

Community Connection

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

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



Cardiology Department Renovated

Since June 2017, the Licking Memorial Hospital (LMH) Cardiology Department has undergone significant renovations to provide greater convenience, comfort, and medical options and opportunities to benefit patients. "We are very excited about these new renovations to our Cardiology Department," LMHS President and CEO Rob Montagnese said. "These updates and improvements enable us to provide optimal health care for those with heart conditions in the Licking County community." Renovations to the Cardiology Department are aimed at increasing room size to provide increased patient comfort and allow additional room for many rehabilitation and technological services that ensure optimal patient care.

The hours of operation for the Cardiology Department will remain the same; however, some services will move to the Hospital Second Floor. Services remaining on the First Floor include:

- Cardiac Rehabilitation
- Cardiac Services offices
- Cardiac Stress Testing
- Licking Memorial Heart Center
- Pulmonary Rehabilitation

Two Heart Center exams rooms have been added to increase the total number of exam rooms to eight. The Cardiac Stress Testing area has been remodeled to expand the room available for exams, in addition to a new, comfortable waiting area for patients who await completion of exercise portion of the stress test. The nurses' stations also have increased in size for additional space and technology that allow Cardiology nurses to provide the best care for patients.

Cardiac and Pulmonary Rehabilitation has been upgraded to approximately 600 square feet which increases the area size for rehabilitation equipment. Also, a new area has been created for resistance training and stretching for those participating in Cardiac and Pulmonary Rehab programs. Patients also will be able to utilize new exercise equipment as well as

a new exam room for testing and recovery purposes.

"In addition to all of the new renovations, the Cardiac and Pulmonary Rehab area has a new patient education room that will be utilized for discussing lifestyle changes and understanding of disease management, diet change, risk factor modifications, and more," said Kim Heddleson, Director of Cardiac Services and Physician Center Manager of the Heart Center.

The Department previously transferred some services to the LMH Second Floor, including:

- Cardiac Procedures
- Electrocardiogram (ECG) Testing
- Echocardiogram Testing
- Heart Failure Clinic

The LMH Second Floor allows more room for electrocardiogram (ECG) testing and echocardiogram testing for patients. The Heart Failure Clinic and Cardiac Procedures also moved to the Second Floor providing additional space for patient education concerning heart failure and medical procedures.

Cardiac Services and Heart Center provides a wide range of services that are Hospital and office-based, including both elective and emergent percutaneous intervention (PCI) for atherosclerosis treatment. The Heart Center includes two cardiologists, Hassan Rajjoub, M.D., and Fikadu Tekleyes, M.D., and a nurse practitioner, Leslie Solomon, APRN-CNP, who oversee patients with heart conditions. The Heart Center hours of operation are Monday and Wednesday, from 8:00 a.m. to 5:00 p.m., and Tuesday, Thursday and Friday, from 8:00 a.m. to 4:00 p.m. For more information, call (220) 564-7750.

LMH Cardiac Services provides diagnostic and treatment services for cardiovascular diseases performed by a number of experienced cardiac nurses and cardiologists. The LMH Cardiac Imaging Lab is nationally accredited in echocardiography and adult stress echocardiography by the Intersocietal Accreditation Commission for Echocardiography Laboratories. Cardiac Services operates Monday through Friday, from 7:30 a.m. to 5:00 p.m. For more information, call (220) 564-4177.



Radiology Equipment Updated

Radiology Services at Licking Memorial Hospital (LMH) has recently received numerous equipment upgrades and also is currently undergoing significant renovation and redesign. Renovations last fall included upgrades to two X-ray rooms in the Emergency Department (ED) and the computed tomography (CT) area. The Pataskala Health Campus now has fully digital radiology capabilities after receiving updated equipment from the ED. Room renovation and redesign in the Radiology Department began at the first of the year and is expected to be completed this spring. Improvements will include new equipment and more appealing, larger rooms with built-in cabinetry to better accommodate patients, staff and equipment.

"We are making every effort to ensure the least amount of impact on patient care," stated Leslee Arthur, Director of Radiology. "Arrangements have been made for back-up rooms and additional staff training. Each step of the project has been carefully planned to keep patients at the forefront," she continued. In January, five ultrasound systems will be replaced as well as equipment updated in the operating rooms in the John and Mary Alford Surgery Pavilion. During the magnetic resonance imaging (MRI) replacement in March, a mobile unit will be available on the Hospital premises to continue to provide services.

