

# Community Connection

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**Check out** our Quality Report Cards  
online at [www.LMHealth.org](http://www.LMHealth.org).

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# New Technology

## Ensures Most Accurate Mammogram

Licking Memorial Hospital (LMH) is pleased to now offer Digital Breast Tomosynthesis (DBT), also known as 3D Mammography exams. This ensures that local patients have access to the most accurate mammogram technology

available. DBT has revolutionized how breast cancer is detected by providing a superior mammogram for all breast types. Researchers have found that the DBT exam provides the following benefits:

- 41 percent increase in the detection of invasive breast cancers, compared to 2D alone.
- Up to 40 percent reduction in anxiety-provoking false-positive recalls.

In addition, the DBT exam is approved for all women undergoing a standard mammogram regardless of age or breast type.

A DBT exam is far more accurate in earlier breast cancer detection than any other type of mammogram. Similar to a traditional 2D mammogram, the technologist positions the patient, compresses the breast and takes images from different angles. The DBT exam captures multiple slices (images) of the breast, creating a layered 3D image.

The radiologist then is able to review the breast, one thin slice at a time – similar to turning pages in a book – which assists with a more accurate diagnosis. Unlike a traditional mammogram, which only allows a physician to view a single image of the top of the breast, the DBT exam allows for more detail to be seen, thus providing a view of all complexities of the breast tissue in a flat image.

No additional compression is required with the DBT exam, and it only takes a few seconds longer. Very little X-ray dose is used during the DBT exam – approximately the same amount used during a traditional film mammogram and well within the FDA safety standards for mammography.

Because some insurance plans may not cover this new technology, it may result in minimal out-of-pocket expense for some patients.

For additional information about the DBT or 3D Mammography exam, please contact the LMH Radiology Department at (220) 564-4718.



# Picnic Celebrates Life After Cancer



Commemorative purple balloons dotted the sky around Licking Memorial Hospital (LMH) on June 5, as cancer survivors celebrated life. Approximately 200 members of the community, including cancer survivors along with their family, caregivers and friends, attended LMH's sixth annual Cancer Survivors' Picnic on the front lawn of the Hospital grounds.

Rob Montagnese, President & CEO of Licking Memorial Health Systems, welcomed the guests, saying, "Today, we are honoring those individuals who are able to enjoy life after looking cancer in the face. Their journey is never truly finished, continuing beyond treatments and healing. We also honor the caregivers whose support and continual compassionate acts of kindness greatly enhance the day-to-day recovery of the patients. We are joining together to celebrate the freedom of these vibrant cancer survivors."

The guest speaker for the event was Nancy Greten, who has been the primary caregiver for her husband, Harold, on their "Journey to Survivorship." Nancy is an R.N. and B.S.N. who practiced nursing for 40 years, including 30 at LMH. Nancy explained that Harold had always been healthy, never taking a sick day from his position at State Farm, and never smoking.

At age 72, Harold suffered from shortness of breath while pushing his wheelbarrow across the yard. A CT scan revealed a tumor filling his entire left lung, thus

beginning their journey. Nancy gives credit to the LMH pulmonologists for their good advice that set them on the path they have followed for the last ten years. Along the way, they have seen numerous physicians and specialists after learning early on that surgery was not an option. "We were referred to a world-renowned specialist in diagnosis and treatment, located in Indianapolis, who also had treated Lance Armstrong. After seeing one of his books in the office, we read it. Armstrong would get on his bike and ride two miles after each chemotherapy treatment. We took this as inspiration and while we couldn't ride our bikes after each treatment, we would go home and walk a mile." Still without a determined cause for Harold's stage-4 malignant tumor, it remains nestled close to vital blood vessels, but it is stable. "I am still pushing my wheelbarrow," Harold commented. "It hasn't changed the way I live."

Nancy offered sound advice to her fellow caregivers, stressing the importance of a healthy diet, exercise and rest, which would better enable them to care for their loved one. "Ask for help – there are so many resources available at LMH and throughout the community," she concluded. She also provided her advice to the patients, "Take care of the cancer. Do what you have to do. Take care of the rest of yourself and go on and live your life." Finally, she asked them, "Have you hugged your caregiver today? That is something you should do today, and every day."

In 2015, Licking Memorial Hematology/Oncology provided care for 227 patients with newly diagnosed malignancies, averaging 19 new patients every month. Aruna Gowda, M.D., who joined Licking Memorial Hematology/Oncology in 2012, explained that twenty percent of these patients are enrolled in a clinical trial. Dr. Gowda, board certified in internal medicine, hematology and oncology, takes a special interest in managing different types of malignancies – especially breast cancer, lung cancer and lymphoma. "As we continue our aggressive efforts to detect cancer in the early stages, we now have an enhanced focus on wellness after cancer, concentrating on nutrition, exercise, rehabilitation and counseling."

The LMH Hematology/Oncology Department recently expanded patient services by adding a Patient Navigator and genetic testing. The Patient Navigator program began in 2013, and has helped nearly 550 patients find resources that include transportation to medical appointments and financial assistance. Genetic testing, an advancement that can identify patients who are at increased risk for certain cancers, began at LMH in March.

The LMH Cancer Survivors' Picnic is planned each year in recognition of the American Cancer Society's National Cancer Survivors' Day. Participants in both events unite to demonstrate that life after a cancer diagnosis can be meaningful and productive.

# Procalcitonin Testing Supports Early Sepsis Diagnosis and Treatment

Procalcitonin (PCT) is a type of protein present in the bloodstream in very low levels. When an individual has a bacterial infection, the amount of PCT in their blood increases rapidly and significantly as their condition worsens. Because of this connection, laboratory testing for elevated levels of PCT can lead to the early diagnosis of severe bacterial infection. Unlike bacterial infection, severe viral infection does not lead to elevated levels of PCT. Because viral infection is not treated by antibiotics, PCT testing also can play an important role in efforts to improve the responsible use of antibiotics.

Sepsis is the body's overwhelming and life-threatening response to an infection that may occur anywhere in the body. The infection may be serious, such as pneumonia or meningitis, or it may result from a relatively minor issue, such as a finger cut or a case of the flu. When sepsis becomes more severe, the symptoms worsen and the body's organs begin to fail. Emergency medical attention is necessary at that point in order to save the patient's life. Individuals who are sick and notice their condition worsening rather than improving over the course of several days should consult a physician to be evaluated for the possibility of sepsis.

For patients with severe bacterial infections, early diagnosis is critical. The progression of such infections to sepsis is largely dependent on how quickly a patient receives treatment. PCT recently was added to the in-house testing available through the Licking Memorial Hospital (LMH) Laboratory. Testing can be utilized in the Emergency Department, as well as within the intensive care unit, where sepsis is commonly encountered. Physicians can receive results in just 20 minutes.

Initially, sepsis can mimic other diseases with its variety of symptoms, including fever, shivering/feeling cold, pain, rapid heartbeat, nausea, pale skin, confusion, sleeping difficulty, or shortness of breath. PCT testing can help to determine whether those symptoms are caused by a bacterial infection or by another type of infection with similar symptoms. Test results assist physicians in making informed decisions regarding the best treatment options for each patient.

Asegid Kebede, M.D., a pulmonologist with Licking Memorial Pulmonology, has championed the use of PCT testing. "In addition to its benefits for the diagnosis of sepsis, PCT testing helps us to decide whether or not to prescribe antibiotics,

as well as determine when it is safe for a patient to discontinue antibiotics following an infection," said Dr. Kebede. In addition, because PCT levels should decline as a patient's condition improves, PCT testing can help to determine whether or not antibiotics are working properly. "These efforts can help to reduce costs and prevent unnecessary exposure to antibiotics, which may cause unpleasant side effects or contribute to a potentially dangerous resistance to antibiotics," Dr. Kebede explained.

The U.S. Centers for Disease Control and Prevention reports that more than one million cases of sepsis occur each year in the U.S., and up to one-half of those who develop sepsis will die from the condition. It has been estimated that 38 Ohioans die from sepsis every day. The Hospital's use of PCT testing represents an important part of its efforts – in conjunction with the Ohio Hospital Association's Institute for Health Innovation and the Sepsis Alliance – to sharply reduce the number of sepsis-related deaths by 30 percent within the next two years.

## New Phone Numbers for LMHS

In 2015, the Public Utilities Commission of Ohio announced that the supply of available phone numbers within the 740 area code, currently in use throughout many counties in the Central Ohio area, including Licking County, soon will be depleted. The Commission announced that a new area code, 220, immediately would be enacted and used along with the current 740 area code to ensure a plentiful future supply of phone numbers within the Central Ohio region.

Due to the continued growth of Licking Memorial Health Systems (LMHS) in providing new services to fulfill the medical needs of Licking County residents, proactive measures have been taken to

ensure that the Health Systems would have access to new phone numbers with consistent area codes. Effective immediately, all current and future LMHS phone numbers will convert to the 220 area code and the three-digit prefix of 564. The prefix 564 was chosen to correspond with the alphanumeric system for each number listed on a phone, and represents the letters L-M-H for easy recall. All current LMHS four-digit extensions will remain the same. For example, the current main line for the Hospital – (740) 348-4000 – now will be (220) 564-4000. Please note that the (220) 564 exchange is available now and is a local number within the Newark area.

The current **LMHS (740) 348** numbers will work in conjunction with the new (220) 564 exchange until January 2017. At that time, the conversion of the phone system will be complete and the **LMHS (740) 348** numbers no longer will be available. It is recommended that local residents take advantage of this opportunity to update all speed dial and contact information for LMHS phone numbers. Please note that not all (740) 348 phone numbers belong to LMHS, and therefore will not be affected by this conversion. In addition, LMHS-related cell phone and pager numbers will remain the same. Currently, the LMHS website (LMHealth.org), and LMHS printed materials are being updated to reflect this change.

# LMH Special Care Nursery Reunion Reconnects Families and Staff



Licking Memorial Hospital (LMH) recently hosted a reunion for the families of former Special Care Nursery patients. The event offered an opportunity for families to reconnect with Hospital staff and meet fellow community members with shared experiences.

The Special Care Nursery Reunion was held on May 5 in the LMH Café. Nineteen families were represented, including mothers, guests and 23 children. Adults were treated to free massages and offered a variety of information regarding breastfeeding, infant nutrition and safety, while young guests enjoyed coloring and photos with Scrubs, the Hospital mascot. Maternity Department and Nursery staff visited with families and answered questions. The event also featured dinner and several speakers, including Licking Memorial Health Systems (LMHS) President & CEO Rob Montagnese, Licking Memorial Pediatrician Richard

Baltisberger, M.D., and Chris and Amy Hiner, parents of Maeley, a former LMH Special Care Nursery patient.

“It was extremely touching for our nurses to see the children they had cared for as babies,” said Lynda Hoffman, Director of Maternity Services. “Our Nursery staff thoroughly enjoyed catching up with the families and the parents expressed their appreciation for the personalized and quality care they had received,” she continued. “It also was wonderful to witness the reconnection between the mothers whose children had been in the Nursery together. These families share a unique bond and LMH is proud that the Special Care Nursery is at the heart of it.”

Dr. Baltisberger shared a personal story of his son, Jacob (now 14), who needed special care at birth and was transferred to Children’s Hospital. “While he was not the reason we thought about developing the Nursery, my personal experience certainly helped me to identify with the need for such a facility here in Licking County,” he explained.

The Special Care Nursery has been caring for LMH’s youngest patients for more than ten years. Each year at LMH, 1,200 babies are born, averaging about four each day. One in 15 – nearly 40 every year – will require treatment in the Special Care Nursery. Some infants remain in the Nursery for about 3 to 4 weeks; however, the average stay is six days. Most babies in the Nursery suffer from breathing or feeding problems. “The Special Care Nursery allows us to

keep the families and babies together,” Dr. Baltisberger explained. “Our dedicated staff and specialists all work together to care for the infants.”

Maeley, who was born premature and weighed just 4 pounds, 10 ounces, suffered breathing difficulty due to her underdeveloped lungs and received care in the LMH Special Care Nursery. Amy, her mother, shared her appreciation of the staff’s helpfulness in answering their questions and patience with offering continual reassurance of Maeley’s well-being. She also noted that LMH was very accommodating, allowing her to stay in her patient room for the 18 days that Maeley was in the Hospital. Chris, Maeley’s father, explained how attentive the staff was to him as well, providing him with a bed so that he could sleep in Amy’s room, which allowed them to begin bonding as a family. Grandparents also were welcome to spend as much time with the family as they wanted. “I am so grateful that LMH had the Special Care Nursery so that we could all be with Maeley close to home,” Amy said.

LMH’s Special Care Nursery is accredited as a Level II facility to provide care for moderately ill newborns. Critically ill newborns who need more intensive care at a Level III facility in Columbus may be transferred back to LMH as their condition improves, which saves the infants’ families the inconvenience and expense of a long commute. LMH will host the Special Care Nursery Reunion annually, along with the Inpatient Rehabilitation and Interventional Cardiology reunions.



