



LMH Announces Upgrade for ECG Transmissions

Licking Memorial Health Systems (LMHS) upgraded the Electrocardiogram (ECG) transmission process, used in communicating ECG data from an Emergency Medical Service (EMS) squad. This technology allows the Emergency Department staff to begin the diagnostic process for a cardiac patient before the squad arrives.

LMHS donated more than \$50,000 to this project, which was used to update the ED and county-wide EMS squad equipment, as well as provide extensive training for the ED and Licking County EMS staff. This investment follows a \$300,000 donation made by



Licking Memorial Hospital (LMH) has pledged more than \$50,000 to improve the current ECG transmission system in squads throughout Licking County and continue to ensure safe and efficient health care for cardiac patients.

LMH Announces Upgrade for ECG Transmissions (continued on page 2)

Licking Memorial Health Systems Opens Endocrinology Practice

Licking Memorial Health Systems (LMHS) is proud to announce the opening of Licking Memorial Endocrinology, staffed by Jaime T. Goodman, M.D. The new practice is located at 120 McMillen Drive in Newark.



The new Licking Memorial Endocrinology Practice is located at 120 McMillen Drive in Newark.

Endocrinology is a specialty that focuses on diagnosing and treating disorders of the endocrine (glandular) system, which produces and regulates all hormone secretion within the body. Some common endocrine ailments include:

- Diabetes
- Metabolic disorders
- Thyroid diseases
- Menopause complications
- Osteoporosis
- Hypertension
- Cholesterol disorders

LMHS Opens Endocrinology Practice (continued on page 26)

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

See pages 14-19 for Quality Report Cards in this issue.

COMMUNITY EDUCATION

Thyroid Disease Awareness

Date: Thursday, January 27

Location: LMH First Floor Conference Rooms

Time: 6:00 p.m. - 7:00 p.m.

Speaker: Jaime Goodman, M.D.

More than 12 percent of the U.S. population is likely to develop a thyroid condition during their lifetime. In fact, 60 percent of the 20 million Americans with thyroid disease are unaware of their condition.

The thyroid, a small gland located inside the neck, produces the

Thyroid Disease Awareness (continued on page 21)

The Heart Truth: A Red Dress Event

Date: Thursday, February 3

Location: Bryn Du Field House in Granville

Time: 5:00 p.m. to 8:00 p.m.

Licking Memorial Health Systems (LMHS) will present The Heart Truth: A Red Dress Event on Thursday, February 3, from 5:00 to 8:00 p.m., at the Bryn Du Field House, located at 537 Jones Road NE, in Granville. This free program is designed to encourage women to make heart-healthy lifestyle changes on the eve of the American Heart

The Heart Truth: A Red Dress Event (continued on page 7)

LMHS in 2007 that unified Licking County's 18 emergency medical departments under a single system for recording and transmitting patient ECG data to Licking Memorial Hospital (LMH). The current technology utilizes rechargeable cell phones and cables to transmit the data; however, the upgrade will feature durable web-based modems that are permanently mounted to the monitor. This new technology also will increase both accuracy and efficiency in data transmission.

"This upgrade will reduce our transmission time to 10 seconds or less and decrease the potential of poor transmission, which translates to efficient and effective heart care," said Debbie

Young, Vice President Patient Care Services. "We recognize that every passing second makes a considerable difference in a cardiac patient's outcome, so we continuously strive to incorporate new technology to save time and precious heart muscle."

New guidelines established jointly by the American College of Cardiology (ACC) and the American Heart Association require that cardiac patients receive coronary intervention within an average of 90 minutes of presenting to the EMS. Under current guidelines, LMH patients receive intervention in an average of 74 minutes—preventing additional heart damage and reducing the risk of death by almost 40 percent.

Warning Signs of a Heart Attack:

Dial 9-1-1 immediately if you suspect a heart attack may be occurring. Heart attacks are life-and-death emergencies, and every second counts. If you, or someone else, has any of the listed symptoms, immediately call 9-1-1. Not all these signs occur in every heart attack or stroke. Sometimes they go away and return. If some symptoms are present, get help fast!

Know the warning signs of a heart attack:

- Most heart attacks start slowly, with mild pain or discomfort. Often people who are affected are not sure what is wrong and wait too long before getting help.
- Most heart attacks involve discomfort in the center of the chest that lasts more than a few minutes, or that goes away and comes back. It can feel like uncomfortable pressure, squeezing, fullness or pain.
- Discomfort in other areas of the upper body can also signal a heart attack. Symptoms can include pain or discomfort in one or both arms, the back, neck, jaw or stomach.
- Shortness of breath may occur with or without chest discomfort.
- Other signs may include breaking out in a cold sweat, nausea or light-headedness.

Do not wait. If you or someone you are with has chest discomfort, especially with one or more of the other signs, do not wait longer than a few minutes (no more than five minutes) before calling for help. Call 9-1-1, and get to a hospital right away.



New CPR Protocol Features “Hands-Only” Technique with Just Two Steps

The human body begins to suffer brain cell death in just four to six minutes after losing its heartbeat. For that reason, it is critical that bystanders jump into action quickly when they witness someone collapse from cardiac arrest or discover someone who is unresponsive and not breathing.

In 1972, the American Heart Association (AHA) began training the public in cardiopulmonary resuscitation (CPR) that combined mouth-to-mouth breathing and chest compressions to provide life-saving assistance until medical help was available.

Although the method was credited with saving many lives, some bystanders hesitated to act, either from a lack of confidence about how to perform CPR, or from a reluctance to perform the mouth-to-mouth breathing. “During cardiac arrest, there is no time to waste,” said Debbie Young, Vice President Patient Services at Licking Memorial Hospital (LMH). “Blood provides oxygen to the brain, and a person’s



Bonnie Fyffe, R.N., demonstrates hands-only CPR on a manikin.

chance of survival decreases with every passing minute without blood circulation. CPR is one way to deliver oxygen to the brain until a heartbeat can be re-established.”

To encourage more people to perform CPR, the AHA has developed a hands-only version with two simple-to-remember steps:

- Call 9-1-1,
- Push hard and fast in the center of the chest.

“The important point to remember is that even if you are unsure how to perform CPR, someone who is not breathing needs your help immediately,” Debbie emphasized. “Doing anything at all is better than doing nothing.”

CPR should continue until an automated external defibrillator is available to deliver a controlled electrical shock to restore the heartbeat, or medical help arrives. CPR should also be discontinued if the victim begins breathing again.



Art From the Heart

Licking Memorial Health Systems (LMHS) invites you and your family to join us for activities promoting creativity and healthy heart choices at The Works, located at 55 South First Street in Newark on Saturday, February 12, from 11:00 a.m. to 3:00 p.m.

Children will be given the opportunity to explore The Works and create their own pieces of artwork that will be displayed at Licking Memorial Hospital (LMH). LMH Cardiology nurses will be available for discussions concerning heart health.

For more information, contact Beth Kolb at (740) 348-4108. Cost for The Works is \$3.00 for children, \$5.00 for seniors and \$7.00 for adults. This event is free to The Works members and LMHS employees, volunteers and medical staff.



The Works

Ohio Center for History, Art & Technology
55 South First Street • Newark, OH 43058
(740) 349-9277



**Licking Memorial
Health Systems**

1320 West Main Street • Newark, Ohio 43055
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ImPACT Concussion Screenings

Licking Memorial Health Systems (LMHS) is expanding efforts to protect the health of Licking County middle and high school students engaged in strenuous activities. Beginning in May, LMHS will implement ImPACT Concussion Screenings as part of the free preparticipation sports physicals program. ImPACT (Immediate Post-Concussion Assessment and Cognitive Testing) is a computerized evaluation system that manages concussions on an individualized basis by assessing cognitive functions such as memory, attention span and reaction times.



Diane LeMay, M.D., helps a young athlete prepare for his screening during the first ImPACT Concussion Screening that will soon be offered as part of the sports physicals program for all Licking County student athletes.

A concussion is a traumatic brain injury resulting from an impact to the head that causes the brain to shake inside of the skull. According to the National Athletic Trainer's Association (NATA), more than 8,000 children across the country are treated in emergency rooms each day for sports-related injuries, including concussions. NATA also noted that youth often engage in sport activities with undiagnosed concussions or return to play before making a full recovery, increasing the risk of long-term damage.

Pediatrician Diane LeMay, M.D., said that utilizing the ImPACT technology will greatly increase effectiveness in diagnosing and treating concussions in youth, as well as prevent lasting damage. "Parents, coaches and doctors previously relied on young athletes to be forthcoming in reporting their symptoms; however, most youth are deeply involved in their activities and do not want to postpone their participation," Dr. LeMay said. "Because concussions cannot be diagnosed by a computerized tomography (CT) scan and are not visible on the outside, they are often undetected. This tool will provide more reliable and conclusive information concerning a student's recovery following a concussion."

To participate in the screening, each player will complete a 20-minute computer test to establish a cognitive baseline. If a concussion occurs, the test is retaken and a physician compares the results. The difference in scores indicates the severity of the injury, and can help physicians determine how long the athlete will need to fully recover.

As part of the screening, Dr. LeMay hopes to educate the athletes on the signs and symptoms that can occur with any kind of head trauma, which include dizziness, fatigue, memory loss, nausea, vomiting and headache. "ImPACT is a great tool, but it is only part of the equation. It is important to consider an athlete's history of head injuries, in addition to a physical examination. I encourage the athletes as well as their families and coaches to be vigilant," Dr. LeMay said.

LMHS recently implemented ImPACT for the Newark Generals Hockey teams in preparation for the summer

screenings. Don Jennings, Head Coach for the Newark Generals Varsity Hockey Team, said that he has witnessed an increase in serious concussions during the past few years. "We are doing everything we can to keep our youth safe, and I'm grateful to Licking Memorial for taking an interest in the athletes' safety, as well," Jennings said. "It is impressive that a community hospital is able to provide such a great program."

Don is committed to educating his players and their parents concerning the dangers of concussions and encourages

them to be attentive to the serious nature of related symptoms. "As a coach, I want to ensure that injured athletes do not return to the ice prematurely," he said. "Concussion injuries are not as straightforward as previously believed, so from a safety standpoint, we cannot rush these youth back into sport activities."

