, Ohio 43055 • (740) 348-4900

Tuesday from 1:00 to 6:00 p.m., and Wednesday through Saturday from 1:00 to 4:00 p.m., from September through May.

The Ultra Sounds Jazz Band to Release Debut Album

The Ultra Sounds Jazz Band, a group of musically talented Licking Memorial Health Systems (LMHS) employees and supporters, are set to release their first album this winter. The album, titled *An Ultra Sonic Christmas*, will debut just before the holidays, and will be a compilation of traditional Christmas carols with a jazz and pop twist.

The idea for the album originated from the band's love of music and performing. "We are proud of the music that we are making, and we want others to have the opportunity to enjoy it as much as we do," Ralph Napolitano Jr., D.P.M., said.

The album will be available for purchase through the Licking Memorial Hospital (LMH) TWIGS Organization. The proceeds from the album will support capital purchases and fulfill equipment needs at LMH. As employees and supporters of the Hospital, the band hopes the album will contribute to the goals and mission of LMH. "We are proud to be part of LMHS, and we saw this as a great opportunity to support the wonderful services that it provides to the community," Dr. Napolitano said.

The Ultra Sounds Jazz Band was the inspiration of Dr. Napolitano, a podiatrist who is the band's leader. The band was created as a musical outlet for LMHS staff members who are interested in jazz and popular music. Their original intention was to play for their own enjoyment, but after their much acclaimed debut performance at the LMHS Employee Holiday Luncheon in December 2010, the band booked several additional local shows, including performances at the LMH Cancer Survivors' Picnic, the Hartford Library Movie Night on the Square in Croton, "Jazz Through Time" at Chapel Grove Assisted Living Residence in Heath and the LMH Medical Staff Appreciation Dinner.

Members of the Ultra Sounds include:

- Christina Barth, LMH Supporter, on flute and vocals
- Michael D. Barth, M.D., Licking Memorial Family Practice – Granville, on piano and keyboard
- Craig B. Cairns, M.D., M.P.H., Vice President Medical Affairs, on trumpet
- Gary Hamilton, LMH Volunteer, on auxiliary percussion
- Bill McArtor, LMH Supporter, on bass guitar and electric guitar
- Ralph J. Napolitano Jr., D.P.M., Foot and Ankle Associations of Newark and Licking Memorial Wound Clinic, on trumpet and flugelhorn
- Eric R. Pacht, M.D., Licking Memorial Pulmonology, on saxophone
- Phillip G. Savage, D.O., Licking Memorial Hospitalists, on trombone
- Tim Tremblay, R.N., Operating Room, on drums
- Gregory L. Vrabell, M.D., Licking Memorial Anesthesiology, on bass guitar

While the band is primarily an instrumental group, they occasionally utilize a variety of vocal talent in their music. Vocalists for the Ultra Sounds include:

- Bruce Campbell, R.N., Cardiovascular Intervention, vocals
- Nichole Irving, R.N., Operating Room, vocals
- Doug Predmore, Scrub Technician, LMH Diagnostic Lab, vocals

The cost of the album is \$15, and will be sold in the LMH Volunteer Department Office. Please call (740) 348-4044 for details. Proceeds from all TWIGS projects benefit Licking Memorial Hospital.



LMHS Promotes Pataskala Services and Supports Community Events

Licking Memorial Health Systems (LMHS) recently participated in a variety of local events to show support for the Pataskala and Granville communities. During these events, the Health Systems created greater awareness of the many convenient healthcare services available to community members.



(Left to right) Pediatrician John D. Applegate, D.O., Emergency Medicine Physician Joel W. Anders, D.O., and LMHS President & CEO Rob Montagnese represented the Health Systems in the Pataskala Street Parade.

During the Pataskala Street Fair in August, LMHS provided an information booth, and staff members participated in the parade to promote Licking Memorial Pediatrics and Urgent Care at the Pataskala Health Campus. LMHS President & CEO Rob Montagnese, John D. Applegate, D.O., of Licking Memorial Pediatrics – Pataskala, and Joel W. Anders, D.O., of Licking Memorial Emergency Medicine, represented the Health Systems at the parade.



On September 10, Scrubs the Hospital Hound and the Denison University Buzzard welcomed guests as they arrived at the Denison University Fine Arts Quad in Granville for the LMHS Family Movie Night viewing of the movie, Wall-E.

LMHS also presented a Family Movie Night in partnership with the John W. Alford Center for Service Learning at Denison University on Saturday, September 10, at the Denison University Fine Arts Quad Grounds in Granville. Community members were treated to a free screening of the Disney/Pixar animated film Wall•E, as well as free blood pressure and body

mass index screenings. Free popcorn and beverages also were provided. The collaborative event was part of the Denison Community Association's September 11 Day of Service.

The final LMHS Family Movie Night for 2011 was held at the Pataskala Health Campus on Saturday, September 17. More than 120 community members attended and enjoyed a free screening of Disney/Pixar's Toy Story 3 along with free health screenings and refreshments.

“These events provided a great opportunity for local residents to become familiar with the variety of quality healthcare services that are offered within the Licking County community,” Rob Montagnese said. “We are proud to be part of these two communities, and will continue to support the residents in achieving a healthy and fulfilling lifestyle through our various medical practices.”



LMHS presented the final Family Movie Night of the 2011 season at the Pataskala Health Campus on September 17.

The Pataskala Health Campus is located at One Healthy Place, off Broad Street in Pataskala. The Campus is home to Licking Memorial Pediatrics, Licking Memorial Urgent Care, Licking Memorial Family Practice, Licking Memorial Outpatient Psychiatric Services, Licking Memorial Women's Health and Licking Memorial Physical Therapy. In addition, patients may have laboratory and radiology testing completed at the Pataskala Health Campus with a physician's referral, regardless of whether the patient's physician is affiliated with LMHS.

Licking Memorial Family Practice – Granville is located just off State Route 16 at 1264 Weaver Drive. The physicians within this practice offer a full range of family health services, including: routine health exams, women's health exams, office-based surgical procedures, management of acute and chronic illnesses, management and treatment of minor injuries, school/sports physicals, as well as care and immunizations for newborns, infants, children and adolescents. Licking Memorial Family Practice – Granville is currently accepting new patients.

Physician Spotlight – Kevin T. Graham, M.D.



Kevin T. Graham,
M.D.

Family Practice Physician Kevin T. Graham, M.D., joined Licking Memorial Family Practice – Granville in January 2011. Dr. Graham received his Doctor of Medicine degree at the University of Cincinnati College of Medicine in Cincinnati. He completed a family medicine residency at Banner Good Samaritan Medical Center in Phoenix, Arizona. He is board certified in family medicine.

Dr. Graham is accepting new patients. To make an appointment, call (740) 348-1950. Licking Memorial Family Practice – Granville is located at 1264 Weaver Drive in Granville.

Ask a Doc – How to Stay Healthy This Winter with Kevin T. Graham, M.D.

Question: I became sick during the last two winters, so I am concerned about my health during the approaching cold weather. What can I do to stay healthy?

Answer: Although cold weather does not actually cause colds or flu, these illnesses occur more often during the winter months because the responsible viruses are easily spread as people spend more time together indoors. When patients ask me how to stay healthy through the winter months, they are most commonly thinking about avoiding communicable illnesses; however, cold weather also presents a risk for many winter-related injuries. Here are my suggestions for staying healthy so you can enjoy the upcoming winter season with your friends and family.

Wash your hands frequently, and avoid touching your nose and eyes. Try to avoid close contact with anyone who appears to have a cold or other upper respiratory symptoms, especially if you have a chronic medical condition. Carry a small bottle of hand sanitizer with you, and use it frequently after contacting commonly touched surfaces, such as door knobs and shopping cart handles. Be sure to cover your own cough, too.