It has been almost 12 years since the last equipment replacement and staff is excited about the improvements the upgrades will offer patients. "Faster software in the computers will reduce testing time, enhancing comfort and ultimately allowing us to serve more patients on a regular basis," Leslee explained. Two-detector, tetherless X-ray systems in the ED provide full functionality to meet the patient type, standing or resting on the table. The new equipment gives imaging staff better access to more easily and quickly perform procedures, which is especially beneficial for unstable patients. Digital capabilities also allow physicians to determine a patient diagnosis more quickly.

Considerations are currently being made for further advancements, including portable equipment for the Select Specialty Hospital at 2000 Tamarack Road. Renovation plans for the Radiology Lobby and Outpatient Laboratory Registration areas are in the design phase. "We are continuing to monitor the volume of all radiology services to determine additional needs," Leslee noted.

LMH takes great pride in providing excellent radiology services to the

community. The Licking Memorial Radiology team provides a full spectrum of diagnostic services performed by experienced radiologists and radiographers. The LMH Radiology Department is comprised of eight board-certified physicians. Additionally, there are 104 department staff members also offering patient care. LMH radiologists provide imaging services at the main Hospital, Women's Health offices, Urgent Care locations and LMH Tamarack facility.

Radiology Department

Licking Memorial Hospital, First Floor
1320 West Main Street
Newark, Ohio 43055

Radiology Department: (220) 564-4710
Procedures scheduled through
Centralized Scheduling: (220) 564-4722

LMHS Radiology Services Offered at Multiple Locations:

Mammography

- Licking Memorial Hospital
- Licking Memorial Women's Health – 15 Messimer Drive

Ultrasound

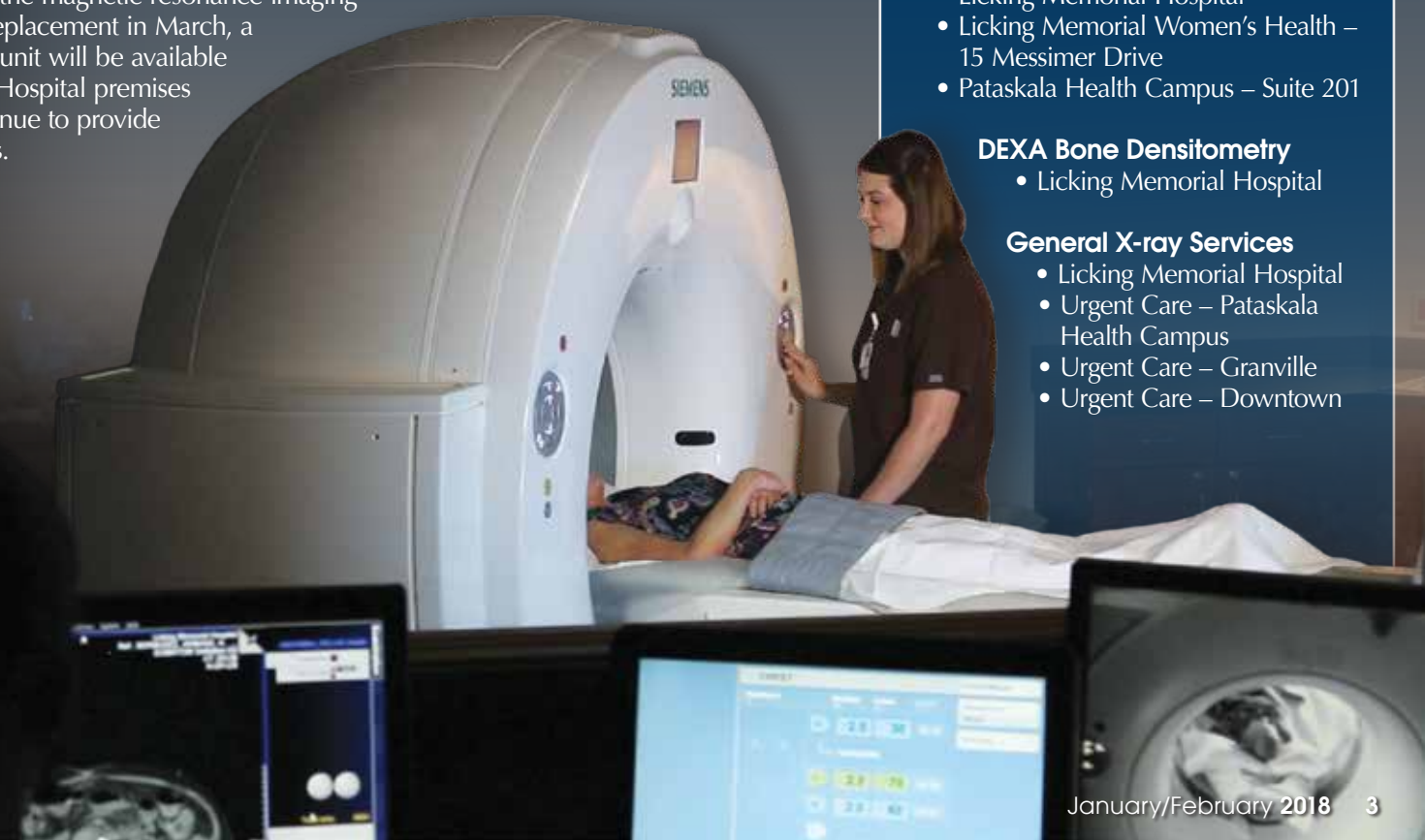
- Licking Memorial Hospital
- Licking Memorial Women's Health – 15 Messimer Drive
- Pataskala Health Campus – Suite 201