LMHS recognizes these dangers and is committed to preventing unnecessary concussion injuries. "At LMHS, we encourage participation in recreational activities as a way for youth to be active and healthy, but we strive to keep them safe in the process," said Rob Montagnese, LMHS President & CEO. "Implementing these concussion screenings is an important step in preventing devastating and potentially fatal brain injuries, and therefore, we are proud to provide this much-needed service to the youth of our community."

In 2006, LMHS began the preparticipation sports physicals program to benefit Licking County middle and high school athletes, and it has grown significantly over the past five years. In 2008, free electrocardiogram (ECG) testing was added to the program, a painless screening that can detect hidden heart rhythm abnormalities that could be deadly if not properly treated. In the first year, the program was credited with diagnosing a 17-year-old with Wolff-Parkinson-White syndrome, a potentially fatal abnormality of the heart. Because the condition was caught during the preparticipation screening, the student had corrective surgery and was able to resume sports later in the year—averting a potential tragedy.

In 2009, the program was expanded to include students in band and other strenuous activities, such as criminal justice, fire fighting and physical therapy vocational programs at C-TEC. Approximately 1,000 students across Licking County participated in the free screenings in 2010. Among them were two additional students diagnosed with Wolff-Parkinson-White syndrome, who were able to receive corrective surgery and resume sports activities. In addition, the program indicated 16 other abnormal ECG results. All students with abnormal ECG results were referred for further evaluation and possible treatment.

LMH Collaborates with Other Ohio Hospitals to Prevent Deadly Infections

At the conclusion of an 18-month, statewide initiative to study infection prevention in Ohio hospitals, Licking Memorial Hospital (LMH) was asked to share its experience and data demonstrating to other health care facilities how to reduce cases of Clostridium difficile (C. diff), a hospital-acquired bacterium that can be deadly. Sixty hospitals participated in the voluntary project that began in January 2009. The Clostridium Difficile Infections: Collaborative for the State of Ohio project began in response to a four-fold increase in Ohio deaths from the disease in 2006.

C. diff is the most common hospital-acquired infection in the U.S. It is transferred to patients mainly by contact with health care workers who have touched a contaminated item. Symptoms of C. diff include diarrhea, fever, loss of appetite, nausea and abdominal pain. Nationally, one in 24 cases of C. diff infections results in death.

“The three best proven ways to prevent the spread of C. diff infections in a hospital are careful hand-washing, special precautions with infected patients and thorough cleaning,” stated Jeanne Emmons, C.I.C., Director of Infection Prevention at LMH. “We were asked to present our findings to the other participating hospitals because LMH had detailed processes in place to ensure all preventive measures were followed closely.



Jeanne Emmons, C.I.C., Director of Infection Prevention, evaluates staff hand-washing techniques at Licking Memorial Hospital.

Many hospitals were not tracking their rates of infection appropriately. Some hospitals did not use special precautions with infected patients or adequately clean patient rooms daily. Those steps are an important part of LMH’s success in preventing the spread of infection.”

Licking Memorial Health Systems President & CEO Rob Montagnese said, “This was the largest C. diff study ever performed in the U.S., and our participation gave us an opportunity to re-examine our own policies and procedures. During this study, we increased our efforts to verify that each step of the disinfection and cleaning process was performed correctly.

Although our facility has always been exceptionally clean, this concentration on patient room disinfecting and documentation actually improved our infection rates even more. We are also proud that our input will help to make hospitals safer statewide.”

The Clostridium Difficile Infections: Collaborative for the State of Ohio was organized by the Quality Institute of the Ohio Hospital Association (OHA), The Ohio State University Medical Center and the Centers for Disease Control and Prevention. The OHA predicts that strict adherence to infection prevention measures described in the study could prevent 810 new cases of C. diff infection and save 34 lives in Ohio each year.

Did You Know... Licking Memorial Health Systems invests more than \$30 million each year to Improve the Health of the Community?

Among other contributions, the Health Systems offers the Quit for Your Health Tobacco Cessation program to members of the Licking County community. This program provides counseling and resources to ensure a tobacco-free lifestyle.



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LMH Implements High-tech Backup Technology



In 2006, LMH installed a state-of-the-art uninterruptable power supply (UPS) and generators to ensure a flawless power supply.

Licking Memorial Hospital (LMH) is completing work on a sophisticated new data center that will provide additional assurance of system availability, including patient information databases. The opening of the data center follows another LMH investment in high-tech backup electrical generators to address patient safety issues.

“The new data center is a proactive solution to the massive amounts of digital information that have become common in health care today,” explained Sallie Arnett, Vice President Information Systems. “We had outgrown our former data center, and saw an opportunity to upgrade the technology. We spent a considerable amount of time designing in multiple layers of redundancy, for both data and electricity, so that if one component should fail, our patients’ medical information is always available for their physicians’ use.”

“Our new data center is definitely one of the most advanced in central Ohio,” Sallie added. “The level of technology and redundancy we are using is at, or above, what would typically be found at other major data centers such as Microsoft, Google or in the banking industry.”

LMH has two electrical systems that are activated during the event of a power outage – the uninterruptable power supply (UPS) and generators. The generators are activated automatically if the normal power supply lapses, creating full power within 10 seconds. In the meantime, the UPS is designed to activate immediately upon a power failure until the generator power begins. The UPS system ensures a continuous flow of electricity, so that there is no discernible loss of power to any of the Hospital’s appliances, computers or equipment.

In 2010, LMH enrolled in a program designed to protect the electrical transmission grid, called Demand Response, managed by PJM, a federally regulated non-profit organization that oversees the grid in a 13-state region. Demand Response is a voluntary program where large energy consumers agree to reduce usage from the electrical transmission grid at times of peak demand. During a test of its system this past summer, LMH was able to reduce its consumption of electricity off the grid by 99.7% while running on power supplied by its three 1,500 kW backup generators.

“Some people may remember the massive Northeast Blackout of 2003 or the widespread power outages from a winter storm in 2004,” said Licking Memorial Health Systems (LMHS) President & CEO Rob Montagnese. “LMH was able to maintain full power during those events. The power outages created a dire hardship for patients who did not have power at their homes, and needed electricity for their care, such as oxygen therapy. LMH was able to offer refuge to those patients, in addition to caring for our inpatients. Those experiences really showed how much the community is dependent upon us to have backup systems, and we began working toward the improvements that we now have in place.”

Rob continued, “Although it has not happened in our area, it is possible that extremely high demand for electricity during the hot summer months could strain the local power grid. With our robust backup generator system, LMH has the ability to separate from the power grid and free up enough electricity to power 2,500 homes, if needed. We want to help protect the stability of the community’s power supply because it is an extension of our attention to our patients’ safety.”

LMH’s generators operate on diesel fuel. They are tested weekly to ensure they are working properly whenever they are needed.



Through the Demand Response program, Licking Memorial Hospital is able to voluntarily decrease its energy consumption from the 13-state power grid during peak times by producing most of its own electricity with generators.

New Breastfeeding Center at LMH



The new Licking Memorial Hospital Outpatient Lactation Clinic provides new mothers with breastfeeding support as well as a peaceful place to breastfeed.

Licking Memorial Hospital (LMH) is proud to announce the opening of the new Outpatient Lactation Clinic that provides support, education and assistance to breastfeeding mothers in Licking County. 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.

LMH recognizes the important health benefits for mothers and babies that are provided by exclusive breastfeeding, as well as the challenges that new mothers often face. “We welcome the opportunity to help new mothers overcome breastfeeding obstacles by providing them with expert education, resources and support,” said Debbie Young, Vice President Patient Services. “Our hope is to inspire new mothers to commit to exclusive breastfeeding so that

their babies will receive the best possible nutrition and a healthy start to life.”

LMH also offers a unique Breastfeeding Promotion and Support Program with an evidence-based instructional curriculum designed to provide parents with the education, support and resources necessary to breastfeed successfully. Expectant mothers planning delivery at LMH are encouraged to participate in this program, which is designed for first-time 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. In addition, the program helps expectant parents establish a support system and introduces them to the variety of resources that are available through the Outpatient Lactation Clinic following childbirth.

“We offer this program as an effective way to improve the health of infants, children and mothers in our community,” said Marcia Fisher, R.N.C.-M.N.N., B.S.N., IBCLC, lactation consultant at LMH. “The program helps expectant mothers understand the advantages of breast milk for their infants and provides the necessary skills and resources for successful breastfeeding.”

Mothers and families who are interested in the program are required to attend the LMH Prenatal Breastfeeding Basics class before delivery, as well as additional requirements during their postpartum stay at LMH. Patients may register for the class by calling (740) 348-4346.

The Outpatient Lactation Clinic also offers a Lactation Line, which provides access to a certified 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.

Community Education – The Heart Truth: A Red Dress Event *(continued from front page)*



Licking Memorial Health Systems will host its annual The Heart Truth: A Red Dress Event on Thursday, February 3, at the Bryn Du Field House in Granville.

Association's (AHA) Go Red for Women Day, which is celebrated nationally on Friday, February 4.

The red dress has become a national symbol to increase awareness that heart disease is the number one cause of death for women. The AHA reports that cardiovascular disease takes the life of one woman nearly every minute. The AHA also reports that 80 percent of women's cardiac events could be prevented by changing to a heart-healthy diet, exercising and abstaining from smoking.

The Heart Truth: A Red Dress Event features speakers with information on ways women can decrease their risk of developing heart disease. Door prizes will be awarded, and each guest will receive a red dress lapel pin to wear on Go Red for Women Day. Prior to the program, free blood pressure testing will be offered on a first-come, first-served basis to the first 50 attendees.

Light refreshments will be available. Pre-registration is required, and space is limited to the first 350 registrants. To register, or for further information, call (740) 348-1572.

LMHS Presents Prestigious Awards at 2010 Lifetime Achievement Reception

At the 2010 Lifetime Achievement Reception on November 12, recognition was given by Licking Memorial Health Systems (LMHS) to those who have made an extraordinary difference in the local community. The reception, hosted by the Development Council of Licking Memorial Hospital (LMH), took place at the J. Gilbert Reese Center located on The Ohio State University – Newark and Central Ohio Technical College (OSU–N/COTC) campus.