Get a flu vaccination every year. The Centers for Disease Control and Prevention now recommends an annual flu vaccination for everyone over the age of 6 months, except for those who are allergic to chicken eggs or have had a previous allergic reaction to a flu vaccine. People at high risk for complications from the flu are especially urged to receive a flu vaccination. High risk groups include children under the age of 6 years, adults over the age of 65 years, pregnant women, and patients with chronic medical conditions, such as asthma, diabetes, heart disease, COPD, renal disease, or liver disease.

If you smoke – now is the time to stop. You will give your own lungs a boost by quitting, and you will also be protecting your loved ones. Secondhand smoke is more concentrated, and therefore more deadly, when you smoke indoors with the windows and doors closed.

Eat a healthy diet and get plenty of sleep. Adequate sleep and a diet rich in fresh vegetables, whole grains, lean meats and fresh fruits will help to optimize your immune system.

Prepare your home for winter weather. Ensure that your heating system has up-to-date maintenance and that your smoke detectors are functioning properly. If you use a fossil fuel for your home's heat, you should have a carbon monoxide detector. In case of an extended power outage, you should prepare a kit that includes clothing, flashlights, extra batteries, medications, baby items, and non-perishable food that can be prepared without electricity.

Keep your sidewalks shoveled and ice-free. Use caution during freezing weather, even if the concrete appears to be clear – a thin layer of frost or ice is very slippery. Stock up on sidewalk salt before snow is forecast and stores run out of stock.

Prepare your car for winter weather. Ensure that your car is in good working order. It is a good idea to keep a bag of sand or rock salt in the trunk. You should also pack an emergency kit that includes extra clothing, socks, gloves, blankets, flashlights, extra batteries, bottled water and a couple of snack bars or other non-perishable foods. Keep the gas tank as full as possible to avoid fuel-line freeze-up.

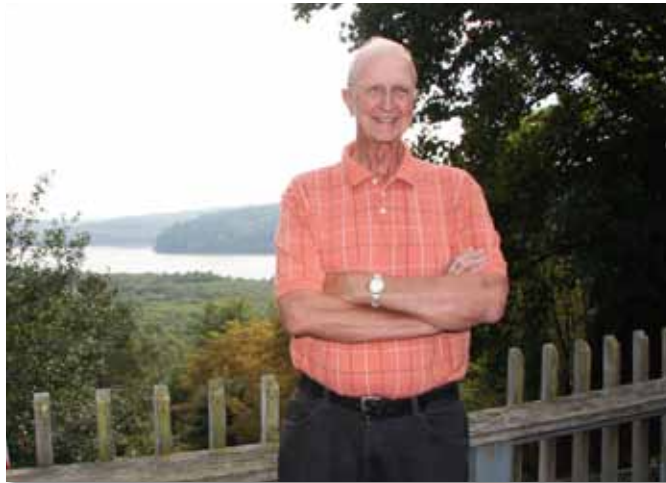
If you become stranded in your car in the dark or during a heavy snowstorm, stay with your car unless you know that help is no more than 100 yards away. Make your car visible by using your emergency flashers or tying a white cloth to your antenna. Run the engine and heater only 10 minutes every hour, and ensure that your tailpipe is not blocked to prevent carbon monoxide buildup inside the car. Keep a downwind window cracked open to provide fresh air.

Be aware of the wind-chill factor. When you are outdoors in the freezing cold, remember that any wind will carry an extra hazard to exposed skin. Cover up to protect against frostbite.



Patient Story – Tom Toothman

Tom Toothman is far more familiar with the effects of pneumonia than most people. At the age of 69 years, he was admitted to Licking Memorial Hospital (LMH) in October 2010, with his fourth or fifth case of the lung infection – he no longer remembers the exact number of times. “My first case of pneumonia was 20 years ago, and they all run together in my mind now,” Tom said. “When I develop pneumonia, it usually starts with a day or two that I do not feel good. Then all of a sudden, my health takes a turn for the worse. When I start to run a fever, I know it is time to go to the doctor.”



From his back deck, Tom Toothman enjoys the fresh breeze off Dillon Dam. Tom has already received his annual seasonal flu vaccine to stay healthy and lower his risk of developing another case of pneumonia.

Tom suffered his first bout of pneumonia in 1991, which was followed by a collapse of his left lung in January 1993. He had surgery at LMH to repair the collapsed lung and began to improve quickly. “I was in the Intensive Care Unit (ICU) for two days and started to feel better right away,” he remembered. “In fact, I felt better than I had in years.”

Unfortunately, his recovery was thwarted by a dangerous expansion of his aorta, which required corrective heart surgery in the summer of 1993 to prevent a sudden rupture in the aortic wall that could have had deadly consequences. He recovered from the heart surgery only to have his right lung collapse two years later. “Once again, I had surgery at LMH. This time, the surgeons were able to repair the lung through laparoscopic surgery, which required a much smaller incision. I was able to recuperate much quicker that time,” Tom said.

Tom has Marfan syndrome, a hereditary genetic disorder of the connective tissues. It affects the body’s bone structure, the eyes, skin, and vital organs, such as the heart and lungs. “It is hard to tell how much of my lung problems were caused by the Marfan syndrome. Back then I smoked approximately two packs of cigarettes a day. I am sure that made it a lot worse,” he admitted. “I quit smoking while I was in the ICU after my first lung surgery, and I have never even had the urge to smoke again.”

Eric R. Pacht, M.D., a pulmonologist at Licking Memorial Pulmonology, explained that Tom also has chronic obstructive pulmonary disease (COPD) which increases his risk of pneumonia due to structural changes in the lungs. “Fortunately, he already quit smoking many years ago, which obviously lowers his risk of pneumonia and many other health problems. However, he is over the age of 65 which is also considered a risk factor for pneumonia,” Dr. Pacht said. “In addition, once you have had pneumonia, you will be at increased risk for future episodes. I did tell Tom that the best way to avoid future episodes was to eat a

healthy diet, exercise, avoid ill individuals, obtain a pneumovax immunization, and take an influenza shot every year.”

“I have already received my flu shot for this year,” Tom acknowledged, “and I just retired from my job as a school bus driver. Although I enjoyed my work, I was constantly exposed to the students’ colds and other sicknesses. Hopefully, my retirement will help me avoid another case of pneumonia by limiting my contact with people who may be getting sick without knowing it.”

Tom and his wife, Jackie, have also been proactive in learning more about how to manage his health with Marfan syndrome. They have traveled out of state for several national conferences to hear the results of research and to share information with other Marfan syndrome patients and their families.

In 2002, the Toothmans relocated from Granville to the Dillon Dam area in Muskingum County. “For many years, I received such good care from my family physician, Dr. Dils (Lawrence ‘Pete’ Dils, M.D., of Licking Memorial Family Practice – Granville), the Hospital staff, and Dr. Pacht that I still return to Licking Memorial Health Systems for my medical care,” Tom said. “If you are sick, that is a good place to be. Now that Dr. Dils has retired, I have been able to continue my care at Granville with Dr. Seipel (Andrew C. Seipel, M.D.), and I have full confidence in his care, as well.”

Patient Story – Tom Toothman (continued on page 16)

Pneumonia Care - How do we compare?

Check out our Quality Report Cards online at www.LMHealth.org.

At Licking Memorial Health Systems (LMHS), 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 healthcare choices.

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

	LMH 2008	LMH 2009	LMH 2010	National ⁽¹⁾
Patients receiving antibiotic dose within six hours	98%	97%	99%	95%

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 which microorganism is causing the pneumonia.

	LMH 2008	LMH 2009	LMH 2010	National ⁽¹⁾
Patients receiving blood cultures prior to antibiotics	97%	96%	97%	96%
Pneumonia patients given the most appropriate initial antibiotic	87%	85%	93%	92%

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.