# LMHS Celebrates National Hospital & Healthcare Week



In an annual observance of National Hospital & Healthcare Week, Licking Memorial Health Systems (LMHS) paid tribute to the 1,900-plus employees who contribute to the Health Systems' award-winning care. The five-day celebration at LMHS in May included exercise demonstrations, an employee health fair, the Employee Service Recognition Dinner, ice cream deliveries to outbuildings, an award reception, and an outdoor cookout including basketball, mini golf, corn hole, caricature drawings, and a sundae bar.



"Our success depends greatly upon the contributions and dedication of our staff," LMHS President & CEO Rob Montagnese said. "We value the significant contributions our employees have made to the Health Systems. Our excellent reputation within the healthcare industry is a reflection of the high standards that our employees uphold daily. We are grateful to them for sharing their time and talents to help us improve the health of the community."

## 47th Annual LMHS Employee Service Recognition Dinner

LMHS employees who are observing anniversaries in 5-year increments in 2016 were invited to the annual LMHS Employee Service Recognition Dinner at Longaberger Golf Club. The 270 honorees – the most ever in one year – represented 3,475 combined years of service.

Occupational Health nurse Cathy Bell (middle left) is the seventh LMHS employee to reach the milestone of 45 years of service with the organization, and was the top honoree for the evening. Cathy joined Licking Memorial Hospital (LMH) in 1971. Rob (middle right) – along with LMHS Board Chairman Pat Jeffries (left) and LMH Board Chairman Nancy Neely (right) – presented her with a framed proclamation and special gift as a tribute to her lifetime of dedication.



Six employees were honored for providing 40 years of service: Linda Crothers-Hurst, Process Improvement; Janet Kimball, Behavioral Health; Marilyn Klingler, Cardiology; Cheryl Rechel, Physical Therapy; Susan Robertson, Surgery; and Elaine Washburn, Surgery. Each received a framed proclamation and gift to mark their special employment anniversary.



## Manager of the Year

Rob also presented the Manager of the Year Award during the Employee Service Recognition Dinner. Established in 1987, the award recognizes a management employee who has demonstrated fair and consistent leadership in his or her area of responsibility. The nominee should demonstrate an ability to inspire his or her employees beyond the ordinary requirements of their jobs. Two managers were honored this year – Laura Edelblute (middle left) and Holly Slaughter (middle).

# Healthcare Week

Laura, Pataskala Campus Director, led the CrossChx implementation project for Licking Memorial Health Professionals and is actively involved in the Baby Friendly project. She serves as a mentor for newly-hired Physician Center Managers and is involved in improving the Patient Portal and Secure Messaging scores at her facility. She also is working with the Pediatrics staff on a process improvement plan regarding childhood immunization rates.

Laura received a Bachelor of Arts in business/psychology from Miami University and a Master of Science in social administration from Case Western Reserve University. She is a licensed independent social worker. Laura and her husband have three sons and reside in Granville. Her parents, who live in Newark, volunteer at LMH. She enjoys spending time with family and friends, and her hobbies include running and gardening.

Holly, Human Resources Director, joined LMHS nearly 10 years ago as a recruiter and quickly advanced to the position of Manager of Recruitment and Retention. Having been directly involved in hiring many of the more than 1,900 employees in the organization, she is one of the most well-known members of the management team. Holly has worked to implement new programs to recognize employees and improve training and education opportunities. She has played a key role in overhauling the employee review process and the compensation program, as well as seeking out ways to enhance employee benefits.

Holly received her bachelor's and master's degrees in business administration from Ohio Dominican University. She is a member of the Society of Human Resources Managers, American Society for Healthcare Human Resources Administration and the Licking County Human Resource Management Association. She serves as Treasurer on the Board of Directors for the Licking County Aging Program and as the Project SEARCH Steering Committee Co-Chair. Holly enjoys spending time outdoors with her husband and two children.

## Clarissa Ann Howard Nursing Award for Clinical Excellence

The Clarissa Ann Howard Nursing Award for Clinical Excellence is presented annually to recognize nurses who are respected by their peers for their expertise, professionalism and clinical excellence while providing patient care. The 2016 award recipients are Annie Ward, R.N., and Sara Doherty, R.N., who were honored by Rob (far left), Vice President Physician Practices Christine McGee (second from left), Clarissa Ann Howard (third from right), and Vice President Patient Services Debbie Young (far right).



Annie (second from right) started work at Licking Memorial in 1997, as a patient care tech, office secretary and scribe. After serving as a point of care technician, registered nurse and outpatient dialysis nurse, she was promoted as Project and Clinical Coordinator in 2014. She also serves as a Pediatric Advanced Life Support and Basic Life Support instructor and is an Advanced Cardiac Life Support provider.

Annie received her associate and Bachelor of Arts degrees from The Ohio State University in 2001 and 2002, and her associate degree in nursing from COTC in 2006. Annie will graduate in December with her Bachelor of Science in Nursing from Ohio University. She is board certified by the American Nurses Credentialing Center in medical/surgical nursing.

Annie and her husband, Charlie, have a 2-year-old son, Jaxson, and are expecting another son, Cooper, this summer. Annie's primary hobby is playing with her son and nephews, and she also enjoys playing recreational volleyball.

Employed with the Health Systems since August 2004, Sara (third from left) is a registered nurse who works with Dermatologist Bethany Wyles, D.O., three days per week and assists in other practices during the remaining two days. Sara was nominated by Dr. Wyles, along with eight of the physician practice managers. As a float nurse, Sara has experience in many of the various specialty practices. She currently is helping with a special family practice project to increase access for those patients whose physician has left LMHS.

Sara has been married to her husband, Mark, for 14 years and they have a 10-year old daughter, Emma. Sara is currently PTA Vice President for Somerset Elementary. She enjoys volunteering at her daughter's school, as well as painting, camping and reading.

## MVP Awards

As part of Hospital & Healthcare Week, LMHS recognized 31 MVP Award recipients who were selected for their consistent demonstration of LMHS' values: compassion, accountability, respect and excellence. The 2016 MVPs are featured on pages 26 through 31.

# Active•Fit Mini-Triathlon

Licking County youth, ages 6 to 12, participated in an Active•Fit Mini-Triathlon event, held in June. The event offered youth an opportunity to participate in a 2.5K bike ride, 1K run, and 1-lap swim at Municipal Park in Pataskala. Each child who completed the activities received a special certificate to acknowledge their accomplishment. Healthy snacks and beverages also were provided. The event was sponsored by Licking Memorial Health

Systems (LMHS) and the City of Pataskala, and had over 50 participants.

Each period of the Active•Fit program features exciting events and opportunities for children to get active and learn about their health. Period 3 for 2016 began May 1 and continues through August 31. Upcoming Active•Fit summer events include bowling and field day, as well as a 1K run at the "For Your Health" 5K Run/Walk and Fun Walk – all of which are scheduled in July. Please see below for additional event details.

All Active•Fit events are open to youth ages 6 to 12. To register for an event, please call LMHS Public Relations at (220) 564-1560. For more information, or to register for the Active•Fit Youth Wellness Program at any time throughout the year, please visit [www.ActiveFit.org](http://www.ActiveFit.org).



## UPCOMING EVENTS

All events are free to the community. Unless otherwise noted, Active•Fit activities are reserved for youth, ages 6 to 12 years, and registration is required. These events are weather permitting.

### Active•Fit 1K Saturday, July 23

Registration: 7:30 a.m.  
Event begins: 8:00 a.m.  
The Dawes Arboretum  
7770 Jacksontown Road in Newark

The race will take place at The Dawes Arboretum prior to the LMHS "For Your Health" 5K Run/Walk and 1-mile Fun Walk. Participants must arrive no later than 7:45 a.m. to prepare for the 8:00 a.m. race start time. Youth must be accompanied by an adult. All participants will receive an Active•Fit T-shirt and water bottle. Healthy snacks and beverages will be provided. Registration is limited and must be completed by July 15.

### Active•Fit Field Day Tuesday, July 26

3:00 to 5:00 p.m.  
Alford-Reese Park (NASA Fields)  
600 Baker Boulevard in Newark

This event will include activities such as soccer, flag football, kickball and freeze tag. Bring a towel for fun water games at the end of the event. Youth must be accompanied by an adult. Healthy snacks and beverages will be provided. Registration is limited and must be completed by July 19.



# Active•Fit

## MINI-TRIATHLON

# Period 2 **Active•Fit** Winners Honored

Licking Memorial Health Systems (LMHS) recently recognized the Active•Fit prize winners from Period 2. Participants in the Youth Wellness Program who completed their fitness goals between January 1 and April 30 were entered into a special drawing. Winners received their prizes from LMHS as special recognition for their achievements.

- 1. Xbox Kinect & Xbox Game**  
Devyn Boyd, Licking Valley Elementary
- 2. Xbox Kinect & Xbox Game**  
Laci Lewis, Licking Valley Elementary
- 3. Bicycle**  
Chase Smith, Kirkersville Elementary
- 4. Bicycle**  
Dallas Krabill, Legend Elementary
- 5. Nike Shoes & iPod Nano with iTunes Gift Card**  
Aiden Bryant, Ben Franklin Elementary
- 6. Nike Shoes & iPod Nano with iTunes Gift Card**  
Sam Painter, Blessed Sacrament School
- 7. iPod Nano with iTunes Gift Card**  
Meher Woughter, Hillview Elementary
- 8. iPod Nano with iTunes Gift Card**  
Katie Reed, Newton Elementary
- 9. \$100 Dick's Sporting Goods Gift Card**  
Eleanor Wilson, Licking Valley Elementary
- 10. \$100 Dick's Sporting Goods Gift Card**  
Kaya Glancy, Licking Valley Intermediate
- 11. \$100 Dick's Sporting Goods Gift Card**  
Kenzie Crabtree, Licking Valley Elementary
- 12. \$100 Dick's Sporting Goods Gift Card**  
Cody Stumbo, Licking Valley Intermediate
- 13. \$100 Dick's Sporting Goods Gift Card**  
Kylie Nichols, Newton Elementary
- 14. \$100 Dick's Sporting Goods Gift Card**  
Jacey Nethers, Licking Valley Elementary
- 15. \$50 Dick's Sporting Goods Gift Card**  
Abby Cook, Cherry Valley Elementary
- 16. \$50 Dick's Sporting Goods Gift Card**  
Bryce Casteel, John Clem Elementary
- 17. \$50 Dick's Sporting Goods Gift Card**  
Brian Blevins, Cherry Valley Elementary
- 18. \$50 Dick's Sporting Goods Gift Card**  
Hunter Black, Pataskala Elementary
- 19. \$50 Dick's Sporting Goods Gift Card**  
Madelyn Reed, Newton Elementary
- 20. \$50 Dick's Sporting Goods Gift Card**  
Christian Tucker, Legend Elementary

## Walk with a Doc

Local residents were able to enjoy the spring weather and participate in an informative discussion on health-related issues at a pair of recent Walk with a Doc events. The monthly program gives participants the opportunity to ask general questions concerning a featured health topic during a casual 40-minute walk at scenic locations throughout Licking County.

In April, Tiffany Owens, M.D. (top), of Licking Memorial Allergy/Immunology, discussed triggers, testing and treatment of allergies while leading attendees on the walking trails at Infirmiry Mound Park, south of Granville. Amanda Quisno, D.P.M. (bottom), of Foot and Ankle Specialists of Central Ohio, provided information about common causes of foot and ankle pain at Pataskala Municipal Park in May.

The Walk with a Doc series will continue throughout the upcoming months with a variety of guest physician speakers, topics and walk locations. More details regarding the Walk with a Doc events are available on the back page of **Community Connection**.



# Radiology Improvements at LMH

During a recent Corporate Breakfast at Licking Memorial Hospital (LMH), Joseph E. Fondriest, M.D., of Licking Memorial Radiology, described numerous department advancements now benefiting patients. "When most people think of radiology, they usually think of the standard X-ray," he said. "Our new technology is exciting. The equipment is highly effective in finding issues and removing guesswork, which allows us to intervene more quickly with treatment," he continued.

In 2015, 117,000 radiological exams were performed at LMH, including 22,000 computed tomography (CT) scans, 14,000 ultrasound and 12,000 mammogram studies. Improvements made in 2016 include the Picture Archival and Communication System (PACS) and voice recognition system upgrades. With PACS, images can be examined as soon as they are captured and delivered to the point of care, enabling clinicians to make decisions quickly. PACS allows multiple consultants to have the ability to view the same image at the same time, providing improved communication for diagnosis and treatment. The voice recognition system has virtually eliminated the need for transcription.

Dr. Fondriest shared that he has coined 2016 as, "The Year of Tomography." "The detail is fascinating. Tomography

is used in numerous areas of radiology, such as nuclear medicine, which shows function, while the multi-slice scans, for example, show anatomy," he explained. "We now have the capability to merge the functional information with the anatomical detail. This ability is immensely valuable in performing preventive medicine."