Each year, the Lifetime Achievement Award is presented to a community member who has devoted time and service to better the community, and has fulfilled the LMHS mission by helping to improve the health of the community. This special recognition was created to honor those whose vision, inspiration and leadership have touched and enriched many lives of our area residents. The 22nd annual Lifetime Achievement Award was presented to Robert (Bob) McGaughy.

Bob retired as LMHS Vice President of Human Resources and Development, effective January 1, 2000. Bob left The Ohio State University at Newark, where he had served as Assistant Director and Business Officer for nearly 11 years, to become Personnel Director at LMH on January 1, 1977. During the last five years of service at OSU – Newark, Bob served concurrently as Chief Fiscal Officer for Central Ohio Technical College. Prior to employment at OSU – Newark, Bob served as the founding Director for the Licking County LEADS and Head Start programs. Bob also taught at Licking Valley High School and was principal at Madison Elementary School prior to serving LEADS and Head Start.

Bob is a graduate of Newark High School, and he also graduated from The Ohio State University with a degree in business administration and completed additional course work through the OSU College of Education.

“Since his retirement, Bob has remained a strong presence at LMH,” stated Rob Montagnese, LMHS President & CEO. “He currently serves as a member of the LMH Board of Directors and is also Chairman of the LMH Development Council, where he continues to serve as a member. He attends many local events, and is often called upon to



Lifetime Achievement Award recipients who were in attendance at the reception on November 12 gathered for a photo. Pictured are (left to right): front row – C. Ann Howard, Robert McGaughy, and John Weaver. Back row – Lew Mollica, Robert Barnes, Glenn Abel and Stuart Parsons.

emcee programs. The community appreciates Bob’s leadership and inspiration. He was an obvious choice to receive this year’s Lifetime Achievement Award.”

Bob is active in the Newark Rotary Club and the Newark Rotary Club Foundation, and is Past President of both organizations. He also remains active in Rotary District 6690, and served as Governor during Rotary Year 2003-2004.

He is a Development Council Executive Committee member of The Works. He served as a member and past Chair of The Ohio State University – Newark Board of Trustees. In addition, he was a board of directors member for several other local organizations,

including: the Newark Granville Symphony Orchestra, Par Excellence School, Licking County Chapter of the American Red Cross, and Licking County Family Services Association.

In 2008, Bob received the John W. Alford Grand Illusion Award, sponsored by Ohio Cancer Research Associates. He has also received the Newark High School Distinguished Alumni Award, OSU Newark Convocation Award, Newark-Heath Rotary’s Four Way Test Award, and the Newark

LMHS Presents Prestigious Awards (continued on page 9)



Robert McGaughy received the distinguished 2010 Lifetime Achievement Award. Pictured are (left to right): Licking Memorial Health Systems President & CEO Rob Montagnese, Robert McGaughy and Patricia McGaughy.



Members of the Twentieth Century Club received the Building a Healthier Community Award.

Jaycees' Distinguished Service Award. To recognize their outstanding community service, Bob and his wife, Patricia, were honored as Rotary Paul Harris Fellows.

Bob and Patricia have been married 50 years. They have two children and four grandchildren. Their son and daughter-in-law, Patrick and Tammy, reside in Shalimar, Florida. Their daughter and son-in-law, Meredith and Mark Cherubini, live in Knox County. Bob and Patricia are also proud of their two golden retrievers, Schumi and Kimi.

Past recipients of LMH's Lifetime Achievement Award 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 and C. Daniel DeLawder.

The sixth annual Building a Healthier Community (BAHC) Award was presented to the Twentieth Century Club to recognize their work for Camp O'Bannon. The BAHC Award is given annually to an individual, group or organization that has undertaken a non-profit project that has improved the health of the community.

The Twentieth Century Club was first established in 1913 by 10 young women in the Newark area who devoted their time to furnishing a baby ward at the (then) newly relocated Newark Hospital on Buena Vista and Everett Avenues (now known as Licking Memorial Hospital on West Main Street). Today, nearly 150 members of the club volunteer their time to sponsor, organize and maintain Camp O'Bannon, a summer camp for 9- to 17-year-old Licking County youth who have economic, home-life, behavior, or self-esteem challenges.

"The Twentieth Century Club has given support to LMH by donating clothing for the nursery, sponsoring tours for expectant parents, and providing books and magazines for patients," Rob stated. "The club also supports Parent Talk Magazine, and Kid's Place of Licking County, an LMH facility that provides comprehensive evaluation of children who are suspected victims of abuse or neglect."

The LMH Development Council created the BAHC Award in 2005. Past recipients have included: the LMH TWIGS organization, the Newark Rotary Club, The Salvation Army of Licking County, the Bereavement Services of Hospice of Central Ohio and the Granville High School Key Club.

LIFETIME ACHIEVEMENT AWARD RECIPIENTS

- 1989 John W. Alford
- 1990 Howard E. LeFevre
- 1991 Ernestine W. Spencer
- 1992 J. Gilbert Reese
- 1993 John H. Weaver
- 1994 Norman R. Sleight
- 1995 Robert H. Pricer
- 1996 Carl L. Petersilge, M.D.
- 1997 C. Ann Howard
- 1998 Rev. Dr. Charles W. Noble Sr.
- 1999 Calvin E. Roebuck
- 2000 John J. Kutil
- 2001 Mary Jane McDonald
- 2002 Bill and Jane McConnell
- 2003 Raymond G. Plummer, M.D.

- 2004 Robert N. Kent
- 2005 Robert A. Barnes, Ph.D.
- 2006 Stuart N. Parsons
- 2007 Lewis R. Mollica, Ph.D.
- 2008 Glenn F. Abel
- 2009 C. Daniel DeLawder
- 2010 Robert H. McGaughy

BUILDING A HEALTHIER COMMUNITY AWARD RECIPIENTS

- 2005 TWIGS of Licking Memorial Hospital
- 2006 Newark Rotary Club – Centennial Accessible Playground Project
- 2007 The Salvation Army of Licking County – Emergency Shelter
- 2008 Hospice of Central Ohio – Bereavement Services
- 2009 Granville High School Key Club – Bone Marrow Project
- 2010 Twentieth Century Club – Camp O'Bannon

Former Board Members Recognized at Annual Dinner

Licking Memorial Health Systems (LMHS) recently honored the dedicated service of those who previously served on the Boards of Directors for both LMHS and Licking Memorial Hospital (LMH) during the annual Former Board Members Dinner. This group of volunteer community leaders willingly contributes their talents and guides the operations and policies of the Health Systems.

“We are very proud of what we have accomplished to improve the health of the community; however, such would not have been possible without the leadership of our former Board members who built a solid foundation for our success,” said Rob Montagnese, LMHS President & CEO. “It is humbling to share in that legacy, as we continue to provide excellent, quality care for the community.”



At the annual dinner to honor those who served on the Hospital's and Health Systems' Boards in the past, Licking Memorial Health Systems' President & CEO Rob Montagnese had the opportunity to thank former board members, such as Henry Hook, M.D., (pictured), for their contributions.

During the past year, LMHS has continued the tradition of offering quality programs and services in response to community need. These include the Licking Memorial Dental Clinic for Children, the Betsy Eaton O'Neill Health Resource Center, the addition of a Wait Times Board and online wait times for the Emergency Department and Urgent Care, as well as the Maternal Department renovations that include five new postpartum suites to ensure family privacy.

“We are able to make these improvements because of the excellent leadership of our Board members,” Montagnese said.

“I would like to thank all former and current Board members for their devotion to the Health Systems and the Licking County community.”

Former Board Members (Since 1966)

Those who graciously served the community as former board members of Licking Memorial Hospital or Licking Memorial Health Systems include:

Mr. Glenn Abel
 Mr. Donn Alspach
 Mr. Royce C. Amos
 George Andrews, D.D.S.*
 Robert Barnes, Ph.D.
 Mr. Joseph Bernat*
 Mr. Robert I. Bull*
 Mr. John Carlson
 Mr. Ron Celnar
 Mrs. John Chilcote*
 Mrs. Nancy Chiles-Dix
 Mr. Joseph Dager
 Mr. C. Daniel DeLawder
 Mr. Daniel Dupps
 Mrs. William Englefield
 Mr. Tim Evans
 Joseph Fondriest, M.D.
 Mrs. Karl Foster*
 Rev. Joseph A. Garshaw*
 Mr. John Gates
 Mr. John R. Goodwin
 Julius Greenstein, Ph.D.
 Mr. Robert Griffith*
 Mrs. Donald Gunnerson*
 Mr. John E. Gutknecht
 Mr. Paul F. Hahn
 Mr. Earl Hawkins
 Mr. Douglas Hiatt
 Mr. Bennie Hill
 Mr. Larry Harrington*
 Henry L. Hook, M.D.
 John Houser, M.D.
 Donald G. Jones, M.D.
 James Johnson, Jr., M.D.*
 Ms. Shirley Johnson
 Mrs. John David Jones*

Ms. Ann Munro Kennedy*
 Mr. Robert Kent
 Mr. John Kutil*
 Mr. David Lane
 Mr. Howard E. LeFevre*
 Mr. J. Richard Lemyre
 Mr. Charles Lonsinger*
 Mrs. Sara (Sally) Lytle
 Mrs. John Mantonya
 Mr. James Matesich
 Mrs. Matthew Matesich*
 Rev. Carl E. McAllister*
 Mr. Richard McClain
 Mr. William McConnell
 Ms. Mary Jane McDonald
 Rev. Thad McGehee
 Mr. L.A. Messimer*
 T. Thomas Mill, M.D.
 Mark Mitchell, M.D.
 Lewis Mollica, Ph.D.
 Mr. Roger Morgan
 Mr. Eugene Murphy*
 Mr. Frank Murphy
 Mr. Albert J. Nerny*
 Mrs. John. J. O'Neill*
 Mr. Robert O'Neill
 Mrs. Ruth Owen
 Mr. Stuart Parsons
 Mr. C. Homer Price*
 Mr. Robert Pricer
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 Mr. John Weaver
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Seasonal Affective Disorder

For some people, winter months are marked with fatigue and irritability and gloom. If these symptoms subside as winter ends and re-appear the following fall, they could be an indication of a form of depression known as seasonal affective disorder (SAD).