	LMH 2008	LMH 2009	LMH 2010	National ⁽¹⁾
Pneumonia patients screened for the pneumonia vaccine	96%	95%	100%	93%
Pneumonia patients screened for the influenza vaccine	91%	94%	98%	91%

4 Licking Memorial Health Professionals (LMHP) office patients who are at high risk for these illnesses are also screened and vaccinated as appropriate. LMHP physicians strongly encourage patients over the age of 65 years to receive a one-time dose of pneumonia vaccine and an annual influenza vaccine during each “flu season,” which runs from October to March.

	LMHP 2008	LMHP 2009	LMHP 2010	National ⁽²⁾
Physician office patients over 65 years receiving the pneumonia vaccine	87%	88%	88%	69%
Physician office patients over 65 years receiving the influenza vaccine	LMHP 2008-2009 84%	LMHP 2009-2010 84%	LMHP 2010-2011 83%	National ⁽²⁾ 68%

5 LMHS is committed to providing and encouraging free, easily accessible flu vaccines to all employees. In order to provide safest care to our community, LMHS recognizes the importance of keeping the staff healthy.

	LMHS 2008	LMHS 2009	LMHS 2010	National ⁽³⁾	LMHS Goal
LMHS employees receiving the influenza vaccine	77%	85%	83%	62%	greater than 80%

Data Footnotes: (1) *Hospitalcompare.hhs.gov* national benchmarks. (2) Centers for Disease Control and Prevention (CDC). Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia: U.S. Department of Health and Human Services, Centers for Disease Control and Prevention, 2010. (3) Centers for Disease Control and Prevention (CDC). Interim Results: Seasonal Influenza Vaccination Coverage Among Health-Care personnel. MMWR April 2, 2010/59 (12); pages 357-362.

“Generally, I feel pretty good,” Tom added. “All my health concerns are managed pretty well. The LMH Cardiopulmonary Rehab program was very helpful in strengthening my lungs and increasing my stamina. Respiratory Therapist Rita Allen and the rest of the staff closely monitored my exercise and encouraged me through my steady improvement. I have been able to resume my favorite activities. Jackie and I participate in a Silver Sneakers fitness program regularly. I play golf, and every April, my buddies and I go golfing in South Carolina. I also enjoy taking fishing trips with my two sons, Brian and Aaron. In December, Jackie and I plan to travel to Branson, Missouri, to see the Glen Campbell Farewell Tour.”

Tom visits the LMH Anticoagulation Clinic regularly to monitor the dosage of blood-thinning medication he takes to avoid further aortic complications, and schedules an appointment with Dr. Pacht at least once a year to monitor his COPD. If, despite his best efforts, he begins to feel sick with a fever, he knows to contact Dr. Seipel immediately. Tom understands his own health management is crucial to minimizing complications, such as pneumonia.

Each Flu Vaccination Has Widespread Impact

Jeanne Emmons, Director of Infection Prevention at Licking Memorial Hospital (LMH) believes that many people who neglect to receive an annual influenza vaccine would reconsider if they realized the risk they place on their loved ones and acquaintances. “Individuals who have not received an influenza vaccine could be spreading the virus to loved ones and acquaintances even if they feel perfectly healthy,” Jeanne stated.



LMHS strongly encourages its staff to receive an annual flu vaccination to protect the health of all patients, visitors and employees.

The early symptoms of influenza resemble the onset of a common cold, including: fever, cough, sore throat, runny or stuffy nose, body aches, headache and fatigue. The Centers for Disease Control and Prevention (CDC) cautions that a person is contagious with the flu virus up to 24 hours before feeling ill and up to one week, thereafter.

“Even if you feel well, you could be infecting others with the flu virus in the 24 hours before you develop symptoms,” Jeanne emphasized, “or you could be experiencing mild symptoms and mistakenly believe that you have just a common cold or allergies. During this time, if you come into contact with infants, very young children, elderly adults, or anyone with a weakened immune system, they could become severely sick with the flu and are at risk for developing pneumonia. The flu vaccine helps to protect not only the individuals actually receiving the vaccine, but also their friends and family.”

To protect patients against the spread of the flu virus, all staff members at Licking Memorial Health Systems (LMHS) are strongly encouraged to receive an annual vaccine. “Studies show that typically approximately 60 percent of healthcare workers receive the flu vaccine in the U.S.,” Jeanne said. “However, the vaccination rate of LMHS employees was a remarkable 83 percent during the 2010-2011 flu season.

LMHS employees understand the importance of flu vaccines, so the risk of transmitting the flu to our patients is low.”

This year, the LMH Seasonal Flu Clinic is located at C-TEC on Price Road in Newark on Tuesdays and Thursdays, from 8:30 a.m. to 4:00 p.m., for adults 18 years and older. Parents who want influenza immunizations for their children under the age of 18 years should contact their pediatricians or family physicians. The cost of the flu vaccine at the LMH Seasonal Flu Clinic is \$30, or will be covered

by all forms of medical insurance with a valid card, including Medicare, Medicaid, Molina and CareSource.

The CDC recommends that everyone over the age of 6 months should receive an annual flu immunization, except for those who have had a severe reaction to flu vaccine in the past, those who have had a severe allergy to chicken eggs, or those who are currently sick with a fever.

“There are still patients who believe that the flu vaccine may cause them to catch the flu, but that is not possible with the modern deactivated serum,” Jeanne explained. “It takes approximately two weeks for the body’s antibodies to build up after an immunization. In the interim, it is still possible to contract a case of the flu through direct or indirect contact with a person who is sick.”

The peak months for the seasonal flu are January and February, although the CDC advises that the vaccine should be received as soon as it is available to provide protection throughout the entire season, which generally lasts from October to May. The LMH Seasonal Flu Clinic is open to the public, and no appointment is necessary. More information is available by calling (740) 348-7091 for a pre-recorded message.



Quality Reporting to the Community

Patient Story and Benchmarks for Surgical Care



Patient Story – Nancy McInturf

Nancy and Bill McInturf of Heath have found a passion for travel during their retirement. “We belong to the Freedom Years program at Park National Bank, and have traveled with their groups to many places in Ohio and the U.S.,” Nancy said. “We even took two trips abroad. The first one was to Africa, and then in 2010, we spent nearly the entire month of February cruising around different seaports in Australia.” Unfortunately, the McInturfs’ post-vacation bliss soon dissolved after they returned, and Nancy became ill.



Nancy and Bill McInturf have been recommending Licking Memorial Hospital to friends who need surgery.

“I had some pain, and I just did not feel like eating anything,” she recalled. “I really had to watch what I ate – no spicy foods or nuts, just soft foods. I ate lots of Jell-O – I ate it three times a day. I think I probably ate my lifetime quota of Jell-O!”

Nancy had seen Mark A. Mitchell, M.D., of Licking Memorial Internal Medicine, for treatment of mild digestive issues, including diverticulitis. But now her symptoms had become much worse. Dr. Mitchell admitted Nancy to Licking Memorial Hospital (LMH) and prescribed antibiotic therapy. The treatment helped, but Nancy still did not feel well. Dr. Mitchell then recommended that Nancy should see a surgeon. “When Dr. Mitchell mentioned surgical treatment, I did not object at all,” Nancy remembered. “I wanted it done, because I did not want to be sick any longer and go through all that agony.”

Nancy met with Larry N. Pasley, M.D., of Licking Memorial Surgical Services to discuss the procedure. He explained, “With diverticulosis the intestinal walls develop sacs. Many adults have a mild form of the condition and do not even realize it. However, those sacs can become inflamed, developing a condition called diverticulitis, which is painful and can be very serious if left untreated. Since Nancy’s condition had not improved enough with medication, I felt that it was advisable for her to have surgery to eliminate the risk of a rupture.”