Tomography improvements are proving beneficial in a variety of areas including cardiology, women's health and respiratory care. Cardiac stress studies are now performed in two parts and provide a comprehensive prognosis for heart function. The digital breast tomosynthesis (DBT) exam allows for more detail to be seen, thus presenting a view of all complexities of the breast tissue in a flat image. This is particularly beneficial for women who may have increased breast density. In the first three months of DBT use, LMH results show an increase in overall cancer detection and decrease in the recall rate, bettering the national average in both areas. The low-dose computed tomography (LDCT) scan is recommended as an annual screening for lung cancer. The scan may be combined with a Positron Emission Tomography study, a nuclear medicine imaging modality which uses a special dye that has radioactive tracers.

"It is so encouraging to be able to detect a lung cancer the size of a centimeter or less and treat it," Dr. Fondriest commented. Screening numbers have jumped from approximately 20 per month last fall to 80 per month since January. As of early May, more than 500 screenings were performed.

Corporate Breakfasts are sponsored by the LMH Development Council to inform community leaders about new technology and services within Licking Memorial Health Systems. The Development Council was established in 1987 to increase charitable giving to LMH and to promote positive community relations. More than 75 distinguished members of the community volunteer their time to serve on the Development Council.



## LMHS Camp A1c

Controlling Your "Dino-betes"

Date: **Friday, July 29**

Time: **9:00 a.m. – 3:00 p.m.**

Where: **Infirmary Mound Park**

(on State Route 37, west of Newark)

Camp A1c is a one-day event for youth, ages 7 to 12, who have diabetes. The event schedule will include fun activities and presentations designed to educate and build camaraderie. Camp A1c is free; however, space is limited and registration is required. To register, please call (220) 564-4915.

# Physician Spotlight

**Richard Baltisberger, M.D.**, is Chief of Pediatrics at Licking Memorial Hospital (LMH). Dr. Baltisberger received his Medical Degree from the University of North Dakota School of Medicine and is board certified in pediatrics. He completed his residency and internship at Children's Hospital in Columbus and joined Licking Memorial Health Systems in August 1998.

Known as "Dr. Rick" by his young patients, he has dedicated much of his career to helping children with physical and medical challenges. He serves as the camp physician for LMHS' Camp Feelin' Fine, a day-long program for children with asthma. He is a member of the National Advisory Committee for Down syndrome, which sets standards and promotes research in Down syndrome issues. He also provides physician services to Kids' Place, a Newark-based LMHS facility that cares for young victims of child abuse.

Dr. Rick's dedication has earned him prestigious recognitions, including the Hometown Hero Award by American Red Cross of Licking County, a Forty Under 40 designation by Columbus Business First, a Provider Award by Columbus Business First, and an MVP Award by LMHS. In 2010, he was selected by his peers as a Physician of the Year at LMHS.



## Ask a Doc – Vaccinations with Rick Baltisberger, M.D.

**Question:** Why is vaccination so important?

**Answer:** Parents dedicate a great deal of time and resources toward protecting the health and safety of their children. This may include researching the safest car seats, ensuring proper nutrition, or purchasing safety equipment for sports and other activities. Vaccination is another crucial step in keeping children safe. Experts agree that vaccination is the most effective way to protect children from a variety of serious and potentially fatal diseases.

Because of the success of vaccination over the past several decades, many people have never witnessed the devastating effects of vaccine-preventable diseases. However, the viruses and bacteria that cause these diseases still exist, and children in the United States and elsewhere remain vulnerable. Experts agree that decreased rates of vaccination could lead to an increase in vaccine-preventable diseases – even those that we have not encountered in large numbers for many decades.

Vaccines utilize the body's natural defense system to help it safely develop immunity to certain diseases, and are the best way to protect individuals from those diseases. One study published in the Journal of the American Medical Association found that children who are not immunized are six times more likely to contract whooping cough (pertussis) and 22 times more likely to be infected with measles than children who have received the proper immunizations. Some vaccine-preventable diseases can be deadly, or result in serious and long-term complications.

The decision to vaccinate your child also is a decision to protect fellow community members, particularly those who cannot receive vaccinations – including newborn babies and individuals with cancer – and those with weakened immune systems – including pregnant women and transplant recipients. The decision not to vaccinate a child puts these vulnerable individuals at risk. In 2008, when an unvaccinated child

became sick with the measles, 11 other individuals became infected as a result, including an infant who required hospitalization. Similarly, a measles outbreak that began in 2014 and infected more than 100 people largely was fueled by the decision to not vaccinate. Many vaccine-preventable diseases, particularly measles, are highly contagious and can spread very quickly among those who are not immune.

Unfortunately, it is impossible to know when and where a child might be exposed to a vaccine-preventable disease. A disease such as measles is so contagious that it is possible to become infected simply by entering a room several hours after an individual with measles had left. It also is possible for your child to catch a disease from individuals who are not yet experiencing any symptoms. Vaccination is the easiest and most effective way to address these issues.

Before a vaccine is approved, it is researched and tested extensively. Numerous medical organizations are involved in ensuring that vaccines are safe and effective, including the Centers for Disease Control and Prevention, the American Academy of Pediatrics, the American Academy of Family Physicians, the Food and Drug Administration (FDA), and the National Institutes of Health. The FDA also routinely inspects the sites where vaccines are produced in order to ensure that strict manufacturing guidelines are followed. As a result of these precautions, vaccines are very safe; it is not possible to "catch" a disease from a vaccine, and serious side effects are extremely rare.

It is important to follow the vaccination schedule recommended by the Centers for Disease Control and Prevention very carefully. There is no medical benefit to delaying vaccines, and doing so may pose various health risks. Many insurance companies cover most immunizations, and financial assistance may be available. Contact your primary care physician immediately if you believe that your child's immunizations are not current.

# Quality Reporting to the Community

Educational Story and Benchmarks for Stroke Care



## Diagnosis and Treatment of a Stroke Patient

The brain is supported by four major blood vessels that branch into a network of smaller blood vessels, each originating from the heart. Blockage of any of these vessels, called arteries, can result in an ischemic stroke, which accounts for about 90 percent of all strokes. A hemorrhagic stroke often involves similar symptoms, but occurs when a blood vessel in the brain bursts, causing bleeding within the brain. In the United States, nearly 800,000 people suffer a stroke each year.

Following a stroke, diagnostic tests are performed as needed in order to determine the best treatment options. A computed tomography (CT) scan, which can provide information regarding the cause, location and severity of a brain injury, typically is the first test for patients with stroke symptoms. Computed tomographic angiography is another diagnostic test, which provides images of the blood vessels in order to identify major arterial blockages. Depending on the results of these tests, treatment following a stroke may include a blood thinner called tPA (tissue plasminogen activator) and/or a surgical procedure to remove clots from blocked arteries.

In part because of the complexity of the diagnostic tests and treatment options available for stroke, there are a variety of benefits to receiving stroke care from a physician who specializes in neurology. Neurology is a specialty that focuses on medical problems affecting the nervous system. Because their knowledge and experience is highly specialized, neurologists have a deep understanding of brain anatomy and function, including a wide variety of complex and potentially subtle symptoms associated with brain injuries and illnesses.

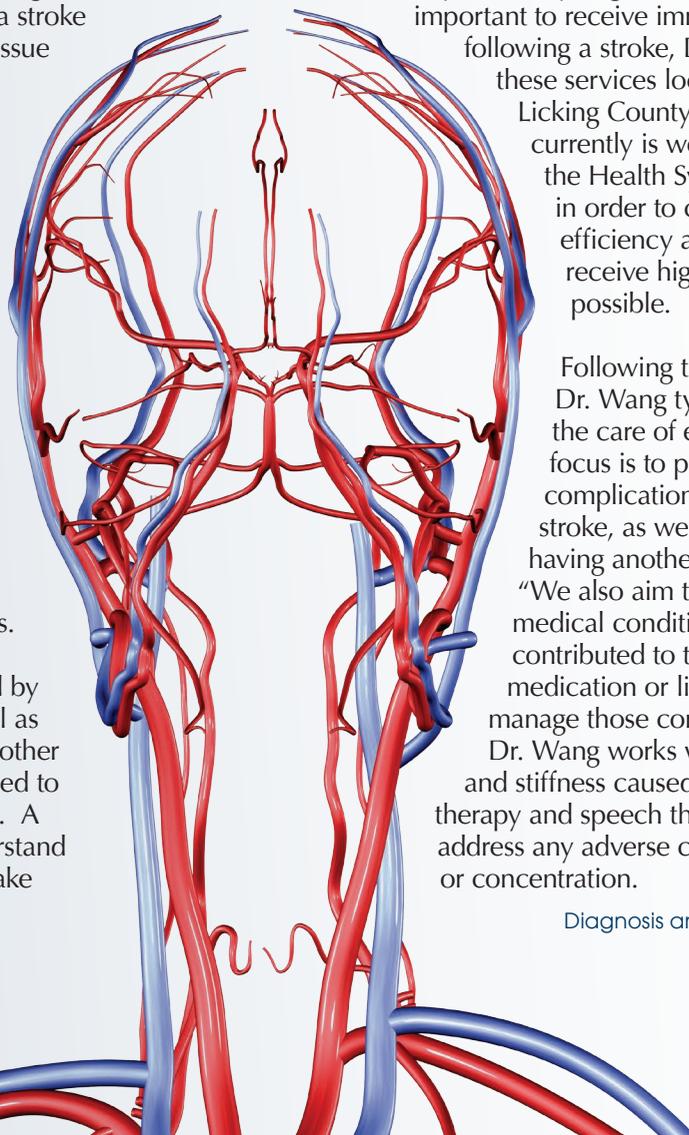
Treatment following a stroke is influenced by the type and severity of the stroke, as well as its location within the brain. In addition, other conditions with similar symptoms may need to be ruled out in order to diagnose a stroke. A neurologist is uniquely equipped to understand the complexity of the brain in order to make

these important determinations. Compared to less specialized physicians, neurologists also are able to stay more current with any new developments in stroke care. According to the American Academy of Neurology, stroke patients tend to experience lower morbidity rates and better functional outcomes when they are treated by a neurologist.

Because many medical specialists are located in larger metropolitan hospitals, it is less common for patients in community hospitals to be able to receive stroke care from a neurologist. However, Even F. Wang, M.D., who joined Licking Memorial Neurology in 2015, provides comprehensive stroke care throughout every stage of the process. He works quickly to determine the best treatment plan for each patient when they arrive in the Licking Memorial Hospital (LMH) Emergency Department, and he meets with patients at LMH daily until they begin rehabilitation. Because it is so important to receive immediate medical care following a stroke, Dr. Wang's ability to provide these services locally is a great benefit to the Licking County community. Dr. Wang currently is working toward building upon the Health Systems' stroke care practices in order to continuously improve efficiency and ensure that patients receive high-quality care as quickly as possible.

Following the initial treatment of stroke, Dr. Wang typically continues to oversee the care of each patient. "Our main focus is to prevent or minimize any complications that might stem from a stroke, as well as to lower the risk of having another stroke," he explained. "We also aim to identify any undiagnosed medical conditions that may have contributed to the stroke, and prescribe medication or lifestyle changes to help manage those conditions." In addition, Dr. Wang works with patients to manage pain and stiffness caused by stroke, facilitate physical therapy and speech therapy as needed, and address any adverse changes in mood, memory or concentration.

Diagnosis and Treatment of a Stroke Patient  
(continued on page 14)



# Stroke Care – How do we compare?

At Licking Memorial Health Systems (LMHS), we take pride in the care we provide. To monitor the quality of that care, we track specific quality measures and compare them to benchmark measures. Then, we publish them so you can draw your own conclusions regarding your healthcare choices.

1. Patients who suffer a stroke may be at risk for repeat strokes in the future. It is important that while patients are hospitalized, they receive education about reducing their risk and responding to another stroke in the future. This indicator shows the percentage of patients who had this education noted in their records as being completed.

	LMH 2013	LMH 2014	LMH 2015	National <sup>(1)</sup>
Stroke education	98%	98%	100%	94%

2. Beginning rehabilitation as soon as it can be done safely can help improve recovery for stroke patients. Rehabilitation may include physical therapy, occupational therapy and/or speech therapy.

	LMH 2013	LMH 2014	LMH 2015	National <sup>(1)</sup>
Patients evaluated for rehabilitation services	100%	96%	99%	98%

3. Ideal management of a patient who has suffered a stroke includes starting the patient on a blood-thinning medication (such as aspirin) while in the hospital. These medications also should be continued after the patient is sent home from the hospital. These medications can help prevent another stroke; however, in some cases, they may pose a higher risk for patients and should not be used. Stroke patients also are at higher risk for developing blood clots, also known as venous thromboembolism (VTE). To help prevent this from happening, stroke patients also should receive protective medications, known as prophylaxis, to reduce the potential of blood clot formation.