Connie Jenkins, M.D., a psychiatrist at Licking Memorial Outpatient Psychiatric Services – Pataskala, said that many of her patients are affected by changing seasons. “I find that many patients have seasonal fluctuations of depressive symptoms. They often experience a worsening of pre-existing depression symptoms around the change of seasons in the fall.” The symptoms generally improve on their own as spring approaches.

SAD is believed to be caused by the reduced amount of sunlight during the fall and winter months. It is estimated that up to 6 percent of American adults suffer significant levels of the illness, and up to 20 percent report a milder form. Symptoms of SAD may include any of the following:

- Fatigue
- A change in appetite (craving sweet or starchy foods)
- Weight gain
- Excessive sleeping
- Difficulty concentrating
- Irritability
- Anxiety
- Loss of interest in activities

In mid July, the sun rises at Newark just after 6:00 a.m., and sets just before 9:00 p.m., providing approximately 15 hours



People who feel depressed during periods of shorter daylight may be suffering from a treatable condition known as seasonal affective disorder.

of sunlight each day. In mid January, the amount of daily sunlight falls to approximately 9 ½ hours with the sun rising just before 8:00 a.m., and setting around 5:30 p.m. “That is a big adjustment for the human body. My patients remark that it is dark when they go to work, and it is dark when they return home,” Dr. Jenkins said. “Although most people with SAD have mild symptoms and are able to adapt to the seasonal changes without difficulty, some people are severely affected and require help to cope in their daily activities. Fortunately, there is therapy available.”

The most common treatment for SAD is light therapy, using special fluorescent light boxes that are 25 times brighter than the average living room light. “The lights need to be of sufficient brightness and duration, at least 10,000 lux for approximately 20 minutes, to be helpful,” Dr. Jenkins explained. “The eyes have to be open for the light to improve the patient’s mood, so the light source needs to be full-spectrum with the UV rays filtered to prevent damage to the eyes. Tanning beds do not help with SAD, and they contain high levels of UV light that would damage uncovered eyes.”

Seasonal affective disorder was first recognized as an official diagnosis in 1985. It can affect people of any age, usually developing after age 20. It is four times more common in women than men. The incidence of SAD is higher in northern areas of the U.S. Ironically, it is less common in the same areas when they are blanketed with snow.

First Impressions Maternal Care

Featuring Private Suites for Mothers and Newborns

At Licking Memorial Hospital, new parents can expect to receive caring, high-tech maternal care close to home. Our Maternal Child Department has been enhanced with the recent addition of new mother-baby suites, to ensure that parents are able to enjoy the private intimacy of their newborn’s first hours. Our maternity experience also features:

- Complete in-room entertainment center
- Private bathrooms with shower
- Custom gourmet meal prepared by our on-site chef
- Massage therapy
- Newborn care and breastfeeding education



Licking Memorial Hospital



Ultra Sounds Jazz Band

The idea began as a single note – the love of music. Two more notes made a chord – the yearning to create music and the desire to play for others' enjoyment. Within a short time, several physicians and members of the Licking Memorial Hospital (LMH) staff orchestrated their clinical harmony into musical harmony, and they debuted with a performance at the Licking Memorial Health Systems (LMHS) Employee Holiday Lunch.

The newly formed jazz band, the Ultra Sounds, was the inspiration of Podiatrist Ralph J. Napolitano Jr., D.P.M., who is the band leader. "I wanted to form a small ensemble to serve as a musical outlet for any LMHS staff member who is interested in jazz and popular music," said Dr. Napolitano. "We wanted our first public performance to be the LMHS Employee Holiday Luncheon with our peers. We have a jazz and funk style, and I think that really appealed to them. It was great fun to see the enjoyment our music brought."

Members of the Ultra Sounds include:

- Michael D. Barth, M.D., Licking Memorial Family Practice – Granville, on piano and keyboard
- Craig B. Cairns, M.D., M.P.H., Vice President of Medical Affairs, on trumpet
- Ralph J. Napolitano Jr., D.P.M., Foot and Ankle Associates of Newark and Licking Memorial Wound Clinic, on trumpet
- Eric R. Pacht, M.D., Licking Memorial Pulmonology, on saxophone



Members of the Ultra Sounds Jazz Band are (left to right): front row – Phillip G. Savage, D.O., and Craig B. Cairns, M.D., M.P.H. Back row – Tim Tremblay, R.N., Michael D. Barth, M.D., Eric R. Pacht, M.D., Ralph J. Napolitano Jr., D.P.M., Nichole Irving, R.N., and Bruce Campbell, R.N.

- Phillip G. Savage, D.O., Licking Memorial Hospitalists, on trombone
- Tim Tremblay, R.N., Operating Room, on drums
- Nichole Irving, R.N., Operating Room, vocals
- Bruce Campbell, R.N., Cardiovascular Intervention, vocals

The performance included a special guest appearance by The Newark Brass, an ensemble started by Dr. Cairns. The Ultra Sounds hope to provide entertainment at future LMHS events as their schedules allow.



Garfield Elementary Donation

First grade children at Garfield Elementary School in Heath donated homemade placemats to LMH. The students designed the placemats in a friendly classroom competition. They also donated three gingerbread houses they created. LMHS President & CEO Rob Montagnese accepted the placemats which were given to patients during the holidays. The gingerbread houses were displayed at the Hospital for patients, visitors and staff to enjoy.

New York Patient Sees Benefit to Having Surgery Performed at LMH

Licking Memorial Hospital (LMH) is proud of its exclusive stature as the only medium-sized community hospital in the nation to be included in Thomson Reuter's 100 Top Hospitals list a total of 10 times. The national recognition confirms that Licking County residents are receiving the best medical care available, located conveniently in their own community. Aside from the prestigious awards, one New York attorney learned first-hand in 2007 that LMH offers excellent care. Since then, he has made the 1,100-mile round trip twice to return to LMH for additional procedures.



Ronald Konove (left) returned to Licking Memorial Hospital in November 2010 for a follow-up eye procedure. Ronald traveled more than 1,000 miles to receive treatment from Elliott Davidoff, M.D. (right).

Ronald Konove and Ophthalmologist Elliot Davidoff, M.D., grew up together in Manhattan, New York. They kept in touch through the decades as Ronald opened a law office in White Plains, New York, and Dr. Davidoff set up practice at the Center for Sight in Newark, Ohio. When Ronald's vision became clouded by cataracts, he turned to Dr. Davidoff for help.

"I knew that I would receive excellent care from Dr. Davidoff, so I traveled to Newark to have the corrective eye surgery," Ronald said. "What I had not anticipated was the exemplary facility and technology that Licking Memorial Hospital

has to offer. The cataract surgery on my right eye went so well, that I returned one year later to have the surgery performed on my left eye. I was just as satisfied with the second surgery."

In November 2010, Dr. Davidoff performed a YAG laser procedure on each of Ronald's eyes. Both eyes had developed posterior capsule clouding, a frequent event a few years after cataract surgery. It is caused by development of scar tissue on a membrane in the pupil that is initially clear after cataract surgery. It is treated

by using the YAG laser to cut a hole in the scar tissue, allowing light to pass through.

Ronald's YAG laser posterior capsulotomy procedure took only a few minutes, and no anesthesia was required. He noticed the improvement immediately. "I can read the clock across the room," he announced. "When I walked into the room, it looked blurry to me. This is an amazing improvement."

The YAG Laser Clinic is located on the Hospital's second floor, in the Pain Clinic area. Procedures at the LMH YAG Laser Clinic are used to treat a range of ophthalmologic conditions.

Emergency Department Wait Information Now Available Online

Are you in need of immediate, non-emergency medical attention, but unsure about the wait time in the Emergency Department? Visit the Licking Memorial Health Systems Web site at www.LMHealth.org. The site now provides current wait time information for both the Emergency Department and Licking Memorial Urgent Care. If your condition is not life-threatening, visit Licking Memorial Urgent Care, located on State Route 16, at the Pataskala Health Campus, open from 12:00 Noon to 8:00 p.m., Monday through Saturday, and from 12:00 Noon to 6:00 p.m., on Sunday.



Licking Memorial
Health Systems



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View our Quality Report Cards online.



Patient Story – David Schell

When David Schell of Newark began taking additional medications following lung surgery last July, his wife, Jane, set up a system to ensure each drug was taken properly. According to the Agency for Health care Research and Quality, the use of multiple medications increases the risk for error and for developing adverse interactions between the medications.

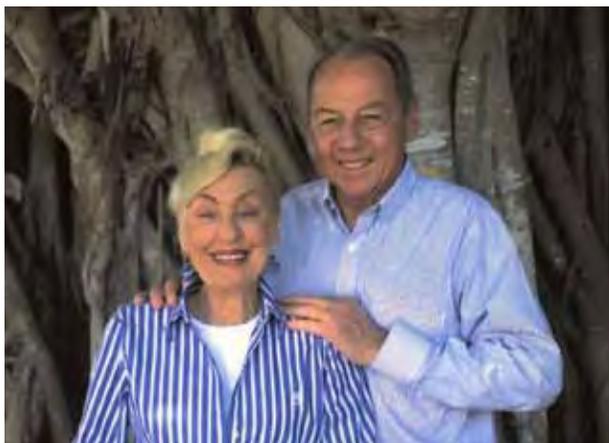
At 72 years of age, David still keeps a busy work schedule. He is a partner at Schell Brothers, a trucking company in Newark. He also owns and operates a grain farm.

During a vacation in Florida several years ago, David mentioned to Jane that he was not feeling well. “I have diabetes, so my first thought was that it was related to my blood sugar level,” David recalled. “However, I checked my blood sugar, and it was okay. Fortunately, my wife insisted that I go to the nearest hospital. They discovered an irregular heartbeat and were able to correct it in the emergency room.”

When the Schells returned to Newark, David reported the incident to Cardiologist Bryce Morrice, M.D. Since an irregular heartbeat increases the risk for dangerous blood clots, Dr. Morrice referred David to the Anticoagulation Clinic at Licking Memorial Hospital (LMH) for Coumadin therapy. “The staff in the Anticoagulation Clinic have been wonderful,” Jane said. “Every time David visits, they are careful to review his list of medications to check for any possible problems.”