“Dr. Pasley had performed my gall bladder surgery several years previously,” she said, “so I already knew that he is an excellent and caring doctor. He thoroughly explained the procedure I was going to have and told me that after the surgery, I would be wearing a binder around my abdomen and would need to lie flat. He also explained that I would not be able to eat anything immediately after the surgery, but soft foods would be introduced gradually to allow my system to adjust.”

Nancy also met with an anesthesia provider at LMH to review her medical history and to receive pre-operative instructions. “It was

important for them to know if I had any complications with anesthesia in the past, or if I currently have any respiratory issues,” she said. “I appreciated their intense attention to detail because I knew it was for my safety. I felt very well informed every step of the way.”

The morning of the surgery, Nancy carefully followed the pre-surgery instructions at home. She took a shower with the antibacterial soap she had received, washed her hair, and most importantly, she had

refrained from any food or drink after midnight. “I followed all the instructions precisely. I wanted my recovery to be as quick and smooth as possible.”

Dr. Pasley and his surgical team removed several inches of Nancy’s large intestine in a bowel resection procedure. The surgery went well, and Nancy awoke to find the post-operative staff anticipating her every need. “I could not have asked for any better care,” she said. “The nurses kept checking on me and monitoring the equipment. They were also very understanding about any questions or issues that I had.”

“Even after I was transferred to the Hospital floor, the staff’s attentiveness was outstanding. I had soft compression sleeves on my legs to prevent blood clots. Everyone was so helpful and friendly, and Dr. Pasley visited at least once every day. The Environmental Department staff who cleaned my room daily were so polite. They always knocked on the door to explain what they were going to do, and asked me if it was okay.”

After five days, Nancy was able to return home to continue recuperating. “I did not have any complications, but I felt weak for several weeks. Fortunately, my appetite returned. I still have to watch my diet, but I am back to eating most of my favorite foods. However, I think it will be a long time before I want any Jell-O!” she joked.

Now that Nancy is feeling like herself again, she has been recommending LMH to her friends who need surgery. “The new John & Mary Alford Surgery Pavilion is so much nicer than the old surgery facility,” she said. “The technology is much more advanced, and everything is so much newer and brighter.” Nancy and Bill are taking advantage of her improved health by making plans for future travel. For their next excursion, they are considering a trip to Glacier National Park and the Canadian Rockies.

Surgical Care – How do we compare?

At Licking Memorial Health Systems (LMHS), 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 healthcare choices.

Check out
our Quality
Report Cards online
at www.LMHealth.org.

- 1** Conscious sedation allows patients to tolerate unpleasant procedures while maintaining adequate breathing and the ability to respond to stimulation. Most 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 2008	LMH 2009	LMH 2010	LMH Goal
Use of reversal agent for GI procedures	0.08%	0.15%	0.04%	less than 0.90%

- 2** The healthcare team at Licking Memorial Hospital follows a multiple-step process to prevent wrong-patient, wrong-procedure or wrong-site surgery (e.g., surgery performed on the left foot instead of the right foot). 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 2008	LMH 2009	LMH 2010	LMH Goal
Number of surgeries	6,579	6,938	6,777	n/a
Wrong-site surgeries	0	0	0	0
Surgical site verification checklist completed	100%	99%	99%	100%

- 3** 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 bacterial infections. Medical studies have shown that the use of certain antibiotics, specific to each surgery type, can be most effective at preventing infections after surgery.

	LMH 2008	LMH 2009	LMH 2010	National ⁽¹⁾
Antibiotic received within 1 hour	93% ⁽²⁾	95%	95%	96%
Antibiotic selection accurate per national recommendations	97%	99%	99%	97%
Antibiotic discontinued within 24 hours	88%	95%	97%	94%

- 4** The removal of hair from the site of surgery is an important way to prevent infection. Using a razor to remove hair can cause tiny breaks in the skin which increase the risk of infection after surgery. This measure tracks the percentage of times that patients had hair removal performed by clippers or other means which are less likely to cause infection than razors. In certain instances, clippers may not be the ideal form of hair removal, and razors may be used.

	LMH 2008	LMH 2009	LMH 2010	National ⁽¹⁾
Appropriate hair removal performed	99%	99%	99%	99%

- 5** Some surgeries require the temporary insertion of a catheter into the patient's bladder. The catheter can enable the patient to evacuate the bladder even when unconscious or otherwise incapacitated. However, leaving a catheter in the bladder for too long can increase the risk for a urinary tract infection. Ideally, catheters will be removed within 2 days following surgery to minimize the risk for this type of infection after surgery.

	LMH 2009	LMH 2010	National ⁽¹⁾
Urinary catheter removed within two days after surgery	61%	89%	89%

- 6** Medical studies have shown that if patients experience hypothermia (low body temperature) during and after surgery, they have a greater risk of developing complications. Effectively warming patients during surgery can ensure their body temperatures remain in normal range. This measure tracks the percentage of patients at LMH who had a normal body temperature immediately after surgery.

	LMH 2009 ⁽³⁾	LMH 2010	LMH Goal
Peri-operative temperature within normal range	100%	99%	greater than 90%

7 VTE, or venous thromboembolism, is the medical term for a blood clot that forms in a vein. Surgery increases the risk of VTE, and while most clots can be treated, some can be life-threatening. It is recommended that hospitals use medications and mechanical devices to prevent the formation of blood clots. While all patients receive at least one form of intervention, primarily mechanical, LMH tracks the percentage of patients who correctly had these interventions activated, based on CMS guidelines, within 24 hours of surgery.

	LMH 2008	LMH 2009	LMH 2010	National ⁽¹⁾
VTE prophylaxis ordered	86%	80%	95%	94%
VTE prophylaxis started within 24 hours of surgery	75%	64%	91%	92%

8 LMH tracks surgery patients who appropriately receive beta-blocker medications during the perioperative period. Studies show that in selected patients undergoing non-cardiac surgery, beta-blocker medication can reduce the incidence of heart attack and death.⁽⁴⁾

	LMH 2008	LMH 2009	LMH 2010	National ⁽¹⁾
Beta blocker prior to admission and peri-operatively	96%	88%	94%	92%

9 Patients undergoing certain surgical procedures as outpatients (not admitted to the hospital) should receive antibiotics before their procedure. Using the correct antibiotics and taking them timely can reduce the risk of infections after the procedure.

	LMH 2009	LMH 2010	National ⁽¹⁾
Outpatient procedure patients with antibiotic received within one hour	59%	84%	92%
Outpatient procedure patients with correct antibiotic prescribed	91%	94%	94%

Data Footnotes: (1) *Hospitalcompare.hhs.gov* national benchmarks. (2) Due to changes in data abstraction guidelines, 2008 data omits January information as it is not reflective of process quality. (3) National data collection began fourth quarter 2009. (4) *New England Journal of Medicine*, 2005.

Technology Propels LMH into ENT Surgery Forefront

In 2011, U.S. News & World Report named Licking Memorial Hospital (LMH) as a Best Regional Hospital in the Columbus Metro Area. The award rated LMH with impressive scores in patient safety and patient services, but it was the Hospital's performance in ear, nose and throat (ENT) procedures that propelled LMH into the forefront of the 22 hospitals in the Columbus metropolitan area.

"ENT procedures are among the most frequently performed surgeries at LMH," stated Kenneth C. Parker, M.D., of Licking Memorial Otolaryngology. "Common procedures include implantation of ear tubes, sinus surgery, and the removal of tonsils and adenoids. Even though ENT surgeries are performed successfully at LMH on a daily basis, every surgery involves risks, so we continuously evaluate ways to make the surgeries even safer and more effective."