	LMH 2013	LMH 2014	LMH 2015	National <sup>(1)</sup>
Eligible patients receiving blood-thinning medication by day 2	97%	100%	98%	98%
Patients with blood-thinning medication at discharge	100%	98%	100%	99%

4. Patients with atrial fibrillation are at elevated risk for suffering strokes. Due to an inefficient heartbeat, blood clots can form in the heart and then travel to the brain, leading to stroke. These patients should receive long-term blood-thinning medication to help prevent clots from forming. LMH tracks the percentage of patients with atrial fibrillation who were discharged on a blood-thinner, as appropriate.

Another significant risk factor for stroke is high cholesterol. Stroke patients with high cholesterol should receive cholesterol-lowering medications (called statins) to take after discharge to help lower the risk for more strokes. LMH tracks the percentage of stroke patients with high cholesterol who were receiving statins at discharge.

	LMH 2013	LMH 2014	LMH 2015	National <sup>(1)</sup>
Atrial fibrillation patients on anticoagulation therapy	100%	100%	100%	96%
Patients with statin medication at discharge	97%	100%	99%	96%

Stroke Care – How do we compare? (continued on page 14)



Check out our Quality Report Cards online at [www.LMHealth.org](http://www.LMHealth.org).

**5.** Thrombolytic drugs, sometimes called “clot-busters” often are effective in treating strokes in progress, and may even reverse some of the neurological damage. However, thrombolytic drugs can have dangerous side effects. To lower the risk of complications, thrombolytic drugs can be given only to patients who have arrived at the Emergency Department quickly enough to have the drugs initiated within three hours of their first symptoms of having a stroke.

Eligible stroke patients who received timely thrombolytic drugs in the ED	<b>LMH 2013</b> 77%	<b>LMH 2014</b> 100%	<b>LMH 2015</b> 86%	<b>National<sup>(1)</sup></b> <b>79%</b>
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**6.** Quick access to brain scan results is critical to physicians when treating a patient with a suspected stroke. Clot-buster medications can be administered, but only for a short period of time after the patient’s stroke symptoms began, and the medications may not be given until a brain scan is completed. Quick completion of a brain scan upon the patient’s arrival can reduce the amount of time elapsed before these important medicines can be given, which then increases the patient’s chance for improved recovery from a stroke.

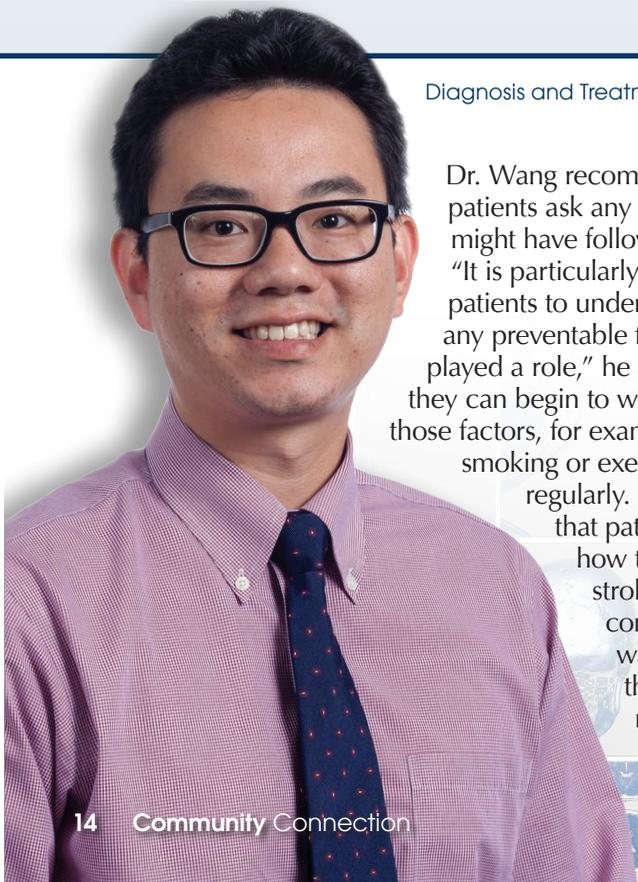
Stroke patients in the Emergency Dept. with brain scan results within 45 minutes	<b>LMH 2013</b> 65%	<b>LMH 2014</b> 76%	<b>LMH 2015</b> 46%	<b>National<sup>(1)</sup></b> <b>64%</b>
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**7.** Licking Memorial Health Professionals (LMHP) office-based physicians use evidence-based measures in order to provide excellent, quality care to patients. The American Stroke Association and American Heart Association recommend the use of blood-thinning medication in order to prevent clots from forming and to improve blood flow. It is also recommended to have an annual LDL cholesterol test.

LMHP coronary artery disease patients seen, and are receiving blood-thinning medication	<b>LMHP 2013</b> 93%	<b>LMHP 2014</b> 92%	<b>LMHP 2015</b> 92%	<b>National<sup>(2)</sup></b> <b>greater than 80%</b>	<b>Goal</b> <b>greater than 90%</b>
LMHP coronary artery disease patients seen who have had an annual LDL test	92%	92%	90%	<b>greater than 80%</b>	<b>greater than 90%</b>

**Data Footnotes:** (1) Comparative data from [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov). (2) American Heart Association/American Stroke Association/National Committee for Quality Assurance Heart/Stroke Recognition Program.

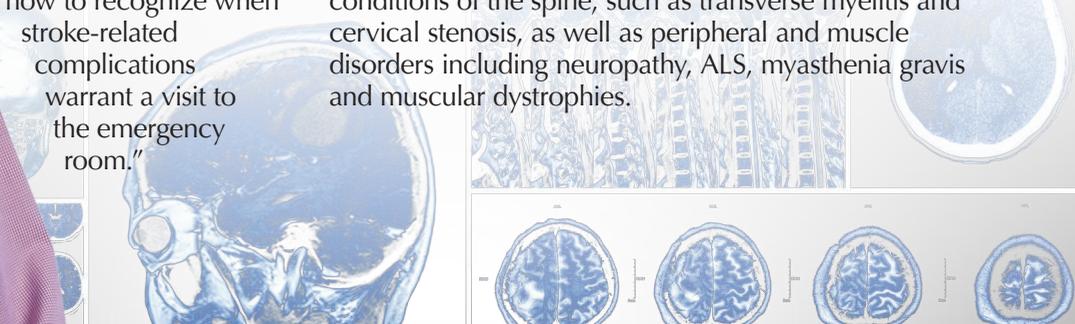
Diagnosis and Treatment of a Stroke Patient (continued from page 12)



Dr. Wang recommends that patients ask any questions they might have following a stroke. “It is particularly important for patients to understand whether any preventable factors may have played a role,” he explained. If so, they can begin to work on managing those factors, for example, by quitting smoking or exercising more regularly. “It also is crucial that patients understand how to recognize when stroke-related complications warrant a visit to the emergency room.”

Dr. Wang received his Doctor of Medicine degree from St. George’s University in St. George, Grenada. He completed an internal medicine internship, a neurology residency and a fellowship in neurophysiology and electromyography – all at The Ohio State University. He earned his undergraduate degree at Northwestern University in Evanston, Illinois.

Dr. Wang specializes in diagnosing and treating disorders of the nervous system, including disorders of the brain such as stroke, multiple sclerosis, headaches, memory loss, Parkinson’s disease and tremors. He also addresses conditions of the spine, such as transverse myelitis and cervical stenosis, as well as peripheral and muscle disorders including neuropathy, ALS, myasthenia gravis and muscular dystrophies.



# Health Tips – Headache Hygiene

Headaches are so common that nearly everyone experiences them at some point. Although there are many causes and “triggers” for headaches, simple lifestyle changes may lessen their severity, or even prevent them altogether. This is known as “headache hygiene.” Poor headache hygiene can lead to increased headaches, while healthy headache habits can decrease and/or alleviate head pain. Recommendations include:

- Avoid taking over-the-counter pain medications daily, as this may cause chronic headaches.
- Get plenty of sleep and maintain the same sleep schedule every night.
- Get regular aerobic exercise every day.
- Eat regular meals, including breakfast.
- Stay hydrated by drinking plenty of water: 64 ounces per day.
- Avoid things that trigger your headaches (e.g., perfume, caffeine, tobacco smoke, or aged cheese).
- Reduce stress and practice yoga or meditation.

Individuals should make an appointment with their primary care physician if headaches are frequent or severe. If an individual notices a new headache different from their usual headaches, they should seek medical attention. Anyone who suffers a severe headache that comes on suddenly or after a head injury should seek emergency medical help, especially if other symptoms are present, such as blurry vision, numbness, slurred speech or difficulty in moving an arm or leg.



Aundrea Parker,  
L.D., R.D.

## Community Education – Healthier for Life Workshop

**Date:** Thursday, August 4  
Thursday, August 11  
Thursday, August 18  
and Thursday, August 25

**Time:** 6:00 to 8:00 p.m.  
**Speakers:** Aundrea Parker, L.D., R.D.,  
Donya Hageman, P.T.A., and  
Debra Y. Larabee, R.N., B.S.N.

**Location:** LMH First Floor Conference Rooms



Donya Hageman,  
P.T.A.

Weight loss organizations often promise significant results to participants who adhere to their plans or purchase their services. Yet, 33% of American adults remain overweight and the numbers continue to climb. Diets and weight loss services frequently fail, leaving participants feeling deflated, deprived and still struggling to lose weight.

Dietitian Aundrea Parker, L.D., R.D.; ACE Certified Personal Trainer, Fitness Nutrition Specialist and Physical Therapy Assistant Donya Hageman, P.T.A.; and Patient Educator Debra Y. Larabee, R.N., B.S.N., invite you to discover a different way to view weight loss. Sustained weight loss often is the result of positive change focused on health, not pounds – a personalized lifestyle instead of a weight loss plan. Through this unique event, attendees will learn to successfully confront common stumbling blocks of exercise and menu planning, grocery shopping, motivation, unwanted eating behaviors, recipe modification, and more. Participants who complete the program will acquire practical guidelines for beginning a new, healthier lifestyle. Personal successes will be celebrated at a three month follow-up reunion for participants who complete the program.

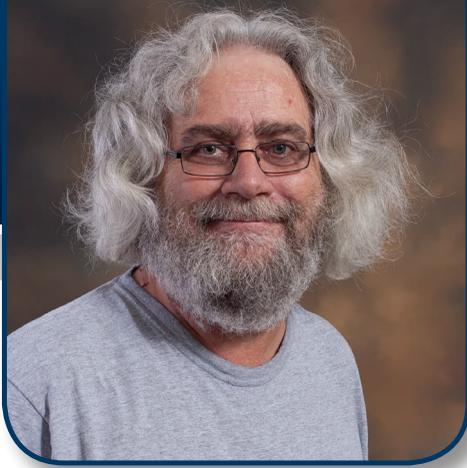


Debra Y. Larabee,  
R.N., B.S.N.

Healthier for Life is a four-part program and will be held on four consecutive Thursday evenings, August 4, 11, 18 and 25, from 6:00 to 8:00 p.m., in the LMH First Floor Conference Rooms, located at 1320 West Main Street in Newark. Participants should plan to attend all four sessions. The program is free; however, space is limited and registration is required. To register, please visit [www.LMHealth.org](http://www.LMHealth.org) or call (220) 564-2527.

# Quality Reporting to the Community

Patient Story and Benchmarks for Emergency Care



## Patient Story – Joseph Harig

Joe Harig came to a crowded Emergency Department (ED) this past winter with extreme abdominal pain and was met with proactive and excellent service. He thought he was suffering from appendicitis and could hardly walk. Even though both waiting rooms were full, he was attended to almost immediately, thanks to a Physician Assistant (PA) who initiated his care.

“They were very forthcoming that there were no beds available, but were proactive in using a PA to start my process, and I was treated in a nearby triage room,” explained Joe. “Normally, hospitals really don’t do much for you until you are in a bed, but in this case, I was very appreciative of how Licking Memorial Hospital (LMH) handled the rush,” he continued. Joe also added that all of the staff were very professional and compassionate, never showing any signs of stress due to the high volume of patients.

Cameron Evans, Joe’s PA, was able to complete his evaluation, draw blood, start an IV and schedule the necessary CAT scan. Not only did the use of the PA free up the physicians to treat patients in a timely-manner, but it also decreased Joe’s wait time and improved his care. He was admitted to an inpatient room after a completed scan within four hours of arrival at the ED.

“Cameron was very proficient and had a wonderful rapport with the nurses and staff! I can’t say enough about the decision to utilize PAs in the ED,” Joe commented. “Whoever came up with this idea certainly was thinking outside of the box. It is a very proactive move that shows why LMH is a leader among Central Ohio Hospitals.”

Joe was diagnosed with a severe intestine infection and treated with antibiotics. He spent four days at LMH and commented that the staff, physicians and food were fantastic. “The staff was very well-trained and consistent and kept me apprised of my condition and treatment. The coordination and communication between the ED and my physicians was excellent.”