DEXA Bone Densitometry

- Licking Memorial Hospital

General X-ray Services

- Licking Memorial Hospital
- Urgent Care – Pataskala Health Campus
- Urgent Care – Granville
- Urgent Care – Downtown



LMHS Initiates Fruit and Vegetable Prescription Program (FVRx)



catapulted to \$798.7 billion – \$2,400 per person annually – in 2017. “The amount of sugar, salt and fat used in restaurant cooking tends to exceed that used in home cooking. These three ingredients work together to increase the likelihood of impulsive overeating,” Anne explained. “Portion sizes are four times larger than they were 50 years ago, and, in conjunction, obesity, high cholesterol and diabetes rates also are climbing.” She also noted that many processed foods have substantially high quantities of sugar and calories, even items many believe to be healthy, such as yogurt or a bran muffin.

A food desert is an area, typically one with low-income residents, that has limited access to affordable and nutritious food. The USDA identifies a food desert as a low-income census tract where a significant number or share of residents are more than one mile from the nearest supermarket. These areas also are known as food swamps, a place where unhealthy foods are more readily available than healthy foods. Unhealthy foods include those that are dense in calories, high in sodium and high in sugar. Stores in urban food deserts often promote unhealthy foods. Canned vegetables, diet soda and fruit juice are the most common “healthy” options in urban food deserts.

Food insecurity refers to a lack of available financial resources to ensure enough food for an active, healthy life for all household members, or limited or uncertain availability of nutritionally adequate foods. Licking County currently has a 13 percent food insecurity rate. While lower than the national average of 15.4 percent, it is still a prevalent issue in the community. Food-insecure households are not necessarily food insecure all the time. Food insecurity may reflect a trade-off between important basic needs, such as housing or utility bills, and purchasing nutritionally-adequate foods.

The risks associated with poor nutrition are numerous, and obesity is one of the major concerns that individuals face when they have poor diets. The scarcity of healthy food options is causing an alarming rise in obesity for individuals living in

poverty, often referred to as the hunger-obesity paradox. Poor nutrition due to the prevalence of food deserts and food insecurity increases the risk of obesity and chronic health problems. In addition, 13 types of cancers are associated with being overweight or obese. These accounted for about 40 percent of all cancer diagnoses in the United States in 2014.

In an effort to improve affordable food access and food security, increase consumption of healthy fruits and vegetables and increase knowledge of a healthy diet for young patients and their families, LMHS has initiated the FVRx Program. FVRx was originally created by Wholesome Wave, a nonprofit organization that creates partnership-based programs that enable under-served consumers to make healthier food choices by increasing affordable access to fresh, local food. LMHS has collaborated with Wholesome Wave to adapt the nutrition incentive program for the Licking County community. Families and/or individuals qualify for the Program based on a set of questions discussed during a regular check-up with a family physician or pediatrician. Over the course of a year, participants are asked to complete the following:

- Meet with a physician or physician’s care team twice during the year, free of charge.
- Attend four free nutrition education counseling sessions, along with their family.
- Redeem FVRx for a free basket of healthy fruits and vegetables on a weekly basis from the Licking Memorial Hospital Café, during the winter and at the Canal Market District in Newark, during the local growing season.