A large part of LMH's excellence with ENT procedures is due to the Hospital's investment in technology that improves



Otolaryngologist Kenneth C. Parker, M.D., reviews an image on the Fusion Navigation System. The highly sophisticated technology at LMH provides a detailed map for surgeons to perform delicate surgeries.

patient safety and recovery time. The Medtronic Fusion Navigation System™ is an electromagnetic, image-guided system that helps surgeons pinpoint the precise location of surgical instruments inside the sinus cavity. "The Fusion Navigation System uses technology that is similar to a GPS (global positioning system) device that many people have in their cars," Dr. Parker explained. "It allows the surgery to be performed under general anesthesia in a less invasive manner while its high-tech images provide clear and detailed guidance. That is very important because

the sinus cavities are in a delicate position close to the brain, eyes and carotid arteries. The navigation system was a major expenditure for the Hospital, and I am proud that we have it available to reduce the risk of complications during my patients' surgeries."

LMH added another non-invasive sinus procedure, Acclarent, Inc.'s sinus balloon, in 2011. "In the past, patients with chronic sinusitis that did not respond to medication had

Technology Propels LMH into ENT Surgery Forefront (continued on page 20)

fewer treatment options,” Dr. Parker said. “To open the sinus cavities, surgeons often have to remove normal tissue. Now, the small sinus balloon is inserted into the nose while the patient is under general anesthesia. The balloon is inflated to expand the sinus cavity so that it can drain without any tissue being cut. The risk of bleeding is reduced, normal tissue is preserved, and the patient may experience a more pleasant and shorter recovery.”

Since 2010, many patients have benefitted from a new tonsil removing technique at LMH. Starion Medical's Entcep “tissue welding” technology uses thermal energy delivered through special forceps to remove and seal the tonsils. Surrounding tissue is unaffected, so there is less pain and

bleeding than with traditional methods of tonsillectomy. Patients are able to recovery in a shorter amount of time with less pain medication required. “We have used this technique on both adults and children over the past year, and the results have been excellent. Even though LMH is a medium-sized community hospital, we are offering advances for our patients’ safety and comfort that many large hospitals have not acquired yet,” Dr. Parker commented.

Dr. Parker joined Licking Memorial Otolaryngology in 2006, and is board certified in otolaryngology. He is accepting new patients at his office, located at 88 McMillen Drive in Newark. Appointments can be made by calling (740) 348-4270.

Development Spotlight – Joyce Malainy, Ed.D.



Joyce Malainy, Ed.D.

Joyce Malainy, Ed.D., superintendent of the Career & Technology Education Centers (C-TEC) in Licking County, recently joined the Licking Memorial Hospital (LMH) Development Council, and serves on the Annual Support Committee. Joyce is involved with various professional organizations including the Buckeye Association of School Administrators (BASA), the Ohio and National Association of Career Technical Education and the Ohio

Association of Career Technical Superintendents. She also is an active member of the Newark Rotary Club.

In addition, Joyce played an integral role in establishing the recent affiliation between C-TEC and Licking Memorial Health Systems that resulted in the new LMH Wellness Center,

located on the C-TEC campus in Newark. Because of the alliance, she felt that becoming a member of the Development Council was a natural fit. As a member of the Annual Support Committee, she is admittedly excited to utilize her experience as a professional educator in the non-profit service industry to contribute to the goals and mission of the Development Council. “LMH is a tremendous organization with an outstanding reputation, and I was honored to be invited to join the Development Council,” Joyce said.

Joyce has a Bachelor of Science degree in Home Economics and a Master of Education degree from The Ohio State University, as well as a Doctor of Education degree from The University of Sarasota in Florida. She currently resides in Johnstown with her husband, John Wagner. The couple has been married for 17 years.

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Contributions to Licking Memorial Health Foundation in 2011 are used toward the oncology renovation project at Licking Memorial Hospital. This section highlights our donors and their very generous gifts received between July and August 2011.

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Corporate Breakfast Discussion at LMH Features Heart Health

A panel of healthcare professionals at Licking Memorial Health Systems (LMHS) agree – the best step a person can take to improve heart health is to quit using any tobacco products. At a recent Corporate Breakfast sponsored by the Licking Memorial Hospital (LMH) Development Council, community leaders heard other heart care advice as well as a discussion of current trends and advances in cardiology. The panel was comprised of Tobacco Cessation Counselor Bonnie Ghiloni, R.N., B.S.N., CTTS; Cardiologist Debra Heldman, M.D., FACC; Pediatrician Diane LeMay, M.D., FAAP; Cardiologist Bryce Morrice, M.D., FACC; and Interventional Cardiologist Hassan Rajjoub, M.D.

“The field of cardiology has evolved so much in the past 30 years,” Dr. Morrice said, “that there are now many subspecialties to address each area and function of the heart. In treating the patient, it is so important to have a comprehensive approach among the cardiology team to capture all the areas of heart care.”

Dr. Heldman reported that new medications are on the horizon to treat atrial fibrillation, commonly known as “A-fib.” “A-fib, which is an irregular heartbeat, is a major contributor to stroke risk,” she said. “The drug that is currently used to treat A-fib is Coumadin. It is very effective, but it requires frequent blood testing and diet modification. There are new drugs that are expected to be available within a couple of years that eliminate those requirements, so they will make living with A-fib a little easier for patients.”

Dr. Rajjoub, the newest member of the LMH Cardiology team, joined the Licking Memorial Heart Center in September. His background includes work at hospitals in large cities, such as Chicago and St. Louis. “Many people think that they would receive better cardiac care in a larger city, but that is a misconception,” he said. “We can make a bigger impact and save more lives by bringing the best heart care to smaller cities, such as Newark. Cardiologists like to say that during a heart attack, ‘Time is muscle,’ meaning that for every minute that goes by, more heart muscle will be irreversibly damaged. It wastes precious minutes to drive a patient through heavy traffic or fly a patient in a helicopter to a distant city. That is why it is so important to have the outstanding technology and staff we have here at LMH. We continue to successfully meet national standards of getting our patients from the EMS to the Catheterization Lab within 90 minutes to stop their heart attack; however, I hope to further improve that goal to 60 minutes, or better.”

One of the major LMHS programs is designed to prevent cardiac events in Licking County’s students. Dr. LeMay spearheaded the Heart to Play program, which is now in its sixth year. The program offers free pre-participation sports screenings and ECGs to detect previously undiagnosed heart problems. “We have had very good results with this program,” Dr. LeMay said. “For 2011, we expanded the program to include seventh and eighth graders in addition to high school students in the ECG screenings. Out of approximately 1,100

students who received ECGs this year, one was found to have long QT syndrome, which will require further monitoring, and another was discovered to have Wolfe-Parkinson-White syndrome, which is a serious defect in the heart’s electrical impulses that can cause sudden death in young athletes during exertion. The Heart to Play program is a major commitment of LMHS’ time and resources, but we believe we must do all we can to prevent sudden cardiac deaths from happening to our community’s youth.”



At the LMH Development Council’s Corporate Breakfast on September 27, Licking Memorial Health Systems President & CEO Rob Montagnese introduced the panel of healthcare professionals who discussed heart health topics.

LMHS’ Quit for Your Health program also has begun working to improve students’ heart health through a tobacco cessation outreach program at C-TEC in Newark. Bonnie said, “Counselors are available to talk with students about tobacco use, including smokeless tobacco. Many teens chew tobacco because they mistakenly believe that it is a safe alternative to smoking. However, the reality is that one can of smokeless tobacco is equal to four packs of cigarettes in terms of its health risk.”

Bonnie also reported that the two Quit for Your Health counselors meet with approximately 300 clients each month to offer free tobacco cessation services. “We have seen clients ranging in age from 15 years to 78 years,” she said. According to the clients’ responses six months after completing Quit for Your Health services, the program at LMH currently has an average successful “quit rate” of 62 percent.

The LMH Development Council hosts four Corporate Breakfasts each year to share information about LMHS with community leaders. The LMH Development Council, which is comprised of approximately 80 members, was established in 1987 to increase charitable giving to the Hospital, and to promote good community relations.