“Coumadin is a blood thinner that can be affected by other medications,” explained Jean Glaser, R.Ph., Pharm D, Director of Pharmacy at LMH. “Patients can easily forget about new medications they started taking since their last visit to the Anticoagulation Clinic, so we are careful to review the list with them and to educate them about drug combinations that could be dangerous. Even many over-the-counter drugs, such as aspirin, may cause problems in patients who receive Coumadin therapy.”

In 2010, David visited his primary care physician, Mark Mitchell, M.D., and mentioned that his breathing



Jane and David Schell will celebrate their 50th wedding anniversary on February 4.

did not feel right. Chest X-rays revealed a malignancy in David's left lung. On July 2, he had surgery to remove a portion of the lung's left upper lobe. Prior to the surgery, the Anticoagulation Clinic worked with David to discontinue his Coumadin therapy to reduce the risk of bleeding. David had a follow-up MRI and CT scan several months after the surgery, and to his relief, they showed no signs of cancer.

After the surgery, David began taking additional medications.

His medication list at various times included Humulin N, Humulin R, Lisinpril, Toprol, Amiodarone, Cartia XT, Centrum, Ventolin and Coumadin. “I can instantly remember all kinds of terms related to agriculture and business,” David said, “but when it comes to the names of my medications, I have difficulty.”

Jane added, “After every office visit, Dr. Mitchell's staff hands us a computer print-out of the entire list of David's medications. It is so convenient to have that list when we need to tell someone else. We are also confident that we have the medicines' correct names and dosages. I think it would be great if every physician updated their patients' medication records at every visit.”

Since each of David's medications needed to be taken in different dosages at varying times, David and Jane soon found that the regimen could become confusing. “I made a special spot for all the medicines,” Jane explained. “We also keep a list of instructions that tells how each drug should be taken, and the times they should be taken. In addition, we now have all our prescriptions filled at the same pharmacy, so that all the records are in one place.”

The diligence has paid off. Even though David is statistically at an elevated risk for an adverse medication incident due to the number of prescriptions he takes, he has not had any problems. As a result, he has been able to recover from his surgery more quickly. Now he and Jane can concentrate on celebrating their 50th wedding anniversary on February 4, with their four children and six grandchildren.

Patient Safety – 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 health care choices.

1 The Institute of Medicine published a report in 2000 that highlighted the stunning effects of medication errors. The report set forth a national agenda for reducing errors and improving patient safety by designing a safer health system. Medication reconciliation is the process of obtaining a complete and accurate list of each patient’s current home medications – including name, dosage, frequency and route – and comparing the physician’s admission, transfer and/or discharge orders to that list. Discrepancies are brought to the attention of the prescribing physician, and if appropriate, changes are made to the orders. Although the medication error rate at Licking Memorial Hospital (LMH) is significantly better than the national benchmark, we make continuous efforts to improve the process. LMH dispensed approximately 4 million doses of medication in 2009.

	LMH 2007	LMH 2008	LMH 2009	National ⁽¹⁾
Medication errors	0.013%	0.008%	0.012%	0.310%

2 Protecting patients from hospital-acquired infections is a primary patient safety goal. LMH has an ongoing program to prevent and treat infections in patients. Per the Centers for Disease Control and Prevention (CDC) recommendations, LMH tracks high-risk patients, including those with an increased risk of infection due to the presence of an invasive device, such as a ventilator, catheter or central venous line. The following data reflects how many infections occurred during 1,000 patient days compared to the national benchmarks.

	LMH 2007	LMH 2008	LMH 2009	National ⁽²⁾
Pneumonia Infection rate of ICU patients on ventilators	1.7	1.7	1.3	1.9
Urinary tract infection rate for ICU patients with urinary catheters	1.7	0.8	1.4	3.7
Bloodstream infection rate for ICU patients with central venous catheters	0	0	0	1.9

3 LMH conducts a comprehensive assessment to determine if a patient is at risk for a fall at admission and during the Hospital stay. Personal alarms and bed sensors help alert staff to a potential fall.

	LMH 2007	LMH 2008	LMH 2009	Goal
Inpatient falls	0.25%	0.23%	0.33%	less than 0.30%

4 Coumadin is a blood thinner (anticoagulant) used to help prevent and treat blood clots. The most common side effect of Coumadin is bleeding in any tissue or organ. It is important for patients to have their blood tested regularly. The blood test, called prothrombin time (PT) and International Normalized Ratio (INR), helps the physician determine how fast the blood is clotting and whether the dosage of Coumadin should change. The testing is very important and must be accomplished at recommended periodic intervals in order to keep the PT/INR result in the best and safest range for the medical condition. Licking Memorial Health Professionals (LMHP) has adopted this recommendation as a safety measure.

	LMHP 2007	LMHP 2008	LMHP 2009	Goal
LMHP patients on Coumadin with PT/INR in last two months	96%	97%	96%	greater than 90%

5 Metformin (trade name Glucophage) is a medication that is used in the treatment of diabetes mellitus and polycystic ovarian disease. It is an effective medication for treatment of both of these unrelated disease processes, but must be used cautiously in patients with compromised renal (kidney) function. It is recommended to monitor renal function prior to initiation of therapy and at least annually thereafter. Licking Memorial Health Professionals (LMHP) has adopted this recommendation as a safety measure.

	LMHP 2007	LMHP 2008	LMHP 2009	Goal
LMHP patients on Metformin with creatinine within last year	95%	95%	91%	greater than 90%



Quality Reporting to the Community

Patient Story and Benchmarks for Heart Care



Patient Story – Robert Raker, M.D., FAAFS

Throughout the 30-plus years that Robert Raker, M.D., FAAFS, practiced as a family physician in Granville, he treated many patients with heart disease, devoting a great deal of time to educating them about the medications, diet, diagnostic procedures and surgeries they needed to improve their cardiac health. Whenever appropriate, Dr. Raker also advised patients about increasing their exercise levels and offered information about cardiac rehabilitation. However, it was not until he experienced a quadruple bypass that Dr. Raker truly appreciated the total benefit of the Cardiac Rehabilitation

program at Licking Memorial Hospital (LMH). Dr. Raker began attending Cardiac Rehabilitation sessions at LMH in the summer of 2010, at his wife's insistence after extensive heart surgeries and a gall bladder operation. He first suffered two heart attacks in July 2003. He had retired from family practice in 2001. Through a couple of interventional cardiac procedures, he had five stents implanted to improve his heart's function.

Then, in May 2010, he had quadruple bypass surgery. Dr. Raker said, "Looking back over the past several years, I can see now that I was slowing down. I just attributed it to growing old at the time. I found it difficult to walk any distance and to climb stairs. That is when my wife, Kathy, encouraged me to attend Cardiac Rehabilitation. I learned that LMH had a good program, and since it was so convenient and close to home, I decided to try it."

Even though, as a physician, Dr. Raker had recommended exercise for many of his patients, he was surprised at how much difference the experience made in his life. "I was not sure I really wanted to do it," he recalled. "My wife and I had been walking, so I thought I could exercise on my own and achieve the same results."

"After just a few visits, I found that the other patients and staff members in Cardiac Rehabilitation change your entire outlook," Dr. Raker explained. "The patients have such a positive attitude – they are all happy to be there, and they offer encouragement to each other. There is tremendous emotional aftermath following heart surgery, but that all went away for me, thanks to the LMH cardiac rehabilitation experience. The



Robert Raker, M.D., FAAFS, and his wife, Kathy, exercise together three times each week at the LMH Wellness Center.

nurses monitor the patients very closely during exercise, taking blood pressure and pulse readings and checking the heart monitor signals and blood oxygen levels. After my bypass surgery, I was not sure how much activity I could do. Under the nurses' watch, I felt more confident about increasing my exercise level. When I began to overextend myself, they would recognize the signs and ask me to rest for a while, until it was safe for me to exercise again. It was a very positive experience in all respects. I cannot urge enough for heart patients in Licking County to take

advantage of LMH's Cardiac Rehabilitation to benefit them, mentally and physically. I highly recommend it, both as a physician and as a fellow heart patient."

After three months of sessions, Dr. Raker "graduated" from the LMH Cardiac Rehabilitation program. He continues to exercise three times each week at the LMH Wellness Center with Kathy, his wife of 52 years. "Kathy says she notices a real difference in me," Dr. Raker said. "She can tell that I am feeling better, and she is glad that I have regained interest in doing more things. At home, we now walk two miles each morning."

Dr. Raker has served as Licking County Coroner since 1979. He is considering retirement in the near future, and is looking forward to domestic travel now that he feels more energetic. "We drive to Florida for vacations, but I have never been out West," he commented. "There is a national parks tour that features five areas to visit. We plan to take advantage of that tour soon."

The Cardiac Rehabilitation Center at LMH offers treadmills, upright bikes, recumbent bike machines, NuStep recumbent cross trainers and arm ergonomic machines. Patients who have a physician's referral are welcome to visit, whether they had cardiac services at LMH or another facility. "It is an outstanding program, and the facility and the Hospital staff are great," Dr. Raker said. For more information, call (740) 348-4177.

Heart 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 health care choices.

1 Angiotensin-converting enzyme (ACE) inhibitors reduce the risk for mortality in patients with left ventricular systolic dysfunction (LVSD) after heart attack. LVSD refers to the reduced squeezing ability of the left ventricle that can occur after heart attack. Additionally, the likelihood of the patients having another heart attack can be reduced if an ACE inhibitor is administered.

	LMH 2007	LMH 2008	LMH 2009	National Average ⁽¹⁾
ACE/ARB at discharge for LVSD	100%	100%	100%	93%

2 The first step in heart attack treatment is to confirm that the patient is truly experiencing the symptoms of an attack. An electrocardiogram (EKG) measures the electrical activity of the heart and can determine if a heart attack is occurring.

	LMH 2007	LMH 2008	LMH 2009	Goal ⁽²⁾
Median time from arrival to completion of EKG	5 minutes	2 minutes	4 minutes	less than 10 minutes

3 Emergency angioplasty restores blood flow in a blocked heart artery by inserting a catheter into the artery to implant a stent. The procedure has been proven to save lives during a heart attack, and it is most effective when performed within 90 minutes of the patient's arrival to the Emergency Department to minimize irreversible damage from the heart attack. Licking Memorial Hospital (LMH) began to perform this procedure in 2008.