Joe noticed the same attentiveness with other patients when a mother brought in a baby who had cut her foot. An LMH staff member immediately assisted them upon arrival by cleaning and re-bandaging the infant’s bleeding wound. Joe also heard people in the ED talking about how much they liked the idea of being seen by the Physician Assistant before receiving care from an ED physician. Patients discussed how this arrangement made the wait time seem much shorter and felt like the Hospital really cared about them as a person and not just a number waiting to be seen. “It seemed like everyone was pitching in to help and that the staff really cared about the patients and their families,” he added.

Pointing out that numerous aspects of LMH have changed and improved over the years, Joe shared experiences concerning his wife, who was treated at LMH just last summer, as well as for his autistic son, who has undergone various procedures over the years. He noted differences in physician communication, scheduling and explanation of procedures. “You can have a bad experience anywhere, but when that organization is willing to change and make things better, it is certainly moving in the right direction,” he concluded.

“I felt empowered by the care that I received, along with the way the staff communicated with me and supported each other. I will certainly recommend LMH to anyone in need of care. I also would like to personally thank the Hospital for utilizing PAs in the ED. A small change can make a big difference to so many people.”

The LMH Emergency Department managed 55,627 patient visits in 2015. The Emergency Department is open 24 hours a day, seven days a week. Patients may not be seen in the order of arrival since those with the most acute conditions must be seen first. Patients are invited to visit the home page of LMH’s website, [www.LMHealth.org](http://www.LMHealth.org), to check the approximate number of patients in the waiting area.

# Emergency Care – How do we compare?

At Licking Memorial Health Systems (LMHS), we take pride in the care we provide. To monitor the quality of that care, we track specific quality measures and compare them to benchmark measures. Then, we publish them so you can draw your own conclusions regarding your healthcare choices.

**1.** During 2015, there were 55,627 visits to the Licking Memorial Hospital (LMH) Emergency Department (ED).

	LMH 2013	LMH 2014	LMH 2015	National <sup>(1)</sup>
Median length of stay in the ED for all patients*	2 hr. 39 min.	2 hr. 50 min.	2 hr. 59 min.	<b>4 hr. 21 min.<sup>(1)</sup></b>
Median length of stay in the ED for patients not admitted to the Hospital*	2 hr. 31 min.	2 hr. 41 min.	2 hr. 50 min.	<b>2 hr. 41 min.<sup>(2)</sup></b>
Median length of stay in the ED for patients admitted to the Hospital*	3 hr. 43 min.	4 hr. 5 min.	4 hr. 5 min.	<b>4 hr. 58 min.<sup>(2)</sup></b>
Median length of time from arrival until seen by a physician*	45 min.	30 min.	26 min.	<b>29 min.<sup>(2)</sup></b>
Median length of time from the ED physician's decision to admit a patient until the patient arrives at the Hospital's patient room	1 hr. 8 min.	1 hr. 24 min.	1 hr. 23 min.	<b>1 hr. 55 min.<sup>(2)</sup></b>
Percentage of patients who are in the ED for more than 6 hours	3.4%	5.3%	5.7%	<b>7.4%<sup>(1)</sup></b>

**\*LMH data represented on this table reflect nearly 100 percent of all ED visits, while goals reference Centers for Medicare & Medicaid Services hospital comparative data, which use a small sampling of all U.S. emergency department patients.**

**2.** LMH operates two urgent care facilities: Licking Memorial Urgent Care – Pataskala and Licking Memorial Urgent Care – Granville. Patients are encouraged to visit Urgent Care rather than the ED when they have illnesses and injuries that are not life threatening, but need immediate attention, such as ear infections, minor fractures and minor animal bites. Urgent Care visits usually require less time and lower costs than visits to the ED. During 2015, there were 22,441 visits to Licking Memorial Urgent Care – Granville, and 8,326 visits to Licking Memorial Urgent Care – Pataskala.

	LMH 2013	LMH 2014	LMH 2015	Goal
Urgent Care (Granville) time to see physician	18 min.	26 min.	19 min.	<b>less than 30 min.</b>
Urgent Care (Pataskala) time to see physician	14 min.	19 min.	17 min.	<b>less than 30 min.</b>
Urgent Care (Granville) average length of stay	47 min.	54 min.	49 min.	<b>less than 1 hr.</b>
Urgent Care (Pataskala) average length of stay	53 min.	48 min.	47 min.	<b>less than 1 hr.</b>

**3.** Emergency angioplasty restores blood flow in a blocked heart artery by inserting a catheter with a balloon into the artery to open the vessel. 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 ED to minimize irreversible damage from the heart attack.

	LMH 2013	LMH 2014	LMH 2015	Goal
Average time to opened artery	54 min.	56 min.	<b>1 hr.</b>	<b>1 hr. 1 min.<sup>(1)</sup></b>
Percentage of patients with arteries opened within 90 minutes	98%	100%	100%	<b>96%<sup>(2)</sup></b>
Median time from arrival to completion of EKG	3.0 min.	2.0 min.	4.0 min.	<b>7.3 min.<sup>(1)</sup></b>

**4.** Patients who are seen in the ED and return home sometimes can develop further problems that warrant a return to the ED. A high number of patients who return to the ED within 24 hours after being seen can possibly signal a problem with patient care and an ED's ability to accurately diagnose and treat a patient's condition. For this reason, LMH measures the rate of patients who return to the ED within 24 hours to ensure that they have their conditions managed correctly. LMH sets aggressively stringent goals for this, as listed below.

	LMH 2013	LMH 2014	LMH 2015	Goal
ED patients who return to the ED within 24 hours of discharge	1.3%	1.2%	1.3%	<b>less than 2%</b>

Emergency Care – How do we compare? (continued on page 18)



Check out our Quality Report Cards online at [www.LMHealth.org](http://www.LMHealth.org).

**5.** A high rate of patients who return to the hospital within 72 hours after an ED visit and are admitted can possibly signal a problem with patient care. These cases are very heavily reviewed and scrutinized, and LMH sets aggressively stringent goals for this indicator, as listed below.

	LMH 2013	LMH 2014	LMH 2015	Goal
Patients admitted to the Hospital within 24 hours of discharge	1.3%	1.2%	1.3%	less than 1%

**6.** For personal reasons, some patients may elect to leave the Emergency Department prior to completing any recommended treatment. Doing so can place the patient at serious health risk. As a measure of ensuring patient safety, LMH measures the percentage of patients who elect to leave the Emergency Department prior to completing their treatment.

	LMH 2013	LMH 2014	LMH 2015	Goal
ED patients who left before treatment was complete*	4.4%	6.6%	6.3%	less than 3%

**7.** Understanding a patient’s pain level is important to LMH, and patients who arrive in the ED will be asked to describe their level of pain when first seen by a doctor or nurse. This helps to ensure quick identification of patients experiencing pain which allows for faster pain control.

	LMH 2013	LMH 2014	LMH 2015	Goal
Assessment of pain completed	99%	95%	96%	greater than 95%

**Data Footnotes:** (1) Comparative data from the Midas Comparative Database. (2) Centers for Medicare/Medicaid Services, HospitalCompare Website results.

## Health Tips – The Importance of Establishing a Primary Care Physician

What happens when an individual gets sick and does not have a primary care physician (PCP)? Such patients may visit the emergency room or urgent care, even when the illness does not require emergency care. A PCP, such as a family practice physician or pediatrician, provides the first consult for an undiagnosed health concern. A PCP’s specialized training and experience allow them to treat both acute and chronic illnesses, as well as focus efforts on preventive medicine.

### Why Establish a Primary Care Physician?

**Preventive Care** – Regular health screenings can identify health problems early, when chances for successful treatment are much greater. A PCP can advise a patient regarding which screenings are needed, based on age, family history, lifestyle choices and other factors.

**Patient Medical History** – With regular check-ups, PCPs are able to stay up-to-date on a patient’s medical history, allowing them to better diagnose health issues when they arise.

**Specialist Referral** – For patients who experience a health concern that requires a specialist, a PCP can discuss the options and provide a referral.

**Manage Chronic Illness** – It is important to receive care for chronic conditions including asthma, diabetes hypertension, COPD, and others. PCPs can help manage symptoms and provide long-term health plans.

**Lower Cost** – Preventive care may mean fewer emergency room visits and hospital admissions. Overall healthcare costs are lower when a patient maintains good health with the advice of a PCP.

**Patient-Provider Communication** – Acting as the central contact point to coordinate a patient’s overall healthcare strategy, a PCP takes into account the family history and existing conditions a patient may have, as well as the care a patient receives from other specialists. PCPs are available to answer questions and suggest healthcare resources, such as programs or support groups.

# Emergency Medicine Nurse Practitioners and Physician Assistants

Nurse practitioners (NPs) and physician assistants (PAs) are advanced healthcare providers who work in many different settings, including primary care, surgical services, emergency medicine, and a variety of other specialties. These types of care providers began practicing medicine in the United States in the 1960s in response to physician shortages, and their role within the healthcare industry has grown continuously since then. According to the Bureau of Labor Statistics, there are over 130,000 NPs and nearly 100,000 PAs in the United States, and both professions are expected to grow by about 35 percent over the course of the next decade.

While the requirements to become either an NP or a PA are different, both receive extensive education and training. NPs receive certification through the American Nurses Credentialing Center or the American Academy of Nurse Practitioners, and PAs receive certification through the National Commission on Certification for Physician Assistants. Both are required to participate in continuing medical education, and/or complete a recertification exam periodically in accordance with national guidelines.

While their medical expertise does not match that of a physician, NPs and PAs are highly valuable additions to a medical team. In general, NPs are authorized to practice greater independence in clinical decision-making, though both provide many of the same services. Each provider's specific duties vary based on state law, the policies of the employer, and their education and level of experience. These duties, which often overlap with those of a physician, may include:

- Taking a patient's medical history
- Conducting physical examinations
- Diagnosing and treating illnesses
- Ordering and interpreting tests
- Offering recommendations for preventative care
- Assisting with surgical procedures
- Prescribing medication
- Delivering babies

Emergency department visits in the United States have increased by about 20 percent since the 1990s, and the increasing number of NPs and PAs specializing in emergency medicine has helped many hospitals to manage this significant growth while maintaining positive patient outcomes. In the context of an emergency department, NPs and PAs are trusted to provide high-quality care to a variety of patients and to consult with a physician when necessary. Adding these care providers to an emergency department staff allows for many patients to be seen more quickly, which often leads to improved patient satisfaction.

Local patients visited the Licking Memorial Hospital (LMH) Emergency Department more than 55,000 times in 2015. The triage process ensures that patients with life-threatening conditions receive immediate care from a physician, while those with less serious illnesses and injuries are seen as efficiently as possible in the order of the severity of their condition.

For patients who visit the LMH Emergency Department with non-life-threatening conditions, an NP or PA may be able to provide care more quickly than a physician, without compromising the quality of that care. Emergency medicine NPs and PAs are highly experienced and knowledgeable regarding a wide variety of procedures, and are trained to recognize their limitations and to quickly determine whether a patient requires the care of a physician.

The LMH Emergency Department currently benefits from the support of one Nurse Practitioner and two Physician Assistants:

**Jennifer A. White, C.N.P.**, joined LMH in 2014. She earned her Bachelor of Science in nursing degree and Master of Science in nursing degree at The Ohio State University in Columbus. She is certified as a family nurse practitioner by the American Academy of Nurse Practitioners.

**Cameron S. Evans, PA-C**, joined LMH in 2015. He earned his Bachelor of Science degree in health sciences and Master of Physician Assistant Studies degree from Butler University in Indianapolis, Indiana. He is certified by the National Commission on Certification of Physician Assistants.

**Allan R. Thomas, PA-C**, joined LMH in 2016. He earned a Bachelor of Science degree in human health and a Master of Science degree in physician assistant studies at the University of Nebraska in Lincoln, Nebraska. He also graduated cum laude from Upper Iowa University in Fayette, Iowa, with a Bachelor of Science degree in business management. He is certified by the National Commission on Certification of Physician Assistants.



# Donor Recognized for Commitment to LMH

A corporate donor recently was recognized for increasing its commitment to Licking Memorial Health Foundation (LMHF). The contribution ensures that Licking Memorial Hospital (LMH) can continue to provide excellent, quality health care for the community with state-of-the-art technology and facilities.

## The Platinum Circle

The Platinum Circle is a distinguished list of business and corporate donors that have made a total commitment of \$25,000 or more to LMH. Participation in the Platinum Circle signifies a company's alliance with LMH to ensure the continuation of excellent healthcare services in the community.

### First Federal Savings and Loan



Licking Memorial Health Systems (LMHS) President & CEO Rob Montagnese (right) and LMHF Board Chairman Linda Dalgarn (left) recognized First Federal Savings and Loan President & CEO Paul Thompson for the company's inclusion in the Platinum Circle. In late 2014, First Federal joined the Golden Corporate Honor Roll, a giving club for companies that have committed \$10,000 or more to LMH. After quickly fulfilling the pledge, First Federal increased its support of the Hospital to become a member of the Platinum Circle.