Families receive kitchen preparation tools as well as basic information about fruits and vegetables on their first visit. The LMHS FVRx program began as a pilot with a Licking Memorial Family Practice and a Licking Memorial Pediatrics location, but will be expanding to include additional family and women’s health practices as well. Some of the vegetables that families receive when redeeming a prescription



at the LMH Café are grown in the LMH garden, located on Dickerson Street, adjacent to the Hospital main campus. The nearly one-acre garden yielded more than 1,600 pounds of produce last year that was utilized in the Café, or for events, patient meals and education. Children attending the Salvation Army Day Camp visited the garden and had the opportunity to learn how to plant and harvest produce. “This experience is very compelling for children,” shared Anne. “They are more likely to eat a grape tomato that they picked in the garden than one that just shows up on their plate at dinnertime.”

Chef Brian Merritt, Director of Culinary Services at LMH, concluded the Breakfast event with a food preparation demonstration for a chocolate almond bar, a healthy and convenient breakfast or snack option. Attendees were offered samples and received recipe cards for the bar and two additional holiday recipes featured in the November/December *Community Connection* magazine.

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

Select Marketplace Plans Cover LMHS Services

Effective January 1, 2018, Medical Mutual of Ohio and Molina Healthcare of Ohio, Inc., a subsidiary of Molina Healthcare, Inc., are offering a variety of Marketplace products with healthcare service coverage through Licking Memorial Health Systems (LMHS) to local residents. This partnership enables Marketplace members to receive care at Licking Memorial Hospital (LMH) as well as access LMHS’ homecare services, in-patient rehabilitation unit, and Licking Memorial Health Professionals physician specialty practices. In addition, members also will be able to utilize LMH Urgent Care centers in Granville, Pataskala and Downtown Newark. Services covered will depend on the plan you have selected.

During the past two years, many Marketplace Plan companies have revised or abandoned offerings available within Licking County and may no longer cover LMHS services. “We are pleased that MedMutual and Molina Healthcare are contracting with LMHS, so that our community members have an option to enjoy local healthcare services,” said Rob Montagnese, LMHS President and CEO. “In addition to providing excellent health care, we want to ensure that our community members have options to access those services within Licking County. LMHS understands the vital importance of local healthcare coverage, and the value of access to convenient services within the Licking County community.”

The Frequently Asked Questions section (to the right) will provide answers to a variety of potential questions concerning the Marketplace offerings, including the specific plans that cover LMHS services.

2018 Marketplace Insurance Plans Frequently Asked Questions

Which Marketplace Plans cover Licking Memorial Health Systems?

Many companies participating in the Health Insurance Marketplace have revised or abandoned offerings available within Licking County. As a result for 2018, Licking Memorial Health Systems is a network provider for the following plans:

Molina Healthcare

- Marketplace Silver Plan
- Marketplace Options Silver Plan
- Marketplace Gold Plan

Medical Mutual of Ohio

- Market HMO 7350 (Bronze)
- Market HMO 6400 HSA (Bronze)
- Market HMO 5250 HSA (Bronze)
- Market HMO 3500 (Silver)
- Market HMO 2000/30 (Silver)
- Market HMO 2400 (Silver)
- Market HMO 4000 HSA (Silver)
- Market HMO 2000/25 (Gold)

Can you change plans if you have previously enrolled in a different plan?

The enrollment deadlines for 2018 plans was December 15, 2017. You can change 2018 plans only if you qualify for a Special Enrollment Period ([Visit HealthCare.gov](http://VisitHealthCare.gov) for details).

Outpatient Procedure Offers Highest Cure Rate for Skin Cancer

Mohs Micrographic Surgery is a specialized, highly effective technique for the removal of skin cancer performed as an outpatient procedure. The process involves complete microscopic examination of the excised tissue to ensure the cancer has been removed. It is recommended that physicians performing Mohs Surgery have specialized skills in dermatology, dermatologic surgery and dermatopathology. Licking Memorial Dermatologist Thomas J. Hagele, M.D., M.B.A., has recently started performing Mohs Surgery in his office.