	LMH 2008	LMH 2009	National Average	Goal
Median time from arrival until balloon angioplasty performed	74 minutes	67 minutes	67 minutes ⁽³⁾	less than 90 minutes ⁽²⁾
Time to balloon within 90 minutes	92%	94%	84% ⁽¹⁾	greater than 90%

4 During a heart attack, the heart tries to compensate for its weakened pumping action by beating faster which increases strain. Beta blockers reduce the heart's tendency to beat faster. Additionally, aspirin has been shown to prevent further blood clotting in heart attack patients.

	LMH 2007	LMH 2008	LMH 2009	National Average ⁽¹⁾
Aspirin within 24 hours of patient arrival	100%	98%	100%	95%
Aspirin ordered at hospital discharge	100%	100%	90%	94%
Beta blocker ordered at hospital discharge	100%	94%	100%	94%

5 Cardiac rehabilitation programs aid people who have experienced heart attacks. LMH's program provides medical oversight and heart monitoring for individuals as they exercise and strengthen their hearts. LMH also measures participants' progress in improving certain indicators of heart health. The following results were reported by cardiac rehabilitation patients.

Health Indicator	LMH 2007	LMH 2008	LMH 2009	Goal
Stopped smoking	66%	70%	48%	greater than 75%
Improved weight	44%	44%	58%	greater than 75%
Increased exercise time	100%	100%	100%	100%

6 The left ventricle is the chamber of the heart that pumps blood out of the heart and into the body. Measuring left ventricular function (LVF) helps determine how well a chronic heart failure (CHF) patient's left ventricle is working.

	LMH 2007	LMH 2008	LMH 2009	National Average ⁽¹⁾
LVF assessment completed	97%	95%	99%	91%

6 Venous thromboembolism (VTE) is a potentially life-threatening condition that results when a blood clot forms within a vein. If the clot becomes dislodged, it can travel to the lungs and cause serious harm or even death. Patients with a heart condition called atrial fibrillation also are at risk for blood clots traveling to the brain, which can cause a stroke. The risk of developing a clot can be high with some studies estimating that approximately 10 to 20 percent of all hospitalized patients develop a clot. Risks are even higher for patients undergoing surgery, those who have suffered a stroke, and in cancer and trauma patients. Often, patients will have no symptoms when a clot has formed. By using preventive measures, such as blood thinners or mechanical devices, the risk for developing a clot can be significantly reduced. One study⁽³⁾ indicated that nationally, only about 34 percent of hospitalized patients at risk for developing clots receive these preventive measures. Due to the great risk of blood clots for patients, LMH has adopted a prevention protocol that applies to nearly all patients admitted to the Hospital to reduce their risk.

	LMH 2007	LMH 2008	LMH 2009 ⁽⁴⁾	Goal
Medical patients receiving VTE prophylaxis by end of day 2	79%	76%	85%	greater than 90%

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

	LMHS 2007	LMHS 2008	LMHS 2009	LMHS Goal	National ⁽⁵⁾
LMHS employees receiving the seasonal influenza vaccine	56%	77%	85%	greater than 80%	62%

Data Footnotes: (1) *To Err Is Human – Building a Safer Health System*, National Academy Press, Washington D.C., 2000. (2) CDC National Healthcare Safety Network pooled median (ICU only) from January 2006 through December 2007, issued November 2008. (3) Anderson, FA *IMPROVE; Blood* 2003. (4) 2009 data reflects only fourth quarter data using new CMS specifications. No national benchmarks have been established. (5) Centers for Disease Control and Prevention (CDC). Interim Results: Seasonal Influenza Vaccination Coverage Among Health-Care Personnel. *MMWR* April 2, 2010 / 59(12); 357-362.

7 Medications beneficial to many CHF patients include ACE inhibitors, beta-blockers, and angiotensin-receptor blockers (ARBs). ACE inhibitors and ARBs have been shown to lower mortality and improve functional capacity and quality of life. Beta-blockers can reverse or prevent some of the health effects associated with heart failure. Patients treated with beta-blockers may see significant improvement in heart function after three months.

	LMH 2007	LMH 2008	LMH 2009	National Average
CHF patients on ACE or ARB at discharge	93%	96%	99%	90% ⁽¹⁾
CHF patients on beta-blockers at discharge	99%	99%	97%	90% ⁽³⁾

8 It is vital that CHF patients be involved in their own care to reduce health complications and improve quality of life. They must monitor their weight, limit their salt intake, and take their medications regularly. Health care providers need to give thorough discharge instructions to help these patients effectively manage their condition.

	LMH 2007	LMH 2008	LMH 2009	National Average ⁽¹⁾
All discharge instructions given	93%	85%	95%	80%

9 LMHP physicians also monitor the usage of antiplatelet drugs, such as aspirin or an antithrombotic drug, in patients with coronary artery disease (CAD). The usage of these medications lowers the risk of myocardial infarction (MI) or death in patients with CAD.

	LMHP 2007	LMHP 2008	LMHP 2009	Goal ⁽⁴⁾
LMHP CAD patients with aspirin and/or antithrombotic prescribed	93%	95%	90%	greater than 80%

10 Licking Memorial Health Professionals (LMHP) physicians monitor the cholesterol levels, specifically the LDL (bad cholesterol) levels of their patients with diagnoses of CAD. Elevated LDL cholesterol level is a risk factor for myocardial infarction (MI), but is reversible through medication, diet and exercise.

	LMHP 2007	LMHP 2008	LMHP 2009	Goal ⁽⁴⁾
LMHP CAD patients with LDL less than or equal to 100 mg/dl	67%	66%	61%	greater than 50%

Data Footnotes: (1) *Hospitalcompare.hhs.gov* national benchmarks. (2) ACC/AHA 2007 Guidelines for the Management of Patients with Unstable Angina/Non ST-Elevation Myocardial Infarction, *J. Am. Coll. Cardiol.* 2007; 50: el-el57. (3) Benchmark indicates LMH goal. (4) AHA/ASA/NCQA Heart/Stroke Recognition Program.

Over-the-Counter Drugs Must Be Taken Carefully

Over-the-counter (OTC) pain relievers are widely used all over the world. Although the drugs are generally regarded as safe under most circumstances, they can present a health danger when taken in large doses or in conjunction with other drugs.

Aspirin, ibuprofen (brand name Motrin) and naproxen (brand name Aleve) are included in a classification of medicines known as nonsteroidal anti-inflammatory drugs (NSAIDs). They are used mainly to reduce pain and fever. Aspirin was first offered without a prescription in 1915, and has remained the most commonly used medication ever since.

Acetaminophen (brand name Tylenol) was first approved without a prescription by the Food and Drug Administration (FDA) in 1951. It quickly gained popularity as an alternative to aspirin, especially for children who are at risk for developing Reye's syndrome after aspirin usage.

“Because over-the-counter medications are widely used on a frequent basis, patients tend to underestimate their possible risks,” explained Internal Medicine Physician Gerald R. Ehram, M.D. “Sometimes, patients will neglect to read the dosage recommendations on the packaging, or they might mistakenly believe that it is acceptable to take extra medication if they have unresolved pain. In actuality, it is very important for patients to follow the dosage recommendations on over-the-counter drugs very closely. Some medicines are designed to be taken every four to six hours, while others should be taken no more often than every 12 hours. Acetaminophen can cause severe, permanent liver damage if taken at levels over 4,000 mg per day.”

Another potential danger associated with OTC drugs, is that oftentimes, patients do not realize a combination formula OTC or prescription drug they are taking contains acetaminophen or an NSAID ingredient. For example, NyQuil and Theraflu both contain acetaminophen, as do the prescription pain killers, Percocet and Vicodin. Patients who take acetaminophen in addition to these drugs without checking first with their physician would be at risk of a dangerous overdose and possible liver damage.



With every new prescription, be sure to ask your pharmacist or physician if there are over-the-counter drug products that should be avoided.

According to a report by the FDA, U.S. consumers purchased more than 28 billion doses of acetaminophen products in 2005. The report also cites that from 1998 to 2003, acetaminophen was the leading cause of acute liver failure in the U.S., and 48 percent of those acetaminophen-related cases resulted from accidental overdoses.

In some cases, the interaction between an OTC drug and a prescription drug can produce undesired effects. For example, NSAIDs should not be taken in conjunction with blood thinners since they may amplify the effects of the prescription.

The FDA now requires OTC drug manufacturers to include cautionary labeling for products that include acetaminophen and NSAIDs. In addition to reading labels carefully, patients can further protect their health by asking their physician or pharmacist if their prescription medications should not be taken with a specific OTC drug.

New Appointments



Dalia S. Elkhairi, M.D.,
joined Licking Memorial
Women's Health.



Daria J. Hopkins, M.D.,
joined Licking Memorial
Internal Medicine.



Xiangyang Jiao, M.D.,
a family medicine
physician, joined the
Licking Memorial Hospital
Active Medical Staff.



M. Elaine Kinnard, C.N.P.,
joined Licking Memorial
Oncology/Hematology.

National Doctors' Day

March 30



In recognition of Doctors' Day, express your appreciation for your favorite physician by making a donation to the Licking Memorial Health Foundation in his or her honor. Contributions will benefit new technology in the John & Mary Alford Pavilion. For more information, or to make a donation in a physician's name, please call (740) 348-4102.



**Licking Memorial
Health Systems**

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

Physician Spotlight – Jaime T. Goodman, M.D.



Jaime T. Goodman, M.D.

Endocrinologist Jaime T. Goodman, M.D., received her Medical Degree at The Ohio State University. She also completed an internal medicine residency and an endocrinology fellowship at The Ohio State University. She is board certified in internal medicine.

Endocrinologists are physicians who diagnose and treat disorders of the endocrine (glandular) system. Some common endocrine ailments include:

- Diabetes
- Metabolic disorders
- Thyroid diseases
- Menopause complications
- Osteoporosis
- Hypertension
- Cholesterol disorders

Dr. Goodman is accepting new patients, and appointments can be made by calling (740) 348-7950. Licking Memorial Endocrinology is located at 120 McMillen Drive in Newark.