LMHS Recognizes Donors for their Contributions to the Licking Memorial Health Foundation

New donors were recently recognized for their generous contributions to the Licking Memorial Health Foundation (LMHF). These contributions ensure that Licking Memorial Hospital (LMH) can continue to provide excellent, quality health care for the community with state-of-the-art technology and capital expansions.

Rob and Lauren Montagnese

Licking Memorial Health Systems (LMHS) President & CEO Rob Montagnese and his wife, Lauren, were honored for their contribution at the Benefactor Level. Benefactors are special friends of LMHS, both individuals and businesses, who support the LMHS mission to improve the health of the community by pledging between \$50,000 and \$99,000 over a period of 10 years. Previously, the Montagneses completed both a Schaffner and an Alford commitment.



LMH Board Chairman Patrick Jeffries (far left) and LMHF Board Chairman William Mann (far right) congratulate Rob and Lauren Montagnese (center) in recognition of their generous contribution at the Benefactor Level.

Rob joined the Health Systems on a full-time basis in 1993. Previously, he served as the Executive Vice President, Senior Vice President Financial Services, Controller and Accounting Manager. He holds a Bachelor of Arts degree in business administration with a concentration in accounting from Wittenberg University and a Master of Healthcare Administration from The Ohio State University. Additionally, he is a certified public accountant and a member of the Ohio Society of CPAs and the Healthcare Financial Management Association.

He currently serves as a member of the Ohio Hospital Association (OHA) Board of Trustees, Treasurer of the Big Brothers Big Sisters Foundation Board, and Board Member (past President) of the Salvation Army Advisory Board. In addition, he serves as a Board Member of First Federal Savings and Loan, Midland Theatre, The Works, the Newark Campus Development Fund and Our Futures in Licking County. Rob is a member of the Newark Rotary Club, a former Board Member and past President of Big Brothers Big Sisters of Licking & Perry Counties, a former Board Member of Kendal at Granville, and has served as Chairman of the Salvation Army Capital Campaign.

In 2007, Rob was named to the Forty Under 40 list by Columbus Business First to honor a select group of community and

business leaders in the Greater Columbus area. He was also awarded the John W. Alford Memorial Award in 2009 for his community and civic involvement, and his interest in cancer research.

Lauren is a certified Zumba instructor, and currently teaches at Granville Fitness. She also serves as a room mother at her children's school and a team mom for her children's sport activities.

Rob and Lauren both attended Wittenberg University. They married in 1994 and have three children: Ashley, Robby and Brady. They currently live in Licking County and keep their family active in sports and extracurricular activities.

Carol and Gary Barnes

Carol Barnes, LMH Director of Volunteers, TWIGS and Events, and her husband, Gary, also were recognized at the meeting for their membership in the John Alford Fellowship. Membership is reserved for individuals who support the LMHS mission to improve the health of the community by pledging between \$25,000 and \$49,000 over a period of 10 years.



Carol Barnes,
LMH Director of
Volunteers

Carol started her career at LMHS in May of 1970. She worked for 28 years as a unit clerk and as a nursing office receptionist, staffing co-coordinator and administrative assistant within Nursing Administration. Carol also served as the Director of Hospitality Services.

Carol has received numerous honors, including the LMHS President's Award and Manager of the Year Award. She also has participated within numerous committees, including TWIGS 24, TWIGS Executive Board, LMH Development Council, LMH PRIDE Committee and the Ohio Hospital Association's Ohio Society of Directors of Volunteer Service. Carol also participates in the annual University of Michigan Women's Football Camp to raise money for women's cancer research.

Gary Barnes served as a Deputy Sheriff for the Licking County Sheriff's Department for 30 years, and was honored as Licking County's Officer of the Year in 1975. He also served in the United States Marine Corps for four years.

Carol and Gary met in high school and have been married for 45 years. They have one son, Jeff, who resides in Michigan. The couple enjoys spending time with family, antique shopping and weekends in their 1841 restored log cabin.

The John Alford Fellowship was created in 1996 by the Development Council of LMH to memorialize the extraordinary commitment of the Hospital's long-time friend and supporter, John W. Alford. Charitable contributions to LMH are dedicated toward purchasing equipment and funding programs,

Volunteer Spotlight – Chris Fulton



Chris Fulton

In 1966, Chris Fulton joined the Licking Memorial Hospital (LMH) staff and served in the Linen Services Department until her retirement in 1995. As new retirees, she and her husband, Jim, enjoyed spending warm winters in Florida, and the remaining months in Ohio to enjoy time with their family. However, Chris missed those relationships that she had nurtured while serving at LMH, and felt the desire to

become involved again with helping people in a healthcare setting. In December 2009, she returned to LMH to serve as a volunteer. Chris works each Monday morning and Friday afternoon in the Volunteer office and within the Oncology unit.

“Chris is a great Volunteer who has nearly 30 years of experience at LMH, which is a great benefit to our staff and patients,” said Carol Barnes, Director of Volunteers,

TWIGS and Events. “She also sews, mends robes, and assists with cardiology projects in the Volunteer office. She is always ready and willing to learn new tasks. Her caring attitude is contagious to all she meets.”

Chris had shared 60 years of marriage with Jim when he passed away in 2009. She attributes much of her ability to positively cope with her husband’s death to her fellow volunteers. “The volunteers care about those in the community we serve, but we also deeply care about one another,” Chris noted. “We are like a family and enjoy being around each other as we serve our community.”

Growing up in the Licking Valley community, Chris has always considered Licking County as her home. Aside from volunteering, she enjoys quilting, sewing and flower gardening. She also looks forward to local outings with her two daughters. Chris is a member of the First United Methodist Church in Newark.

Retiree Spotlight – Francis Soward



Francis Soward

Francis Soward began serving at Licking Memorial Hospital (LMH) as a volunteer in 1969. Her dedicated service caught the attention of then Director of Pharmacy, Lew Huston, and he recommended her for an open position within the Fiscal Department. Francis was soon hired as a Patient Account Representative, and served in that position until she retired in 1983.

“I was nervous about starting in the Fiscal Department because I didn’t know anyone, but now I cherish my relationships with those individuals to this day,” Francis remarked while reflecting on her years at LMH. “The atmosphere and

teamwork within the department were wonderful. I still enjoy coming to the yearly retiree dinner and visiting with my former colleagues.”

When Francis retired after 13 years of service, her husband, Clarence, also completed his career with Kaiser Aluminum. One of the biggest retirement changes for the couple was adjusting to an open daily schedule; however, within a short period of time, family members ensured that their daily agenda was filled with various activities. The Sowards have enjoyed helping to care for family members, and spending time with their children, grandchildren and great-grandchildren. During this past August, the couple celebrated 66 years of marriage. The Sowards are proud members of the Licking County Church of God.

LMHS Recognizes Donors (continued from page 22)

capital expenses and facility improvements. The contributions are not used for salaries or general operating expenses.

Mary Beth Hall, M.D., and Thomas J. Hall, M.D.

In September, Drs. Thomas J. and Mary Beth Hall renewed their commitment as members of The Caduceus Society. Membership in The Caduceus Society is reserved for those who are members of the LMH Medical Staff and pledge a minimum gift of \$10,000 over the course of 10 years to support the LMHS mission to improve the health of the community.



Mary Beth Hall,
M.D.

Mary Beth Hall, M.D., is a family physician at the Cherry Westgate Family Practice in Granville and a current member of the LMH Active Medical Staff, and the recipient of the LMHS Physician of the Year Award in 1998. She received her Doctor of Medicine degree at The Ohio State University

College of Medicine in Columbus, and completed a residency in family medicine at Methodist Hospital in Indiana.



Thomas J. Hall,
M.D.