First Federal Savings and Loan Association of Newark was founded in 1934 by Everett D. Reese with the purpose of providing the community with a safe place to keep their savings and a source of mortgage loans. Eighty-two years later, the organization continues to offer mortgage loans of all kinds and federally-insured deposits in a variety of rates and terms with contemporary retail deposit services, including online and mobile banking. As a mutually-owned company, First Federal is locally owned in the truest sense by its depositing and borrowing customers rather than stockholders.

As a community-oriented financial institution, the company founded the First Federal Foundation in 1999 to provide philanthropic support to various non-profit organizations throughout Licking County. The Foundation aims to positively impact the community through redevelopment and education by supporting organizations with specific projects to build, develop, strengthen and improve the surrounding community. In 2015, 10 percent of First Federal's income went back into the community through charitable contributions and sponsorships to 54 different organizations. Additionally, the company's employees provided more than 1,400 hours of volunteer service last year.

LMHS is proud to acknowledge those who make significant contributions to support the Health Systems' mission to improve the health of the community. Charitable contributions to LMHF are tax deductible to the extent allowed by law. Contributions are used for capital expansion, renovation projects or equipment needs. Contributions are not used for operating expenses, salaries or other day-to-day expenditures.

## Community Education – Radon: What You Need to Know

**Date:** Thursday, July 21

**Location:** LMH First Floor Conference Rooms

**Time:** 6:00 p.m.

**Speaker:** Donna Jurden, Ohio Department of Health

According to the Environmental Protection Agency (EPA), radon is responsible for thousands of deaths per year and is the leading cause of lung cancer among non-smokers. The Surgeon General reports that radon is second only to smoking as a cause of death from lung cancer. Radon is present at increased levels in an estimated 1 out of 2 homes in Ohio. In Licking County, 72% of homes have elevated levels of radon and the average indoor radon level is 7.7pCi/L, compared to the national average of 1.3 pCi/L. Testing for radon is easy, inexpensive and the only way to know if your family is at risk.

Donna Jurden, of the Ohio Department of Health, will discuss various topics concerning radon during an educational session on Thursday, July 21, at 6:00 p.m., in the LMH First Floor Conference Rooms, located at 1320 West Main Street in Newark. The education program is free; however, registration is required. To register, please visit [www.LMHealth.org](http://www.LMHealth.org) or call (220) 564-2527.

# Donors

Undesignated contributions to Licking Memorial Health Foundation in 2016 benefit new technology at Licking Memorial Hospital. This section highlights our donors and their very generous gifts, which were recently received.

## Capital Improvement Fund

TWIGS 6

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and Rehabilitation

## Paving Our Future

TWIGS and Volunteers

# Development Spotlight

**Connie Gelfer** serves as President of the LMH Volunteer Executive Board and represents the volunteers on the LMH Development Council. As a member of the Annual Support committee, Connie keeps the Development Council apprised of activities and projects in which the volunteers are engaged. The volunteers maintain a loyal and dedicated group of individuals from the community who provide complimentary services to the patients and staff of the Hospital.

Connie's previous work experience includes jobs in public relations, media, advertising and insurance. She also has managed groups of people in theatre, and was influential in forming a local creative arts center and involved in play production. During this time, Connie enjoyed working with a quality team and "making something from nothing."

Connie's interest in quality has continued in her experience with LMH. Connie has been involved in volunteering with the Hospital since 2011 and participates in the LEAN project, which is aimed toward serving patients and visitors more efficiently. The LEAN project included a time study that examined the amount of time it took to serve the need of the guest or patient who approached the information desk. For each interaction, the study reviewed the nature of the inquiry,

how quickly volunteers were able to give direction, and how the needs of patients and visitors were being fulfilled. "Our goal is to serve the public the best way possible," Connie explained. "We never know exactly what has brought these individuals to the Hospital and we want to make their experience with us as comfortable as possible."

As both a volunteer and a Development Council member, Connie has been impressed with the continual growth of Licking Memorial Health Systems (LMHS), particularly with the addition of new specialists and upgraded technology. She appreciates the effort of LMHS to notify the public through the *Community Connection* magazine, which allows residents to stay up to date. "We are very fortunate to have a facility like this in our community," said Connie. "I have seen the development of the Hematology/Oncology Department and it is just amazing. There are many who choose LMHS over other facilities because they prefer to come to the Health Systems and trust the care they will receive."

Connie remembers when the Hospital was located on Everett Avenue in Newark, before relocating to the current facility on West Main Street in 1966. "I've always been supportive of the Health Systems and how the organization is focused on improvements," she said.

Connie has two grown children, both with careers in the health industry as a radiologist and a nurse practitioner. She also is proud to have seven grandchildren and enjoys travelling in her free time. "I consider serving at LMH therapeutic – it keeps me involved with the public and providing a service," explained Connie, regarding her long-time involvement as a volunteer and new role on the Development Council. "I am able to reach out and connect with others."



## Shred Day Donation Benefits LMH

Park National Bank (PNB) and Shred-it invited the community to a drop-off shredding and recycling event at the downtown Newark PNB location in May. Community members were offered an opportunity to bring their sensitive documents and records to be shredded at no cost.

Community Shred Day has become an annual event with important benefits. "As a healthcare organization, we have policies and procedures in place to ensure that all of our patients' information remains confidential," said Rob Montagnese, President & CEO of Licking Memorial Health Systems (pictured at right). "Because we are aware of the importance of protecting sensitive personal information, we are grateful to Park National and Shred-it for providing this service, which gives all area residents the opportunity to dispose of their private documents securely."

More than 500 individuals participated in the event. Although there was no fee for the shredding services, donations were accepted on behalf of Licking Memorial Hospital (LMH). After collecting \$2,347 in donations, PNB President David Trautman (middle) and Shred-it District General Manager Todd Garula (left) recently presented a check to Rob with the funds to benefit new technology at LMH.



# “For Your Health” 5K Run/Walk & 1-mile Fun Walk Set for July 23

The ninth annual “For Your Health” 5K Run/Walk and 1-mile Fun Walk will take place on Saturday, July 23, at The Dawes Arboretum, 7770 Jacksontown Road SE in Newark. The Licking Memorial Hospital (LMH) Development Council is presenting the community event in collaboration with The Dawes Arboretum, the Licking County Family YMCA, and Park National Bank. The Cummiskey Family, of Granville, will be the Honorary Chairs.

Tom Cummiskey is the Senior Vice President and Trust Officer at Park National Bank. He is very active in the community, serving the LMH Development Council as Annual Support Committee Chairman, The Works as a board member, A Call to College as a member of the Governing Board, and Kendall at Granville as a board member. Kate, his wife, earned a nursing degree from the Mount Carmel College of Nursing in Columbus, and currently stays at home to care for their three children – John, 18; Emma, 14; and Megan, 9. As a family, they enjoy spending time together and engaging in fitness activities.

In past years, the “For Your Health” 5K Run/Walk and 1-mile Fun Walk has benefitted from the support of other community leaders who served as Honorary Chairs. They include:

- 2015 – Pattye Whisman, M.D.
- 2014 – Diane and Dan DeLawder
- 2013 – Marci and Garth Bennington, M.D.
- 2012 – Marcia and Jonathan Downes
- 2011 – Cara and Jim Riddell
- 2010 – The Fondriest Family: Joseph Fondriest, M.D., his wife, Jean, and their children: Joe, Sara, Jacob and Steven
- 2009 – Karen Smith-Silone, D.O., and James Silone Jr., D.O.
- 2008 – Christine and Kevin Plaugher

Participants in the event may choose to run or walk the 5K course, or complete the 1-mile Fun Walk course, which wanders through the scenic grounds of The Dawes Arboretum. RacePenguin will provide race management services.

Awards will be presented to the top three male and female finishers overall, and the top three males and females in each age division. All participants who cross the finish line will receive a participation medal. Chip timing service will be used to determine the finishing times.

All walkers and runners must register to participate. Registration for runners and walkers with timing chips is \$15 in advance, if received by 5:00 p.m. on July 15, or \$20 on the day of the event. There is no fee for walkers without timing chips. Youth, ages 6 to 12, also may register at no cost for the Active•Fit 1K, which begins at 8:00 a.m. prior to the “For Your Health” 5K Run/Walk & 1-mile Fun Walk. To register for all events in advance, visit [www.racepenguin.com](http://www.racepenguin.com).

A shirt and goody bag will be provided to each registrant. Participants who register by July 15 at 5:00 p.m. may pick up their packets on Friday, July 22, between 3:00 and 6:00 p.m., in the LMH First Floor Conference Rooms. Packets also may be picked up at The Dawes Arboretum on the day of the race.

Registration begins at 7:30 a.m. on event day. The 5K Run/Walk begins at 8:30 a.m., and the 1-mile Fun Walk starts shortly thereafter. This year, the 5K course will run in the traditional direction, and the race will feature self-seeded starting corrals based on estimated finish times.



# LMHS Again Honored as Top Contributor in Operation Feed Campaign



The 2016 Licking Memorial Health Systems (LMHS) Operation Feed campaign raised \$21,643 to benefit the Food Pantry Network of Licking County. The total contribution earned LMHS the honor of being the top overall campaign contributor in Licking County for the seventh consecutive year. Kalani

Friend, Teasa Wollenburg, Steve Schlicher and Janelle Osborne (left to right) accepted the award on behalf of the Health Systems.

The Food Pantry's Operation Feed Campaign provides LMHS and other area employers, churches and schools with the opportunity to help community members in the Licking County area. Health Systems employees have been participating in the campaign for more than 20 years.

To raise funds for the cause, LMHS hosted its ninth annual FEEDbay, an online employee auction that was posted on the LMHS Employee Portal for a two-week period. Employees donated more than 350 new and gently used items for the auction. Proceeds totaled \$7,334 and were added to LMHS' total campaign donation. In addition to FEEDbay, employees were able to contribute money to the campaign directly or through a one-time payroll donation.

## Retiree Spotlight

Licking County native **Linda Dorsey-Sessor** was born at Newark City Hospital, which later became Licking Memorial Hospital (LMH) after moving to its current location. She returned to LMH in 1993, when she began working in the Patient Accounts Department. Linda continued to assist with billing and insurance practices for nearly 23 years.

Linda was a widowed mother of two when she applied to work at LMH. "It was very important to find full-time employment with good health insurance for myself and my children," she explained.

"I was so grateful to LMH for offering me a position." Linda enjoyed her coworkers at LMH, and noted that spending time with them every day was one of the hardest things to leave behind when she retired. "I was so happy to be able to work at LMH, and I feel very fortunate to have found such a lovely group of people," Linda said.

During her first ten years at the Hospital, Linda handled workers' compensation billing. She later transitioned to taking customer service calls, which included assisting patients with billing concerns and answering questions about insurance. Linda found this aspect

of her career to be particularly enjoyable, and always appreciated an opportunity to help a patient. "Sometimes, a patient would call because they were in a really difficult situation. If a patient and their spouse both had lost their jobs and their health insurance, they often would not know what to do," she described. "I would explain the payment plans that were available to them, or help them to find potential sources of financial assistance."

Continually changing legislation meant that Linda had to stay up to date on current policies in order to be helpful to patients. "Billing and insurance are always changing, which helped to keep me on my toes, but it also could be confusing for patients," she said. Particularly with the implementation of the Affordable Care Act (commonly referred to as Obamacare), Linda helped many patients to navigate the changes to their insurance policies.

Since retiring in July 2015, Linda has enjoyed flower and herb gardening, as well as singing in the choir at the Neal Avenue United Methodist Church in Newark. She also volunteers her time as an interior decorator for her church, and has appreciated the opportunity to have more time to dedicate to that work.

Linda also has done a great deal of traveling over the course of the past year. She has visited her daughter and son-in-law, Lisa and Darren Bossert, as well as her grandchildren, Alex and Zoey, in California several times. She also has visited her son and daughter-in-law, Shawn and Kate Dorsey, in Michigan. In addition, Linda and her husband, Craig, recently took a trip to Mexico. Linda and Craig are looking forward to celebrating their 20th anniversary this year, and are planning to take a cruise through the western Caribbean in December.

# Volunteer Spotlight

**Michael Barker** has been making a difference at Licking Memorial Hospital (LMH) through his volunteer service for 15 months. Prior to becoming an LMH Volunteer, Michael was on active duty in the Air Force from 1969 to 1973, then continued his service to the military branch by writing policies and procedures for improving efficiency with various positions. When the Newark Air Force Base closed, he and his wife, Juanita, who also had been employed at the Base, were transferred to Georgia where they spent the next 19 years. In 2008, Michael retired from Robins Air Force Base in Georgia.