A diagnosis of skin cancer is required before Mohs Surgery is performed. The physician determines if the patient is a good candidate for Mohs using detailed criteria set forth by the American Academy of Dermatology, American College of Mohs Surgery, American Society of Dermatologic Surgery Association and the American Society for Mohs Surgery. Most commonly, the surgery is utilized for patients with squamous or basal cell carcinoma located in areas such as the face, neck, hands or feet where preservation of the healthy tissue is critical for cosmetic or functional purposes.

Mohs Surgery is unique because of the methodical manner in which the tissue is removed

and examined. By microscopically examining the entire peripheral and deep margin of the excised tissue, the Mohs surgeon is able to create a map of the patient's tumor. This allows for both higher cure rates and tissue preservation. The entire procedure is performed in the outpatient clinic under local anesthetic. The procedure begins with the identification of the skin cancer followed by the injection of anesthetic to numb the area prior to removal. In the first stage of the procedure, the physician cuts out the cancerous tissue in a saucer shape. The removed tissue is then color coded so that a map of the tumor can be created. The tissue then is taken to the lab to be frozen. A technician sections the tissue so that the entire peripheral edge and undersurface of the removed skin can be examined.

Once the slides of the tissue are prepared, the Mohs surgeon carefully examines the entire margin of the removed tissue under a microscope to determine if the cancerous cells have been removed. If no remaining cancer is found, the Mohs procedure is complete and the remaining skin defect can be repaired. If the tumor is still present, the physician can utilize the color code to determine specifically where the

remaining cancerous cells are located. The process is then repeated until the cancerous tissue has been removed. Most Mohs cases can be completed in one or two stages. Once the tumor is cleared, the defect can be closed using stitches. Most defects are closed with a straight line of sutures, but some defects may require a more complex repair depending on the size and location.

Mohs Surgery benefits the patient in a number of ways. Most importantly, the surgery offers increased tumor clearance which corresponds to a lower risk of recurrence. The methodical removal of tissue also keeps the defect sizes as small as possible. The surgery is an outpatient procedure using only a local anesthetic, which is considered a safer alternative to general anesthesia. Patients who have undergone the procedure at Dr. Hagele's office have reported high satisfaction with the results. The patients were pleased with how clearly the procedure was explained to them and the care taken to ensure their comfort not only during the procedure, but also while they waited for results.



Telehealth Offers State-of-the-Art Patient Monitoring

A Telehealth program combines the use of technology and clinical expertise to monitor patients' vital signs at home, which can be any combination of weight, blood pressure, heart rate and oxygen status. This turn-key patient monitoring solution improves the quality of patient care while reducing the cost to manage patients outside hospital walls. In an effort to improve clinical outcomes as well as nursing efficiencies, monitoring takes place with a tablet device in a patient's residence daily – approximately a five-minute process. The benefits of Telehealth include:

- Sense of security and reduced anxiety for patients and their families
- Early intervention with health status decline
- Improved symptom management
- Reinforced patient self-management education
- Increased communication among care providers
- Active involvement between patient and clinicians

"Telehealth provides us an avenue to more quickly identify areas of concern for patients," explained Ben Broyles, Director of Rehabilitation Services, Home Care & Community Case Management. "For example, statistics such as weight, blood sugars, oxygen levels and blood pressure can be monitored by a nurse on a daily basis as opposed to the previous model of two or three times per week. Daily monitoring alerts care providers to sudden weight gain in

a congestive heart failure patient or changes in blood pressure in a patient who has recently received a new medication. We are excited about how this service enhances our ability to care for patients and advances us to the next level of quality."

Telehealth is offered to individuals receiving Home Care services and also was recently extended to the Heart Failure Clinic. Participating patients undergo a formal assessment, meeting criteria to determine if they are a candidate for the program.