Thomas J. Hall, M.D., served as a physician and Chief of Emergency Medicine at Licking Memorial Hospital, as well as a staff physician at Licking Memorial Company Care until 2001. Currently, he is a consultant at MedBen in Newark, as well as a Medical Director at Anthem Blue Cross and Blue Shield in Worthington. Dr. Hall also is a member of the LMH Development Council’s Executive Committee.

Both physicians are active in various organizations in the community including the Licking County Medical Society. The couple resides in Newark. They have been married for 36 years. They have two children, Michael and Jessica, and a grandson, Dylan Michael.

LMH Recognizes Benefits of Breastfeeding Promotion and Support Program

The American Academy of Pediatrics recommends exclusive breastfeeding for the first six months and continued breastfeeding until at least one year of age to provide infants with optimal nutrition for growth and development. Studies show that breastfed babies have fewer illnesses, are less likely to develop respiratory and ear infections, childhood diabetes and leukemia, and have a decreased incidence of sudden infant death syndrome and childhood obesity. Women who breastfeed reduce their risk of pre-menopausal breast, cervical and ovarian cancer, as well as osteoporosis and anemia. However, in a recent study, the U.S. Centers for Disease Control and Prevention (CDC) discovered that less than 4 percent of hospitals nationwide fully support breastfeeding despite its numerous health benefits for both mother and baby. According to the study:

- Healthy babies who are being breastfed are given formula in nearly 80 percent of hospitals, which increases the difficulty of breastfeeding at home.
- Only one-third of hospitals allow babies to stay in the room with their mothers 24 hours a day, despite increased breastfeeding opportunities while utilizing this practice.
- 75 percent of hospitals do not provide adequate support for mothers once they leave the hospitals.

Licking Memorial Hospital (LMH) recognizes the important health benefits of breastfeeding, and is committed to providing new mothers with expert education and support to help them succeed. As part of that commitment, each member of the LMH Maternal Child nursing staff completes a training program to ensure that they have extensive breastfeeding knowledge and are prepared to assist new mothers throughout the process. LMH also strives to create a relaxed atmosphere for new mothers and babies by providing private mother-baby suites and allowing newborns to remain in the mother's room throughout their stay at the Hospital. This ensures that parents are able to bond and enjoy the intimacy of their newborn's first hours while receiving support and one-on-one education from the professional nursing staff and on-site certified lactation consultant.

LMH also offers the Breastfeeding Promotion & Support Program, which utilizes an evidence-based instructional curriculum and is designed to assist women in making an informed decision about infant feeding and nutrition. The program ensures that they have access to resources during pregnancy and after the birth of their baby. Participants in the program benefit from clinical support, encouragement and skills training that assist in establishing effective breastfeeding while in the Hospital and maintaining exclusive breastfeeding at home.



Marcia Fisher, R.N.C.-M.N.N., B.S.N., IBCLS (right) provides breastfeeding information and advice at Licking Memorial Hospital.

Expectant mothers planning delivery at LMH are encouraged to participate in this program, which is designed for first-time breastfeeding mothers, as well as mothers with previous breastfeeding experience. Participants who successfully complete the program's requirements will receive a free Medela® Pump In Style personal-use electric breast pump. Mothers and families who are interested in participating in the program are required to attend the LMH First Impressions Breastfeeding Basics class before delivery,

and complete additional requirements during their postpartum stay at the Hospital.

“This program is an effective way to improve the health of infants, children and mothers in the Licking County community,” said Marcia Fisher, R.N.C.-M.N.N., B.S.N., IBCLS, lactation consultant at LMH. The program is designed to help expectant mothers understand the advantages of breastfeeding for themselves and their infants, as well as provide them with the skills and resources to breastfeed successfully.”

In addition, the LMH Outpatient Lactation Clinic provides additional support, education and assistance to breastfeeding mothers in the community. The Clinic, located on the third floor of the Hospital, offers individualized consultations with an international board certified lactation consultant (IBCLC) who helps new mothers manage breastfeeding issues that can occur from breastfeeding initiation through weaning. The Clinic provides a support system for new and expectant parents, and strives to introduce them to the variety of resources that are available following childbirth.

“We recognize the challenges that new mothers often face during the breastfeeding process, and we welcome the opportunity to help them overcome these obstacles by providing them with expert education, resources and support both before and after the baby is born,” said Debbie Young, Vice President Patient Services. “Our hope is to inspire new mothers to recognize the important health benefits and commit to exclusive breastfeeding so that their babies will receive the best possible nutrition and a healthy start to life.”

The Outpatient Lactation Clinic also offers a Lactation Line, which provides access to the lactation consultant and allows mothers to receive answers to their breastfeeding questions. To speak with the lactation consultant, or to schedule an appointment in the Clinic, please call (740) 348-4334. For more information, or to register for the First Impressions Breastfeeding Basics class, please call (740) 348-4346.

Retired Physicians Honored at Luncheon



LMHS President & CEO Rob Montagnese welcomed guests at the fifth annual Honorary Medical Staff Luncheon.

Retired physicians who dedicated their lives to caring for patients in the Licking County community recently gathered at Licking Memorial Hospital (LMH) to meet with their former colleagues. LMH hosted its fifth annual Honorary Medical Staff Luncheon to demonstrate the Hospital's enduring gratitude for their service, and to provide the retired physicians an opportunity to socialize with each other and current LMH Active Medical Staff members.

"Our Medical Staff continues to build upon the standards set by physicians in the past," LMHS President & CEO Rob Montagnese said. "The knowledge, skill and compassion that you taught to our current Medical Staff by example laid the foundation for the excellent care that we provide today. It is our honor to repeat our thanks to you."

LMH Chief of Staff Karen Smith-Silone, D.O., added, "As Chief of Staff, I realize a connection to our past physicians on a daily basis every time that I walk into our state-of-the-art facility. Your efforts to improve the health care of our community do not go unnoticed. Thank you, for setting the bar high for those who follow in your footsteps."

The LMH Honorary Medical Staff, which currently has 29 members, was established in 2007. It is reserved for physicians who retired from the Active Medical Staff after many years of service and have maintained an outstanding reputation in the community. In addition to the annual luncheon, Honorary Medical Staff members are recognized at the annual LMH Medical Staff Dinner.



LMHS Meat Donation to Salvation Army

In August, Licking Memorial Health Systems (LMHS) purchased the Hartford Fair's 1,325-pound grand champion market steer owned by Clay Floor, a member of Boots-n-Buckles 4-H Club. LMHS recently donated the 900 pounds of processed meat from the steer to the Salvation Army, located at 250 East Main Street in Newark. The meat will be used in their soup kitchens and food pantry to benefit community members in need. Pictured are (left to right) Salvation Army Executive Director Major Ronald DeMichael and LMHS President & CEO Rob Montagnese.



Celebrate the Holidays with Healthy Recipes

During the holiday season, large meals, decadent cookies, candies and desserts are often a trademark of family gatherings and celebrations. It is easy to understand how making healthy choices can be challenging during this season. Chef Brian Merritt, Director of Food Services at Licking Memorial Health Systems has created the following healthy recipes that are perfect for holiday gatherings. We hope that you and your family enjoy these recipes in good health!

Espresso-Poached Pears with Walnuts and Chocolate Frozen Yogurt

Serves: 10

By Chef Brian Merritt

Ingredients:

- 5 Bosc pears (or other firm variety)
- 5 cups water, plus water for soaking pears
- 1 teaspoon lemon juice
- 2 shots (1 fluid oz. each) espresso
- $\frac{3}{4}$ cup sugar
- 1 vanilla bean
- $\frac{1}{4}$ cup walnut pieces, toasted and roughly chopped
- 1 $\frac{1}{2}$ pints chocolate frozen yogurt

Please note:

If espresso is unavailable, strongly brewed coffee can be substituted. For best results, be sure to use high quality frozen yogurt.

