



# Licking Memorial Health Systems

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# Taking Quality To Heart... a community report on patient care quality

At Licking Memorial Hospital, we take pride in the care we provide. And we want you to know why.

Beginning this month, we'll be producing a community report card. In this report, we'll give you a more in depth look at our services, share care experiences and health advice, and show you how our quality indicators compare to industry standards.

You'll soon discover why Licking Memorial Hospital made the nation's 100 Top Hospitals list for two consecutive years.

# Heart Care

## How do we compare?

### Standards of Care

**Door-to-Drug:** This standard measures the time from patient arrival in the Emergency Department to when lifesaving thrombolytic or "clot busting" medication is given. Major research shows a lower mortality rate for patients receiving thrombolytic drugs.

**Door-to-EKG:** This standard measures the time from patient arrival in the Emergency Department to when an EKG is conducted. An EKG is a test to measure heart activity.

**Aspirin and Beta Blockers:** These two medications given upon discharge have been proven to prevent further blood clotting in heart attack patients. Note: Some patients have a medical condition that prevents their use.

**Patient Arrival to Emergency Department:** Time is muscle when it comes to heart disease. The sooner an individual arrives in the Emergency Department, the less heart damage is done and the more helpful medical intervention can be.

Standard of Care	National Standard	Licking Memorial 1999 Statistics
Door-to-Drug	30 minutes or less <sup>1</sup>	27.2 minutes

Door-to-EKG	10 minutes or less <sup>1</sup>	8.5 minutes
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Standard of Care	National Average	Licking Memorial 1999 Average
Aspirin at Hospital Discharge	78% <sup>2</sup>	100%

Beta Blocker at Hospital Discharge	49.5% <sup>2</sup>	100%
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Patient Arrival to Emergency Dept.	>2 Hours <sup>3</sup>	2.5 hours
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1 Recommendations of the American Heart Association; American College of Cardiology, 1999.  
2 Average reported in the Dartmouth Atlas of Healthcare for 1999.  
3 Average reported by National Institutes of Health.  
Licking Memorial Hospital data is based on a random sample of 33 percent of heart attack patients seen in 1999.

### SUCCESS STORY

#### A Run for his Life

Bill Miller has been on thousands of squad runs. A member of the Hanover Volunteer Fire Department, he has responded to hundreds of calls from heart patients. But, the physically fit 39-year-old never thought he might be the next victim.

"It came on so unexpectedly," he recalled.

What Bill believed to be a medication reaction soon resembled something all too familiar. "When I started feeling pain in my left arm, I called 9-1-1," he said. Within minutes, his own Hanover squad arrived at his home.

"I think the No. 1 reason why people die from a heart attack is denial," he explained.

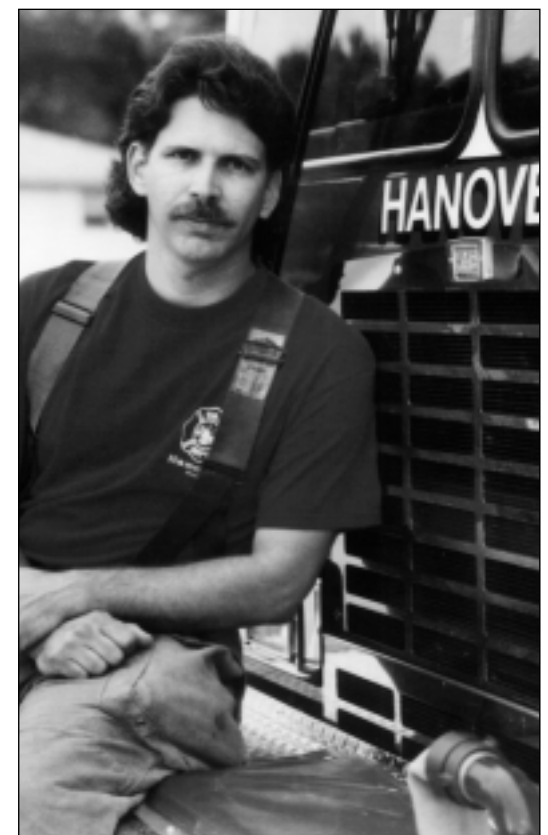
But, there's no denying that in Bill's case everything went right. Bill called the squad within 30 minutes of feeling his symptoms. The squad arrived within minutes. And, the Licking Memorial Emergency Department administered clot-busting drugs within 6 minutes of his arrival.

"A lot of contributing factors made a big difference," he said.

"I've gone on a lot of runs in the middle of the night when the person's had chest pain all day. I always think, why didn't they call sooner when we could have done something for them?" said the trained emergency medical technician (EMT).

Because of Bill's quick response and the timeliness of his care, he is expected to regain full function of his heart.

"I've learned a lot from this experience... We never know what's down the road for us and no one's immune from a heart attack."



Bill Miller

*"I think the number one reason why people die from a heart attack is denial."*

### When Time is Muscle, Minutes Count

According to the National Institutes of Health, individuals with chest pain wait over two hours before coming to the hospital.

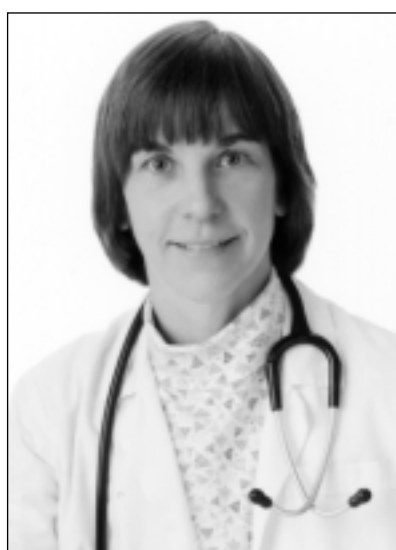
"The sooner a patient seeks medical treatment, the more likely it is that the patient will have a good outcome," stresses Bill's cardiologist Dr. Debra Heldman.

#### Knowing the signs of a heart attack is the first step.

• Uncomfortable pressure, fullness, squeezing or pain in the center of the chest lasting more than a few minutes.

• Pain may spread to the shoulders, neck or arms.

• Lightheadedness, fainting, sweating, nausea or shortness of breath may also occur.



Dr. Debra Heldman

If you experience any of these signs, don't wait. Get help immediately.

### Fast Facts

- 134 patients with heart disease began cardiac rehabilitation at Licking Memorial last year, accounting for more than 5000 visits.
- LMH treated 272 heart attacks in 1999.
- LMH is the primary CPR trainer for the American Heart Association in Licking County.
- More than 2000 individuals took a CPR class at LMH last year.
- Patient delay in recognition of, and response to, heart attack symptoms is a major obstacle to using clot-busting medications.
- Licking Memorial Hospital requires all Critical Care and Emergency Department staff to have advanced life support training.

#### What can you do?

- Learn the signs and symptoms of a heart attack.
- Modify your risk factors for heart disease through better diet and exercise.
- Take a CPR class. Call 348-4YOU to schedule. The next class is scheduled for February 19th at Indian Mound Mall.

We care about our quality.

If you have a suggestion on how we can improve patient care, please give us a call on our Performance Improvement Line, 348-4641.