"This is a highly unique service," said Kim Heddleson, Director of Cardiology. "Telehealth ensures our staff stays connected with these patients, and it is specifically beneficial to those who are challenged by cost, time or transportation. Patients are afforded the convenience of being monitored from home. Telehealth monitoring provides the opportunity for early intervention and treatment by the registered nurses reviewing trends in the patient's vital signs, weight and reported heart failure symptoms, to help prevent a trip to their physician's office or the Emergency Department (ED) for such symptoms. The developed rapport with the nurses and pharmacy staff in the Heart Failure Clinic offers patients reassurance, which decreases anxiety and, in turn, prompts them to

stay in touch with us. Telehealth is especially helpful for those who are at high-risk for readmission. With the data gathered from the monitors, we are able to compile information for the physicians and receive orders to make medication therapy adjustments when needed."

"Telehealth allows Licking Memorial Health Systems (LMHS) to better facilitate community health care, providing an avenue to treat community members with limited resources and access to medical attention," said Ben. The programmable units provide education specific to each patient and also give cues to take medications. Color-coded alerts for inconsistencies are sent to the monitoring station for staff to view and assess. Telehealth helps guide patients regarding their condition, teaching them about symptoms and improving self-awareness, management and compliance to their plan of care. Patients are discharged from the program after a pre-determined period of time, then evaluated for further eligibility based on medical need and continued technical capabilities. "LMHS is pleased to offer this program as a proactive measure for population health, aimed at decreasing complications and ED visits, ultimately increasing prevention," said Ben.

LMHS Telehealth services are offered in collaboration with Honeywell Life Care Solutions. Offering an incredible sense of security, Telehealth is a connection directly into a patient's home. A state-of-the-art program, Telehealth is one of the many comprehensive services that Licking Memorial Hospital offers its patients.



Behind the Scenes – Hematology/Oncology

A dedicated team of employees from Licking Memorial Hospital (LMH) and Licking Memorial Health Professionals collaborates to treat patients battling a variety of cancers and blood disorders. The Licking Memorial Hematology/Oncology Department, located on the Hospital's fifth floor, offers the community more than just treatment for cancer. The staff members take a holistic approach to care to ensure the patient arrives for appointments, receives assistance during treatment as well as at home, and receives personalized care.

Many patients who visit Hematology/Oncology spend hours in the Department, which creates a unique opportunity to form personal relationships with staff members. The staff members strive to build an atmosphere of trust along with a sense of family to help reduce the fear and stress associated with cancer and blood disorder treatments. "The team is passionate about the care our patients receive. They enjoy getting to know each individual and forming close bonds," said Cindi Land, B.S.N., R.N., O.C.N., Physician Center and Oncology Clinic Manager. The patient's family members and friends also are encouraged to be involved in the patient's care.

The Hematology/Oncology Department consists of three areas; the physicians' offices, the nurse triage room and the clinic. Patients generally see one of the three physicians – Aruna C. Gowda, M.D., Jacqueline J. Jones, M.D., or D'Anna N. Mullins, M.D., Ph.D. – once a month. The nurse triage room often is used for follow-up visits and other clinical services. At the clinic, staff members draw blood for laboratory work, then administer prescribed medication including chemotherapy. Patients spend the majority of their time in the clinic, as treatments can take from one to 12 hours. In order to ensure a patient's comfort, staff members offer warm blankets, reading materials, snacks and a full meal, when needed. "The patient is experiencing perhaps the roughest time of their life. We walk them through the journey while treating them like family," Cindi said. Along with those who provide medical care, other staff

members and volunteers spend time with the patients in the Clinic while they receive treatment. A massage therapist offers her services to help the patient relax. Volunteers spend time talking and visiting with the patient in addition to a Pastoral Care Chaplain.

The Hematology/Oncology Department staff hold numerous different job titles. In addition to the physicians, there are a number of Oncology nurses, including an Advanced Practice Nurse and several who are Oncology certified, to assist with patient care and to educate patients about the potential tests and procedures. Two research nurses work to find new studies and closely review the qualifications to determine if a patient may meet the criteria for a trial. Certified medical assistants are on hand to help the physicians order laboratory tests or scans that may be needed. There also are specific Oncology pharmacists to prepare the chemotherapy or other medical treatments needed. The Cancer Registrar tracks cancer cases to compile Licking Memorial Health Systems cancer data and submits it to the National Cancer Database.