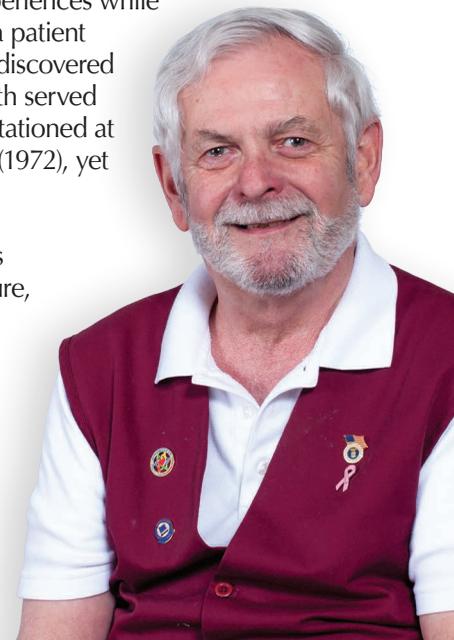
Prior to serving at LMH, he volunteered five years at a hospital and a medical center in Georgia, as well as three years at the Georgia National Fair. Originally from Newark, Michael says they always intended to come back, which they did last year. He and his wife have four children, 10 grandchildren and two great grandchildren – all of whom reside here in the community.

“When I retired, volunteering seemed like a good thing to do,” he said. “I like helping people when I can and you meet a lot of interesting people at the Hospital.” Twice a week, Michael works four hours per day in the GI lab, transporting patients. “I have very good relationships with the folks on the floor,” he shared.

“LMH is certainly a great organization with an excellent group of volunteers and staff. I really enjoy working with the patients and volunteers.”

One of his most memorable experiences while volunteering was when he met a patient and through their conversation, discovered that they were the same age, both served in the Air Force, and had been stationed at the same base at the same time (1972), yet did not know one another.

In his spare time, Michael enjoys woodworking. He builds furniture, curio cabinets and antique ice boxes. “My grandchildren all have wish lists of my items,” he said. “Most of my work is in our home and the rest of it I have given away.” Additionally, Michael is an active member of the Masonic Lodge.



## TWIGS Recognized at Annual Dinner

Licking Memorial Hospital (LMH) recently hosted a special recognition dinner to thank the four active TWIGS groups for all of their fundraising efforts. TWIGS contributed \$129,239 to the Hospital in 2015, and the organization has raised more than \$5 million toward equipment needs and capital purchases at LMH throughout its 66-year history.

Licking Memorial Health Systems President & CEO Rob Montagnese welcomed attendees, thanked them for their dedication and support, and provided a brief overview of current and upcoming projects that TWIGS' fundraising efforts benefit. “It truly is a blessing to have so many caring individuals willingly contribute their time and talents to a wide variety of fundraising projects that benefit LMH,” Rob said. “Your dedication is remarkable, and I greatly appreciate your commitment to help the Hospital improve the health of the community.”

Carol Wheeler of TWIGS 8 was recognized for 50 years of service at the event. She joined TWIGS the same year the Hospital moved to its current location on West Main Street and has remained an active member in the five decades since.

TWIGS stands for Togetherness, Willingness, Imagination, Giving and Sharing. The four TWIGS chapters at LMH are comprised of community members who raise funds for LMH year-round with special events and sales, and operation of the TWIGS 8 Gift Shop at LMH and the TWIGS 6 Granville Thrift Shop on Tamarack Road.

The TWIGS Executive Board Members are: Steve Schlicher, Chairman; Linda Prior, Vice Chairman; Darlene Baker, Treasurer; and Sharon Wiley, Secretary. For information about becoming a TWIGS member, please call (220) 564-4079.



# Licking Memorial Health System

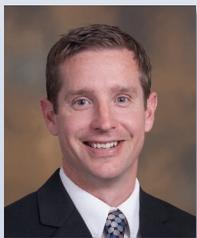
Licking Memorial Health Systems' 2016 MVPs were chosen for their consistent demonstration of excellence in patient care and service.



## Jeanna Alban

*Health Information Supervisor*

Jeanna joined LMHS as an intern in 1978, and worked for the Health Systems for nine years. She later returned to LMHS in 1997. As a member of the Health Information team, Jeanna oversees the transcription of dictated medical reports, and provides physician training on dictation and Electronic Medical Record documentation. Born in Cincinnati, Jeanna is a graduate of Muskingum Area Technical College. She also plans to work toward her bachelor's degree at The Ohio State University in Columbus. Jeanna enjoys volunteering for animal rescue and adoption organizations, and served on the Allocations Committee with the United Way of Licking County for six years. In her free time, Jeanna enjoys entertaining friends, cooking and travelling.



## Keith Barcus

*Network Administrator I*

Keith has been a member of LMHS' Information Systems Department since 2013, where he currently works to maintain network infrastructure. Born in Weirton, West Virginia, Keith attended DeVry Institute of Technology in Columbus, where he earned his bachelor's degree in business administration. He and his wife, Aimee, reside in Granville with their two sons, Matthew and Eli. In his free time, Keith enjoys spending time outdoors and relaxing with family and friends.



## Dan Beaubien, R.N.

*Registered Nurse*

Dan joined the LMH Surgery Department in 2011. Born in Sylvania, Ohio, he is a graduate of Utica High School. Dan completed the surgical technology program at Central Ohio Technical College, where he also earned his associate degree in nursing. Dan currently is attending Ohio University to earn his Bachelor of Science degree in nursing. He and his wife, Liz, live in Newark with their two-year-old son, Daniel. Dan is a member of St. Vincent de Paul church in Mount Vernon, and he enjoys fishing, kayaking, working out, and vacationing with his family in Michigan's Upper Peninsula.



## Cathy Bell, L.P.N.

*Licensed Practical Nurse*

Cathy joined LMHS in 1971, and recently celebrated her 45th year with the Health Systems. As a nurse with Licking Memorial Occupational Health, Cathy assists with all aspects of patient care. She also helps patients navigate their care by scheduling tests and facilitating referrals to other physician practices. In addition, Cathy has extensive knowledge regarding the workers' compensation system. A lifelong resident of Licking County, Cathy is a graduate of Lakewood High School and the Muskingum Adult Joint Vocational School. In her free time, Cathy enjoys crocheting, knitting, sewing, and completing Sudoku puzzles. She also loves spending time with her daughter, Tricia, son-in-law, Thomas, and two grandchildren.



## Gloria Bell

*Culinary Specialist*

Gloria joined LMHS in 2011, and carries out a variety of responsibilities within the Culinary Services Department, including maintaining the hot entrée, deli and salad bar areas, and taking patient orders. Gloria was born in Waipahu, Hawaii and is a graduate of Waipahu High School. She and her husband, Larry, have two daughters, Bridgette and Michelle, and one son, Joby. They also have six grandchildren, with a seventh on the way. In her spare time, Gloria enjoys attending her grandchildren's sporting events. She also volunteers her time crocheting hats, shawls and baby blankets for LMH patients.

# Systems' 2016 MVPs

Illustration of the LMHS CARE values: compassion, accountability, respect and excellence.



**Tracy Biller, R.N.**  
*Registered Nurse*

Tracy joined LMH 4-South in 2013, and later transferred to Licking Memorial Endocrinology. She was born in Akron, Ohio, and received her associate degree from Central Ohio Technical College.

Tracy is planning to pursue a Bachelor of Science in nursing degree this fall at Chamberlain College of Nursing. She and her husband, Kevin, have been married for 28 years and have three children: Corey, Aubrey, and Blake. Tracy attends Spring Hills Baptist Church and hopes to work as a missionary nurse in the future. She enjoys reading, cooking, gardening, and spending time with family and friends.



**Barbara Bodo**  
*Point of Care Technician*

Originally from Toms River, New Jersey, Barbara moved to Newark in 2005 and joined the LMH 4-North unit, where she takes pride in treating each patient like a family member. She also occasionally works in the Acute Inpatient Rehabilitation Unit. Barbara has an associate degree in liberal arts from Central Ohio Technical College, and is planning to attend The Ohio State University to earn a bachelor's degree in social work. She and her husband, Michael, have three children – Christopher, Joseph, and Emily – and one grandchild, Jackson. Barbara enjoys spending quality time with her family, as well as her cat and two dogs.



**Bonnie Decker**  
*Point of Care Technician*

Bonnie joined the LMH 5-South unit in 2011. Born in Olive Hill, Kentucky, Bonnie currently lives in Newark with her husband of 32 years, Chris. They have three children – Chris, Jared, and Renae – as well as five grandchildren. Bonnie has been a member of the Church of God at God's Acres in Newark for 32 years, and she enjoys camping, biking, working out at the YMCA, and spending time with her family.



**Ashlee Denman, R.N.**  
*Staff Nurse*

Ashlee joined LMHS in 2006, and currently works in the Emergency Department. Born at Licking Memorial Hospital, Ashlee is a graduate of Utica High School. She completed the Licensed Practical Nursing program at Central Ohio Technical College, where she later earned her associate degree in nursing. Ashlee and her husband, Caleb, have been married for seven years and have one son, Gabriel. She is a member of Gospel Hill Ministries, and she enjoys traveling, shopping, running, and spending time with her husband and son.



## Tim Eveland

*Refrigeration Mechanic*

Tim joined LMHS in 2013 following a 27-year career with Southwest Licking Local Schools, where he recently retired as Maintenance Director. In his current position, Tim performs preventive maintenance and repairs on refrigerators and freezers in all areas of the Health Systems, in addition to helping out in the Biomed Department. Tim is a graduate of Lakewood High School and attended Finley College and The Ohio State University for two years. He also has earned a variety of certifications. Tim and his wife, Shari, have two daughters and five grandchildren. In his free time, Tim enjoys traveling in his RV, fishing, antiques, and anything relating to the Civil War.



## Sandy Gienger,

*R.N., C.C.M., C.D.E.*

*Case Manager, Diabetes Education*

Sandy joined LMH in 1989 and provides education related to diabetes, heart failure, chronic obstructive pulmonary disease, and chronic illness. She is a graduate of Licking Valley High School, Central Ohio Technical College and Ohio University, as well as a member of the American Diabetes Association and the American Association of Diabetes Educators. Sandy has four children, six grandchildren and resides in Heath with her husband, Matt. She belongs to Vineyard Grace Fellowship Church and volunteers weekly at the Look Up Center. Sandy also enjoys racquetball, gardening, reading, and spending time with family and friends.



## Jen Gallis, R.N.

*Nursing Project Coordinator*

Jen joined LMH in 2014 as the Project Coordinator of Cardiology Services and has played a key role in the successful implementation of MUSE EKG, CCW (Centricity Cardio Workflow)/CCI (Centricity Cardio Imaging), and Mac Lab (catheter lab hemodynamic monitoring system). She received her associate degree in applied sciences from Ohio University in 1996, is board certified by The American Nurses Credentialing Center for cardiovascular nursing and is currently pursuing her Bachelor of Science in nursing. Jen has worked in a variety of roles within cardiovascular health care since 2001, serving as staff nurse, coordinator, staff educator and system administrator. She recently was asked to speak at Centricity Live on behalf of LMH regarding the implementation of CCW/CCI with focus on stress echo exams and reporting. Jen and her son, Brandon, reside in Zanesville.



## Stephen Gombos II,

*M.L.S. (ASCP)*

*Chemistry Laboratory Supervisor*

Stephen joined LMH in 2013 and oversees all testing performed in the Chemistry Department. He is a graduate of Dover High School and earned a bachelor's degree in Medical Laboratory Science from Kent State University. Stephen currently resides in Hanover with his wife, Rebeca, and their two-year-old daughter, Leah. They are expecting another daughter in July. In his spare time, he enjoys bowling and watching the Columbus Blue Jackets.



## Ashley Gant

*Registration Specialist*

Ashley joined the LMH Registration Department in 2008 and is responsible for scheduling outpatient tests for physician offices. A lifelong resident of Licking County, she was born at Licking Memorial Hospital and is a 2005 graduate of Lakewood High School. Ashley currently resides in Heath with her husband, Thomas, and children, Anna, 3, and Rylee, 2. In her spare time, she enjoys reading and spending time with her family.



## Brianna Hancock,

*B.S.N., RNC-EFM*

*Staff Nurse*

A lifelong resident of Newark, Brianna joined LMH as a Labor & Delivery nurse in 2014. She is a graduate of Licking Valley High School and earned her Bachelor of Science in nursing from Kent State University in 2014. In July 2015, she received an associate degree in ministerial studies from Purpose Institute. Brianna and her husband, Nick, serve as youth pastors of the Christian Apostolic Church of Newark. She enjoys spending time with her family, and is expecting her first child in October.



## Tara Hart, R.N.

*Operations Manager, Shepherd Hill*

Tara joined LMH in 2013 as a nurse on 4-North and, after briefly leaving the organization, returned to work in the Behavioral Health Department in 2014. Tara earned a bachelor's degree in psychology from The Ohio State University, graduating with honors in 2006. She received her associate degree in nursing from COTC, where she also graduated with honors in 2009. Tara is currently attending Ohio University's R.N. to B.S.N. program, and is projected to earn her Bachelor of Science in nursing in 2017. Tara's hobbies include reading, visiting museums and going to concerts.