Directions:

Peel the pears, and place them in a container full of water. Add the lemon juice. Set them aside until it is time to poach them.

Pour 5 cups of water and espresso into a medium-sized, deep pot, and add sugar. Cut the vanilla bean in half, lengthwise, and scrape out the seeds with a paring knife. Add the seeds and the scraped out pod to the espresso mixture. Bring to a simmer over medium heat.

Carefully add the pears to the espresso mixture, and gently poach over low heat until the pears offer no resistance when poked with a paring knife. Be careful not to allow the mixture to boil during this process. If the level of the liquid reduces before the pears are done, add a small amount of warm water to cover.

Once the pears are tender, allow them to cool in the cooking liquid. Remove from the liquid, and pat dry. Strain the liquid into a small pot through a fine mesh sieve, and place on the stove over medium-high heat. Slowly boil down the liquid over medium-low heat until a syrupy glaze is achieved – approximately a 75 percent volume reduction. While the liquid reduces, cut the pears in half lengthwise, and remove the core with a melon scoop or spoon.

Divide the pear halves onto individual serving plates, and drizzle with some of the reduced syrup. Sprinkle with the toasted walnut pieces, and finish with a scoop of frozen yogurt.

Nutritional Information:

Per serving: 196 Calories, 5g Fat, 3g Protein, 39g Carbohydrates, 3g Dietary Fiber, 2mg Cholesterol, 43mg Sodium.

Dutch Oven Roasted Chicken with Glazed Vegetables

Serves: 6

By Chef Brian Merritt

Brine:

Ingredients:

- 2 oranges, halved
- 12 bay leaves
- 2 cups Italian parsley
- 1 cup fresh thyme springs
- ¼ cup clover honey
- 8 cloves garlic, whole and unpeeled
- 2 Tablespoons whole black peppercorns
- ½ cup kosher salt
- 1 gallon water

Directions:

To mix the brine, place all of the ingredients in a large pot. Bring to a simmer over medium-high heat, stirring to dissolve the salt and honey. Simmer for 5 minutes, and remove from the heat. Chill in the refrigerator until the brine's temperature reaches 40 degrees Fahrenheit or below. (Pouring the hot brine into a bowl and setting it down inside a larger bowl of ice will help to cool the brine quickly.)

Place the chicken in a large container (at least 3 gallons), and pour the cold brine over top. Move the chicken around in the brine to ensure that the liquid fills the cavity. Move the container to the refrigerator, and leave the chicken to soak in the brine overnight – approximately 8 to 10 hours.

Roast:

Ingredients:

- 1 (2 ¼ lb.) roasting chicken, brined (see above), and patted dry
- 1 lb. carrots, peeled and cut into 1-inch cubes
- 1 lb. turnips, peeled and cut into 1-inch cubes
- 1 lb. rutabagas, peeled and cut into 1-inch cubes
- 1 lb. pearl onions, peeled
- 2 fennel bulbs, quartered
- 2 leeks (leaves and roots removed), washed and halved
- 1 tablespoon Italian parsley, chopped
- 1 ½ tablespoons canola oil
- 2 tablespoons unsalted butter, divided
- 1 cup low-sodium chicken broth
- Kosher salt and freshly ground black pepper to taste

Please note:

When choosing a chicken, it is best to select one that has not been raised with steroids or antibiotics and has been allowed to mature naturally. This will lead to a better tasting bird. Also, buy a bird that has not been enhanced with a solution, as this will make the chicken too salty when you brine it, yourself. This recipe can be adapted to use a bone-in turkey breast or Cornish hens, but the cooking time will have to be increased or decreased, respectively.

Directions:

Preheat the oven to 400 degrees Fahrenheit. Remove the chicken and brine from the refrigerator. Carefully lift the chicken out of the brine, and pat the chicken dry. (The brine can be discarded.) This will temper the meat, and help it cook more evenly, as well as dry out the skin to allow for a crispier roast.

Tuck the wings of the chicken behind the back to secure the wing joint close to the body. Tie the legs of the chicken together with kitchen twine to seal the cavity. Lightly season with salt and pepper.

Place a large Dutch oven on the stove over high heat. (If a Dutch oven is not available, an oven-proof roasting pan with a lid can be substituted.) Add the canola oil, and tilt the pot in circles until the bottom is coated. Once the oil is shimmering and sliding around very quickly, add the chicken – breast side up. Allow the chicken to cook for approximately 5 minutes without disturbing. Lower the heat to medium, and add 1 Tablespoon of butter and the thyme leaves. Cook for an additional 5 minutes while constantly spooning the cooking juices overtop of the chicken.

Lift the chicken out of the Dutch oven, and place it on a plate momentarily. Add the carrots, turnips, rutabaga, onion, fennel and leeks to the Dutch oven, creating a bed on which the chicken can roast. Place the chicken on top of the vegetables, and dot with the remaining butter. Place in the oven, and cook uncovered, gently stirring the vegetables once or twice to ensure that they do not dry out. Once the chicken registers at 165 degrees Fahrenheit when checked in the inner thigh with a probe thermometer, it is ready to be removed from the oven – approximately 1 hour.

Remove the chicken from the Dutch oven, and place it on a separate plate. Cover it with aluminum foil to keep warm.

Place the Dutch oven containing the vegetables back on the stove over high heat. Add the chicken broth to the vegetables, and bring to a boil. Stir the vegetables to glaze them with the boiling broth and cooking juices. Allow the mixture to boil until the liquid reduces to a syrupy coating for the vegetables. Sprinkle with chopped parsley.

Carve the chicken into serving pieces (i.e. breasts, thigh, drums and wings), and place on a serving platter with the glazed vegetables, or divide onto individual serving plates.

Nutritional Information:

Per serving: 387 Calories, 11g Fat, 27g Protein, 32g Carbohydrates, 6g Dietary Fiber, 75mg Cholesterol, 205mg Sodium.



Licking Memorial Health Systems

1320 West Main Street
Newark, Ohio 43055

Please take a few minutes to read this issue of **Community Connection**.

You'll once again see why

Licking Memorial Health Systems is measurably different ... for your health!

Visit us at www.LMHealth.org.

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Community Events

For more information about any LMHS event, please call (740) 348-1572, or visit www.LMHealth.org

Cosmetic Surgery Education

Monday, November 28
6:00 p.m. No charge.
Licking Memorial Hospital – First Floor Conference Rooms
Registration is required. Call (740) 348-2527. Please see story on front cover for program details.

Diabetes Self-Management (a four-class series)

Licking Memorial Diabetes Learning Center,
1865 Tamarack Road
Tuesday classes Wednesday classes
9:00 to 11:00 a.m. 1:00 to 3:00 p.m. or 7:00 to 9:00 p.m.
Registration and physician referral are required. To register for the four-part series of classes, call (740) 348-4722. For information regarding course fees, call (740) 348-4915. Fees vary depending on insurance coverage.

Ask the Doc

Saturdays, from 9:00 to 10:00 a.m.
No charge. Open to the public.
Shepherd Hill, 200 Messimer Drive
A physician will answer questions about chemical dependency and treatment options. Call (740) 348-4877 for more information.

First Impressions – Maternal Child Classes

- Childbirth Education Classes
- Maternity Tour
- Stork Tour
- Breastfeeding Class
- Infant and Child CPR
- Sibling Preparation Class
- Newborn Basics Class

For more information or to register, call (740) 348-4346 or e-mail: firstimpressions@LMHealth.org.

Community Blood Pressure and Diabetes Management Screenings

Licking Memorial Wellness Center at C-TEC
150 Price Road
Second Thursday of each month: blood glucose screenings
Fourth Thursday of each month: blood pressure screenings
1:00 to 3:00 p.m.

The screenings are free of charge to all community members, and no appointment is required. For additional information, please call the Licking Memorial Wellness Center at C-TEC at (740) 364-2720.