Ask a Doc – Thyroid Disease with Jaime T. Goodman, M.D.

Question: Does thyroid disease run in families?

Answer: The thyroid is a butterfly-shaped gland located in the throat, just below the Adam’s apple. It produces hormones to regulate the body’s growth, metabolism, development and temperature.

If the thyroid begins to overproduce hormonal secretions, a condition called hyperthyroidism develops. The symptoms of hyperthyroidism may include:

- Weight loss
- Enlarged thyroid gland
- Irritability
- Nervousness
- Muscle weakness
- Vision problems
- Sleep problems

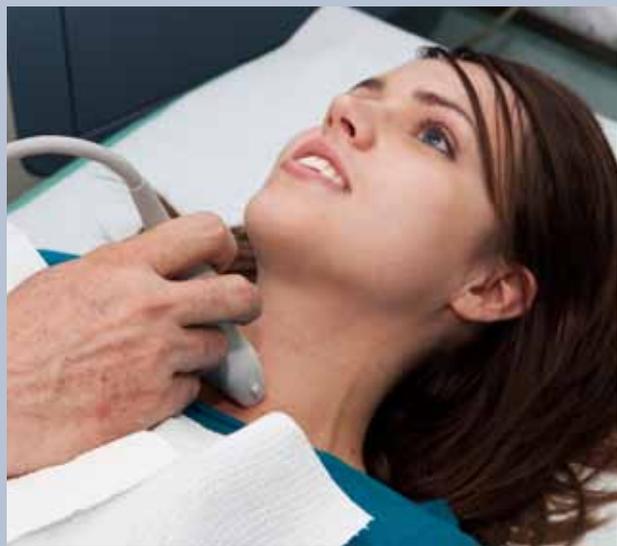
If the thyroid is not producing enough hormonal secretions, a condition called hypothyroidism develops. The symptoms of hypothyroidism may include:

- Weight gain
- Forgetfulness
- Fatigue
- Dry hair
- Dry skin
- Hoarseness
- Intolerance to cold

Thyroid disease is most commonly caused by an autoimmune disorder which can be hereditary. Grave’s disease, Hashimoto’s thyroiditis, and thyroid cancer are conditions that affect the thyroid and are usually successfully treated with medication or surgery. Thyroid cancer is uncommon, but is considered to be highly treatable with surgery in the early stages.

A physician can diagnose thyroid disease through blood tests, ultrasound imaging, magnetic resonance imaging (MRI), computed tomography imaging (CT scan) or needle biopsy. Patients who suspect an abnormal thyroid condition should call their family physician, or Licking Memorial Endocrinology (740) 348-7950 for an appointment.

Community Education – Thyroid Disease Awareness *(continued from front page)*



tri-iodothyronine (T3) and thyroxine (T4) hormones. By traveling through the bloodstream to all tissues of the body, these hormones regulate the rate of activity for every organ system in the body. These hormones also play an integral role in managing the body’s consumption of oxygen and production of heat. Several thyroid conditions, such as nodules or an overactive or underactive thyroid, can severely affect metabolism and cause sluggish mental and physical processes, as well as difficulty breathing and discomfort in the neck.

Jaime Goodman, M.D., of Licking Memorial Health Systems will discuss thyroid disease during an educational session for the community on Thursday, January 27, at 6:00 p.m., in the LMH First Floor Conference Rooms, located at 1320 West Main St. in Newark. Registration is required. To register, please call (740) 348-2527.

Caring for Aging Parents

Scientists are beginning to unravel the complicated series of factors that make people age. Licking Memorial Health Systems (LMHS) Vice President Medical Affairs Craig B. Cairns, M.D., M.P.H., told community business leaders at the LMHS Corporate Breakfast on November 30, that aging first begins at birth.

Dr. Cairns explained that the changes that take place as the body ages are largely affected by environmental factors. “It is believed that the body’s aging process is related to the number of times the cells replicate,” he said. “Telomeres, which are part of the cells’ DNA, change with each replication, causing the cells to age. A healthy diet, rich in antioxidants, seems to slow the changes in the telomeres.”

Many studies have also shown a relationship between physical fitness and longevity. “Over three decades, the Aerobics Longitudinal Study traced the mortality rates of more than 38,000 men, ages 20 to 84 years,” Dr. Cairns said. “During the study, 2,642 of the men died, and an analysis identified five parameters for higher risk: obesity, cigarette smoking, alcohol consumption, physical inactivity, and lack of cardio-respiratory fitness.”

Dr. Cairns pointed out that many Licking County residents provide care for older relatives. He offered the following advice to improve their golden years:

- Pay attention to weight loss. A 2 percent weight loss within one month, or a 10 percent weight loss within six months, should signal a physician’s visit for someone over the age of 65.
- Encourage a diet rich in whole and low-fat foods.
- Ask your physician about supplements for vitamin B12, vitamin D, and calcium. However, excessive amounts can be harmful.
- Encourage water intake to maintain hydration. Thirst is not a good indicator of dehydration in the elderly since they are slower to feel thirsty. Alcohol and caffeine can also contribute to dehydration. Be especially careful to hydrate during air travel.
- Maintain immunizations. An estimated 50,000 elderly Americans die each year from vaccine-preventable illnesses, such as influenza, pneumonia and hepatitis A and hepatitis B. Shingles and tetanus diphtheria immunizations are also recommended for adults over the age of 65 years.



At a recent Corporate Breakfast at LMH, Vice President Medical Affairs Craig B. Cairns, M.D., M.P.H., outlined factors that cause aging, and tips for caring for elderly family members.

- Be aware of declining driving skills. In 2008, drivers over the age of 65 years accounted for 15 percent of all traffic fatalities. Although many older adults are aware their night-time driving has declined, 80 percent of those fatalities occurred during daylight hours.

“Our goal as physicians is not just to help our patients live longer, but to help their longer lives be healthier and more enjoyable,” Dr. Cairns said. “Aging is a natural process, and through a healthy and proactive lifestyle, it can be very full and rewarding.”

According to the Centers for Disease Control and Prevention (CDC), a baby boy born in the U.S. in 2005 has an average life expectancy of 74.9 years, and a baby girl born in the U.S. has an average life expectancy of 79.9 years. Currently, 12 percent of the American population is 65 years or older.

The Licking Memorial Hospital Development Council hosts four Corporate Breakfasts each year to share news about the Hospital with community leaders. The Development Council was established in 1987 to increase charitable giving to the Hospital and to promote positive community relations. More than 75 distinguished members of the community volunteer their time to serve on the Development Council.

Girl Scout Donation

Local Girl Scout Hannah Fleisher hand crafted Breast Cancer Awareness Christmas ornaments as part of a community service project to earn her Silver Award. The award is presented to Girl Scouts in recognition of accomplishments in the community that improve the lives of others. Hannah presented the heart-shaped ornaments to Licking Memorial Hospital President & CEO Rob Montagnese and Jacqueline Jones, M.D. of Licking Memorial Hematology/Oncology. The ornaments were delivered to the Oncology floor and made available to patients and visitors who have been touched in some way by cancer.



LMH Development Council Education & Membership Committee

The Education & Membership Committee is part of the Licking Memorial Hospital (LMH) Development Council, which also includes the Community Relations Committee and the Annual Support Committee, and is overseen by an Executive Committee. The primary goals of the Education & Membership Committee focus on continuing education, as well as member recruitment and retention for the Development Council.

The Committee strives to recruit 25 dedicated members to serve on each of the three fundamental committees within the Council. Members who are chosen serve as ambassadors in the community and are committed to actively support the purpose, goals and objectives set forth by the Development Council and Licking Memorial Health Systems.

The Committee provides initial and continuing education for the Development Council, which highlights LMH services. These educational opportunities include an orientation program for new members, various programs presented at each Council

meeting, quarterly Corporate Breakfast events for community leaders and presentations to members of the community.

The Education & Membership Committee is chaired by John Gard, Vice President and Trust Officer at Park National Bank, who joined the Council in 1993. Bonnie Manning, who joined the Development Council in 1996, serves as Vice Chair of the Committee and also is a member of the LMH Board of Directors.

The LMH Development Council falls under the auspices of the Licking Memorial Health Foundation and is committed to pursuing ways to enhance productivity in order to serve the community more effectively. It was established to conduct charitable giving activities for the benefit and support of LMH and facilitate educational programs, roundtable discussions and forums to enhance the Hospital's relationship with the community.

LMH Development Council Education & Membership Committee

John Gard, Chair

Bonnie Manning, Vice Chair

Mary Albright

Julie Barrett

Ron Cassidy

Jack Crockford

Eschol Curl

Kim Fleming

Terry Frame

Nasie Gallagher

Shari Gallup

Todd Hartshorn

Cheri Hottinger

Patricia Landon

Kim Lust

Nelson McCray, Ph.D.

Eloise Miller

David Morrison

Richard Reed

Jennifer Roberts

John Row

Donna Shipley

Thomas Slater

Orville Varasso

Charles Walker

Ray Wilson

Donors

Contributions to Licking Memorial Health Foundation are used toward new equipment and services at Licking Memorial Hospital. To learn more about giving opportunities, please call (740) 348-4101.

CADUCEUS SOCIETY

Mrs. Donald B. Adams

Mrs. Sandy Andrews

COMMUNITY CORNERSTONE

Jim and Beth Adkinson

Budget Blinds of Mid Ohio

Erin and Scott Kennedy

Packaging Corporation of America

Reed-Egan Funeral Home

Mr. Jack Stickle II

Marlene Wolfe

Elizabeth Ann Wood

GENERAL FUND

Hazel Morgan

GOLDEN CORPORATE HONOR ROLL

Scott Thomas, Summit Custom Cabinets

HONORARY

In honor of Jeff Smith

by Central Ohio Preachers' Association

JOHN ALFORD FELLOWSHIP

Sharon Hively

Cynthia and Thaddeus Webster

MEMORIAL

In memory of Walt Schlicher

by Ms. Kathy Bradley

In memory of Christine Warner

by Licking Memorial Hospital

In memory of Kathy Miller

by Austin and Amy Berry

In memory of Paul and Kathleen Gatens

by Timothy Gatens, M.D.