**Jerry Heddleson, R.N.**  
*Clinical Documentation Specialist*

Jerry joined LMH in 2010 and served as the Clinical Nurse Supervisor for the Intensive Care Unit until 2015 when he accepted his current position in the LMH Coding Department as Clinical Documentation Specialist. Born in Zanesville, he is a graduate of Caldwell High School. He attended Otterbein College, where he received his bachelor's degree with a major in history and a minor in political science. Jerry earned his associate degree in nursing from Ohio University – Zanesville. He has been married to his wife, Kim, for 20 years and they have three daughters – Isabella, 15, Audrey, 13, and Vivian, 11. Jerry is an assistant softball coach and also enjoys hunting, fishing, farming, shark tooth hunting and spending time with family.



**Terri LoPresti**  
*Recruitment Specialist*

Terri joined LMH in 2004 as Director of Safety and works with appropriate staff to identify and correct safety hazards. She is a graduate of Johnson City High School and State University of New York at Brockport, where she earned a Bachelor of Science in health science and sociology and a master's degree in public administration. A member of the American Society of Healthcare Engineering and the National Fire Protection Association, Terri also serves on several Licking County committees, including Local Emergency Planning, Resilience, and Safety, as well as the Licking County Healthcare Coalition. In her spare time, she enjoys reading.



**Tammey Jenkins**  
*Patient Account Representative*

Born in Newark and a graduate of Newark High School, Tammey joined LMH as a patient account representative in 2012. Tammey currently lives in Nashport with her husband, Harley, and their 17-year-old daughter, Alisha. Her hobbies include spending time with family, working in her yard, and swimming.



**Matt Mathias**  
*Physical Therapist*

Matt joined LMH in 2014 as a physical therapist. Born in Zanesville, he graduated from River View High School, and earned his physical therapy assistant degree from Central Ohio Technical College, bachelor's degree in business from Mount Vernon Nazarene University, and doctor of physical therapy from the University of Findlay. Matt is a member of the Coshocton Nazarene Church. He currently resides in Coshocton with his wife, Amy; sons, Gavin, 11, and Colton, 6; and daughter, Leah, 9. His hobbies include spending time with family, attending church activities and mission trips, and coaching his son's baseball team.



**Drew Link**  
*Recruitment Specialist*

Drew joined LMHS in 2010 as a seasonal intern. He was hired full time in 2014 as the Wellness Specialist and became the Recruitment Specialist in 2015. As a leader of the organization's recruitment efforts, he is responsible for sourcing, interviewing, and onboarding new employees. Additionally, Drew supports current employees by offering career counseling sessions, which identify career advancement opportunities. A lifelong resident of Licking County, he was born at Licking Memorial Hospital and is a 2009 graduate of Granville High School. Drew earned his bachelor's and master's degrees from Walsh University in North Canton, Ohio. He is a member of the Society of Human Resources Management and certified through AIRS® as an internet and a diversity recruiter. Drew is a youth hockey coach, and his hobbies include music, board games and church activities.



**Denise Matthews**  
*Manager of Environmental Services*

Denise oversees the Environmental Services, Linen and Transportation Departments. A graduate of Licking Valley High School, Denise received a certificate from Licking County Vocational School in data processing. She has been married to her husband, Marty, for 39 years and has three sons – Dustin, Derek and Trey – and three grandchildren. She attends Brushy Fork United Methodist Church, and enjoys vacations with family, spending time with her children and grandchildren, and gardening in her free time.



**Stacy McConnell, L.P.N.**  
*Licensed Practical Nurse*

A lifelong resident of Licking County, Stacy provides home care visits, implements and monitors the Telehealth system, assists with compliance auditing, and handles administrative coverage including payroll within Licking Memorial Home Care. Stacy graduated from Licking Valley High School, as well as Knox County Career Center as a Licensed Practical Nurse. She is a member of LMH Wound Ostomy Committee and was nominated for the Clarissa Ann Howard Nursing Award for Clinical Excellence this year. She and her husband, Kenny, have three children – Sierra, Alexis and Devin. In her spare time, she attends her children's sports activities and enjoys reading.



**D'Anna Mullins, M.D., Ph.D.**  
*Hematology/Oncology Physician*

Dr. Mullins joined Licking Memorial Hematology/Oncology in July 2014. She received her Doctor of Medicine and Doctor of Philosophy in biological sciences degrees at the University of Toledo College of

Medicine in Toledo, Ohio. Dr. Mullins completed a residency in internal medicine at The Ohio State University in Columbus. She also completed a fellowship in hematology and medical oncology at the Arthur G. James Cancer Hospital and Richard J. Solove Research Institute at The Ohio State University. Dr. Mullins is board certified in internal medicine. She and her husband, Randy, a native of Toledo, have been married for 14 years, and have three daughters, ages 10, 5 and 2. Dr. Mullins enjoys eating food from her husband's food truck, baking and spending time with family.



**Leslie Solomon, R.N., B.S.N., R.T. (R) (VI)**  
*Clinical Nurse Supervisor, Cardiac Catheterization Laboratory*

Leslie earned an associate degree in radiologic technology from Central Ohio Technical College, an associate degree and Bachelor of

Science in nursing from Ohio University (OU), and is anticipated to graduate as a Certified Nurse Practitioner from OU in 2017. She has two daughters, Reese and Reagan, with her husband, Chuck. Leslie is certified in vascular intervention by The American Registry of Radiologic Technologists. She was nominated for the Clarissa Ann Howard Nursing Award for Clinical Excellence this year. She can be found spending time outdoors boating and camping with family and friends in her spare time.



**Kenneth Parker, M.D.**  
*Otolaryngology Physician*

Dr. Parker joined Licking Memorial Otolaryngology in July 2006. He earned his Medical Degree from the University of Cincinnati College of Medicine and completed his residency in otolaryngology,

head and neck surgery at the University of Louisville College of Medicine in Louisville, Kentucky. Dr. Parker received a Master of Science degree with an emphasis on molecular genetics from Bowling Green State University and a Bachelor of Science degree in zoology from Miami University in Oxford, Ohio. Dr. Parker is a member of the Academy of Otolaryngology Head and Neck Surgery, and has a special interest in endocrine surgery of the head and neck. He enjoys hiking, running and traveling, and has two children, Jack and Rachel.



**Nia Spivey**  
*Point of Care Technician, GI Laboratory*

Nia assists with patient care and the sanitization of instrumentation used during procedures in the gastroenterology lab. She is certified in CPR and phlebotomy and is currently working on her certification

in the sterile processing for GI endoscopes. Nia graduated from Newark High School and is expected to earn a Bachelor of Arts degree from Ashford University this fall. Nia and her husband, Will, have five children – Destiney, Unique, Cameran, Kyon, and Samiyah. She attends Shiloh Baptist Church where she participates in the praise team, and enjoys spending free time with her loved ones, as well as running and traveling.



**Holly Randall, R.N.**  
*Staff Nurse*

Holly manages and maintains critical care patients as part of the Cardiac Care team at LMH. A 33-year resident of Licking County, Holly graduated from Johnstown Monroe High School and attended Central

Ohio Technical College for an associate degree in nursing. She is currently pursuing her Bachelor of Science in nursing from Mount Vernon Nazarene University and is ACLS certified. Holly is engaged to be married to her fiancée, Dave Hacker, and has two children, Blake and Braylee. She enjoys spending time with family and friends, and shopping in her free time.



**Michelle Torbert**  
*MRI Technologist Team Leader, Radiology*

Michelle is responsible for managing the Magnetic Resonance Imaging (MRI) Operations. A 15-year employee of LMH, she graduated from Newark High School and earned an associate degree in radiology

from Central Ohio Technical College. Michelle completed the MRI Certification Program at Lima Technical College, is licensed by the American Registry of Radiologic Technologists and Ohio Department of Health, and received American College of Radiology accreditation in MRI. Michelle and her husband, Todd, have a daughter, Callie (son-in-law, Brandon), and a son, Cade. She enjoys working out, time at the pool and beach, traveling, and spending time with family and friends.



### Danette Warner

Pharmacist, Medication Therapy Clinic

Danette manages and monitors insulin in diabetic patients, insulin pumps and warfarin. She is a graduate of West Muskingum High School and earned a Bachelor of Science in behavioral sciences, as well as a Doctorate of Pharmacy from The Ohio State University. Danette is board certified in pharmacotherapy specialty. She and husband, Marc, have a son, Wes, and a dog, Annie. She enjoys running, gardening and spending time with family outdoors.



### Crystal Wilson, R.N.

Staff Nurse

As a staff nurse in the LMHS Heart Center, Crystal assists physicians, triages emergent calls, and educates patients for procedures, new medications and test results. Crystal graduated from Utica High School and attended Central Ohio Technical College where she completed both Licensed Practical Nurse and associate degree in nursing programs. She and her husband, Matt, have been married 15 years and have two daughters, Makena and Chloe. Crystal coaches children's volleyball at the YMCA, and girls' softball and T-ball for Utica Schools. She was nominated for the Clarissa Ann Howard Nursing Award for Clinical Excellence this year. In her free time, Crystal bakes, paints, travels, spends time with family and enjoys DIY projects.

## LMHS 50th Anniversary Celebration

# Family Movie Night

Bring the entire family to the LMHS 50th Anniversary Celebration, featuring 1960s-themed carnival games for youth followed by an outdoor screening of **The Wizard of Oz**.

### Friday, August 5

**Time:** 1960s-themed carnival games will begin at 7:00 p.m. The movie will follow, beginning at 9:00 p.m.

**Location:** Licking Memorial Hospital grounds

*For more information, please call (220) 564-1560.*

- Free snacks and beverages will be provided during the event.
- Please bring lawn chairs or blankets for the movie.
- Children must be accompanied by an adult.
- Alcoholic beverages, tobacco products and pets are prohibited.





## Licking Memorial Health Systems

1320 West Main Street  
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# Community Events

### Summer Active•Fit Youth Wellness Events

Please see page 8 for details about these free events.

Active•Fit 1K – Saturday, July 23, 8:00 a.m.

Active•Fit Field Day – Tuesday, July 26, 3:00 to 5:00 p.m.

### “For Your Health” 5K Run/Walk and 1-mile Fun Walk

Saturday, July 23

Registration opens 7:30 a.m.

5K Run/Walk begins 8:30 a.m., 1-mile Fun Walk begins shortly thereafter. Registration fee required for runners and walkers with timing chips. Please see page 23 for more details.

### LMHS Health Summer Camps

Please see page 10 for details about these free events.

Camp Courageous – Friday, July 15, 9:00 a.m. to 3:00 p.m.

Camp A1c – Friday, July 29, 9:00 a.m. to 3:00 p.m.

### LMH 50th Anniversary/LMHS Family Movie Night

Friday, August 6, begins approximately 8:00 p.m.

Rain date: Friday, August 13

Licking Memorial Hospital

1320 West Main Street, Newark

The community is invited to a free outdoor showing of The Wizard of Oz. Please see page 31 for details.

### Active•Senior Brunch Walk

Tuesday, August 23, 9:00 a.m.

Rotary Park

925 Sharon Valley Rd., Newark

Hufza Hanif, M.D., of Licking Memorial Rheumatology will discuss treatments options for Rheumatologic diseases.

The event, for seniors ages 60 years and up, will begin with a 40 minute walk with a healthy brunch to follow. Blood pressure screenings will be provided. The event is free of charge; however, registration is required. To register, please call LMHS Public Relations at (220) 564-1560.

### First Impressions – Maternal Child Classes

- Childbirth Education Classes
- Stork Tour
- Friends and Family Infant CPR
- Newborn Basics Class
- Breastfeeding Class
- Sibling Preparation Class

For more information or to register, call (220) 564-2527 or visit [www.LMHealth.org](http://www.LMHealth.org).

### Community Blood Pressure Screenings

Second and Fourth Thursdays of each month, 1:00 to 3:00 p.m.

Licking Memorial Wellness Center at C-TEC

150 Price Road in Newark

No charge. Open to the public.

No appointment required. Call (740) 364-2720 for more details.

### Diabetes Self-Management (a four-class series)

Every Wednesday, 12:00 Noon to 2:00 p.m.

Licking Memorial Diabetes Learning Center

1865 Tamarack Road in Newark

Registration and physician referral are required. To register, please call (220) 564-4722. For information on course fees, call (220) 564-4915. Fees vary depending on insurance coverage.

### Ask the Doc

Second and fourth Saturdays of each month, 9:00 to 10:00 a.m.

No charge. Open to the public.

Shepherd Hill, 200 Messimer Drive in Newark

A physician will answer questions about chemical dependency and treatment options. Call (220) 564-4877 for more information.

For more information about any LMHS event, please call (220) 564-1560, or visit [www.LMHealth.org](http://www.LMHealth.org).

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](http://www.LMHealth.org).

A publication of the LMHS Public Relations Department. Please contact the Public Relations Department at (220) 564-1572 to receive future mailings.

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