In memory of Hank LeMay
by Debbie Matesich

PAVING OUR FUTURE

Bonnie Hatch

Dr. Chung Koo

Mrs. Doris Spriggs

PRIDE CORNERSTONE BRONZE

Brandi Moran

Judith Schmitt

Courtney Weinke

WILLIAM SCHAFFNER SOCIETY

Linda and Jay Dalgarn

Robert and Alexa O'Neill

Judith and Robin Pierce

Barbara Ransopher

Two New William Schaffner Society Members Honored at Board Meeting



Jeanine M. Fisher, J.D., Vice President Corporate Compliance and Holly Slaughter, Director of Human Resources were both welcomed into The William Schaffner Society for their generous pledges to the Licking Memorial Health Systems (LMHS).

The William Schaffner Society recently welcomed two Licking Memorial Health Systems (LMHS) employees, Jeanine M. Fisher, J.D., Vice President Corporate Compliance and Holly Slaughter, Director of Human Resources, as new members for their generous pledges. The William Schaffner Society is comprised of community members and LMHS employees who have pledged a minimum gift of \$10,000 to the Licking Memorial Health Foundation (LMHF) over the course of 10 years.

Jeanine Fisher joined the Health Systems in July 2010. In her new role, she oversees all aspects of the Corporate Compliance and Health Information Departments. She also serves as the Hospital's Corporate Compliance and Privacy Officer for the Health Information Portability and Accountability Act, otherwise known as HIPAA.

Jeanine received her Juris Doctor from Cleveland Marshall College of Law at Cleveland State University. She earned a Bachelor of Arts degree in history from Kent State University in Kent, Ohio. She is a member of the Ohio State Bar Association, Health Care Compliance Association, American Health Lawyers Association and the Society of Ohio Health Attorneys.

Jeanine and her husband, Gene, have three grown children, Kristen, Lindsey and Matthew. In her free time, Jeanine

enjoys time with family, traveling, reading, Red Sox baseball and her three dogs: Boomer, Lester and Harry.

Holly Slaughter joined LMHS in 2007 as a Human Resources Specialist. She was promoted in 2008 to the position of Recruitment & Retention Manager and later promoted as Director of Human Resources in 2010. As Director, Holly is responsible for overseeing the organization's compensation program, recruitment and retention, employment practices, employee relations and development programs. She also ensures compliance with all applicable statutory and legislative regulations.

Holly graduated from Ohio Dominican University, with both a Bachelor's degree in business administration and a Master of Business Administration. She is a member of the American Society for Health Care Human Resources Administration, Ohio Society for Health Care Human Resources Administration, Society of Human Resources Management, Human Resources Association of Central Ohio and the Licking County Human Resource Management Association.

Holly lives in Newark with her husband, Jason. She enjoys reading, kayaking, traveling and spending time with her husband and their two dogs.

The William Schaffner Society was created in memory of William Schaffner, who dedicated his life to assure the availability of quality health care services to our community. LMHS is proud to acknowledge those who make significant contributions to support the Health Systems' mission to improve the health of the community. The funds are used to enhance medical care and fund expanded services at LMHS, and do not assist with general operating expenses. These contributions ensure that Licking Memorial Hospital can continue to provide excellent, quality health care for the community.



Volunteer Spotlight – Connie Price



Connie Price

Connie Price originally came to Licking Memorial Hospital (LMH) during the summer of 2007 to obtain medical care. Her husband, Glenn, had been recently diagnosed with cancer, and they decided to receive treatment at LMH rather than travel to Columbus. Jacqueline Jones, M.D., and the LMH Oncology staff provided care for Glenn, who passed away in December 2008.

“LMH was very good to my husband during his struggle with cancer. I was beside him each and every day, and it was because of my excellent experience with the staff that I decided LMH was the natural place for me to volunteer and offer my talents and abilities. I have always been a service-oriented, 'people person,' working many years for local retailers such as John J. Carroll, Lazarus and Hallmark. It is my desire to help others who may be having a hard time because of their own illness or that of a family member,” Connie said.

Connie returned to LMH to volunteer in May 2009. She currently serves two days each week greeting and assisting patients and visitors in the main lobby at the front desk reception area. “Connie is an excellent volunteer – she is always helpful to all who enter the front door,” said Carol Barnes, Director of TWIGS and Volunteers. “She is very cheerful, caring and goes above and beyond the call of duty to help visitors and patients. Connie arrives each week motivated and eager to assist others.”

Connie enjoys working with the other LMH volunteers with whom she has developed strong, caring friendships. She also plans to increase her volunteer efforts at the Hospital with an additional day of service each week.

Connie is the proud mother of two children, a daughter and son who both reside in Newark. Aside from volunteering, she enjoys spending time with her two grandsons, walking daily, working in her yard, and being active in her local church.

Retiree Spotlight – Sue Kreager



Sue Kreager

Sue Kreager joined Licking Memorial Health Systems (LMHS) in 1976 as an administrative assistant for the Volunteer Department. As a devoted employee, she faithfully served in this role for 20 years. During that time she was instrumental in the creation of TWIGS 24, the coordination of the All-TWIGS Bazaar, and implementing the use of

volunteers throughout different areas of LMHS. Sue said, “During those years, I enjoyed the interaction with people and the opportunities to make lifelong friends.” In 1996, Sue was promoted to the Manager of Volunteers position. “Managing the volunteer effort is unlike any other area of the Hospital. You have the opportunity to provide direction to those who unselfishly donate their time,” Sue reflected.

Sue’s efforts with the Volunteer Department did not go unnoticed. She received the LMH Cares award in 1995,

highlighting her commitment to the Volunteer Department. In 1997, during the Annual Volunteer Recognition Dinner, Sue was honored and crowned “Queen of the Volunteers” for the evening. This gesture of appreciation highlighted the importance of the numerous relationships that Sue developed while working at LMHS.

Sue and her husband, Byron, are proud parents of three sons and one daughter. Since retiring from LMHS in 2000, Sue has continued to maintain an active lifestyle. As a devoted grandmother to her ten grandchildren and one great-grandchild, she spends many afternoons and weekends at their sporting events. Sue has maintained her lifelong goal to remain physically fit by participating in a local health club where she has developed additional friendships within the community. She has also volunteered with Hospice and in her local church.



Paving Our Future

Please join Licking Memorial Hospital’s (LMH) Development Council in creating a lasting and unique way to recognize a family member, special friend or organization through a personalized tribute. Commemorative bricks are now available for personalization and will be placed in one of the following four Hospital walkways of your preference: the Front Circle (Garden Area), Pavilion Walkway, Cardiac Rehab Walkway and the Employee Entrance Walkway. Your generous gift will help LMH maintain the high standards of medical treatment and care essential to the well-being of our community.

For more information, please call (740) 348-4102.



Licking Memorial
Development Council



Gingerbread Hospital

Chef Brian Merritt, Director of Food Service at Licking Memorial Health Systems (LMHS), puts the finishing touches on an elaborate gingerbread house that he and his team modeled after Licking Memorial Hospital. LMH is one of several local organizations that donated a custom gingerbread house to be auctioned off during the grand reopening of the historic Sterling House Theater in Pataskala. The proceeds from the auction will be used to renovate the early 1900s theater, which had fallen into disrepair.

LMHS Opens Endocrinology Practice (continued from front page)

Endocrinology is the most recent specialty added to Licking Memorial Health Professionals (LMHP), a group of health care practices with more than 100 medical professionals dedicated to improving the health of the community. “The opening of Licking Memorial Endocrinology reinforces the commitment that LMHS has made to meet the needs of the community and provide excellent, quality care,” said Rob Montagnese, LMHS President & CEO. “We are constantly reviewing the needs of the community to ensure that our services meet those needs.”

Dr. Goodman, an endocrinologist, is board certified in internal medicine and has extensive training in the specialty. She received her Medical Degree from The Ohio State

University (OSU). She also completed an internal medicine residency and endocrinology fellowship at OSU.

“The demand for endocrinologists is rapidly increasing throughout the United States, including here in our community,” said Christine McGee, LMHP Vice President Physician Practices. “Many Licking County residents currently travel to Columbus to receive endocrinology care, and the addition of an endocrinology practice will provide greater convenience to members of our community.”

Dr. Goodman is now accepting patients for Licking Memorial Endocrinology. Appointments can be made by calling (740) 348-7950.



This month, Licking Memorial Hospital marks 113 Years of Caring. Congratulations and thanks to our Employees, Medical Staff, Volunteers, TWIGS, Board Members, Development Council and other supporters for doing their part to help Improve the Health of the Community.



Licking Memorial Hospital

1320 West Main Street • Newark, Ohio 43055
(740) 348-4000 • www.LMHealth.org

View our Quality Report Cards online.



Date: Thursday, February 3

Location: Bryn Du Field House
537 Jones Road NE
Granville

Time: 5:00 to 8:00 p.m.

Admission is free;
however, space is limited to
350 attendees.

Call (740) 348-1572 for reservations.

1320 West Main Street • Newark, OH 43055
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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

Thyroid Disease Awareness

Thursday, January 27, 6:00 to 7:00 p.m.
Licking Memorial Hospital
First Floor Conference Rooms

The class is free, and registration is required. Call (740) 348-2527 to register. See front page for more details.

The Heart Truth: A Red Dress Event

Thursday, February 3, at 6:00 p.m.
Doors will open at 5:00 p.m., for blood pressure checks.
No charge
Bryn Du Field House
537 Jones Road NE, Granville

Topics will focus on women's heart health. Registration is required, and space is limited. Call (740) 348-1572 to register. See story on front cover for program details.

Ask the Doc

Saturdays, from 9:00 to 10:00 a.m. No charge.
Shepherd Hill, 200 Messimer Drive

A physician knowledgeable in the field of chemical dependency will answer questions. Open to the public. Call (740) 348-4878 for more information.

Diabetes Self-Management Classes

Licking Memorial Diabetes Learning Center
1865 Tamarack Road, Newark
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.

Diabetes Self-Management is a series of four classes providing information on all aspects of diabetes. Instructors include registered nurses, dietitians and a pharmacist who have received extensive training in diabetes management.

Registration and physician referral are required. To register for the classes, call (740) 348-4722. For information regarding course fees, call (740) 348-4915. Fees vary depending on insurance coverage.

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.