In addition to meeting the medical needs of those undergoing treatment, the Hematology/Oncology Department assembled an Oncology Navigation Team to help patients through all facets of their recovery. This team includes an Oncology Nurse Navigator who is dedicated to helping a person diagnosed with cancer

find resources and provide support throughout their cancer journey. The Nurse Navigator often meets with a patient as soon as the physician shares a cancer diagnosis. From the beginning, the Nurse Navigator educates the patient on what to expect and offers suggestions on how to move forward. The Nurse Navigator also has access to community resources, such as wigs or head coverings for women who have lost their hair during breast cancer treatments. Other members of the team include a dietitian who assesses individual nutrition needs of patients and helps manage eating problems related to cancer treatment, and a social worker to assist patients with medical equipment and home healthcare needs during cancer treatment, as well as a dedicated Case Manager and Licensed Practical Nurse to assist patients with his or her financial needs.

LMH recently added a Genetics Navigator to the Oncology Navigation team. The Genetics Navigator works with physicians and staff members to educate the community about hereditary cancers. Hereditary cancers are caused in part by gene mutations passed from parents to children. Through genetic testing, researchers can determine if

someone carries a specific mutation that puts them at an increased risk for developing cancers, such as breast, ovarian, colorectal or melanoma.

With the unique make-up of the team serving in the Hematology/Oncology Department, the clinical team meets twice daily to enhance communication about the patients and their needs. When a patient misses an appointment, the team tries to determine what needs to be done to ensure the patient's well-being. "The staff goes out of their way to assist patients and provide quality cancer care close to home. They like being a close-knit family unit," Cindi said. "It is a different level of nursing and care, and many of the staff members have chosen to serve in the Department for years due to that unique aspect."

Hematology/Oncology Department at Licking Memorial Hospital has been continuously accredited by the American College of Surgeons' Commission on Cancer (CoC) since 2000. In 2015, the CoC granted a three-year approval with commendations to our program, indicating that LMH demonstrates compliance with all mandatory standards for organizational and operational elements. The Department also is a recipient of the Commission on Cancer's Outstanding Achievement Award.



National Doctors' Day – March 30

In recognition of Doctors' Day, express your appreciation for your favorite physician by making a donation to the Licking Memorial Health Foundation in his or her honor. Contributions will be utilized for facility improvements at Licking Memorial Hospital. For more information, or to make a donation in a physician's name, please call (220) 564-4102.

Your gift to Licking Memorial Health Foundation is a special way to honor your physician. An acknowledgment of your gift will be sent to the physician on your behalf.

Name

Address

City

State Zip

Enclosed is my gift of \$

In honor of

Comments

Please send notification of this gift to:

Name

Address

City

State Zip

Please make checks payable and mail this form to **Licking Memorial Health Foundation**, 1320 West Main Street, Newark, OH 43055-9931. Credit/debit card gifts are accepted by phone at (220) 564-4102. (Gifts are tax-deductible to the extent allowed by law.)

Families Take Advantage of Free Flu Vaccines for Infants and Children

Licking Memorial Health Systems (LMHS) hosted a free influenza vaccination clinic for Licking County children in November. Families had the opportunity to register for the event and walk-in patients also were encouraged to participate. This year, 135 infants and youth, up to the age of 18, attended the “Be Wise... Immunize” clinic at the Licking Memorial Family Practice – Downtown Newark office.

LMHS staff members administered flu vaccines after consulting with the children’s parents. Family members also were encouraged to make wellness appointments with their primary care physicians to receive their own vaccination. The youth were offered refreshments while enjoying prizes, drawings and an appearance by Scrubs, the LMHS mascot.

According to the Centers for Disease Control and Prevention, children, especially those younger than 5 years, are at higher risk for serious flu-related complications. The flu vaccine offers the best defense against getting the flu and spreading it to others. Receiving vaccination can reduce flu illnesses, doctor’s visits, missed work and school days, and prevent flu-related hospitalizations and deaths in children.

While seasonal influenza outbreaks can happen as early as October, most of the time influenza activity peaks between December and February.

Individuals who have yet to receive the vaccine for the 2017-2018 “flu season” are urged to do so. The vaccine is still available at Licking Memorial Family Practice and Licking Memorial Pediatrics offices.



Active•Fit YOUTH WELLNESS EVENT

Active•Fit Junior Chef

Date: Saturday, March 17 **Location:** C-TEC
Time: 10:00 a.m. – 12:00 Noon 150 Price Road
 Newark, Ohio 43055

Youth, ages 6 to 12, will learn how to make various healthy recipes and participate in several cooking stations for the preparation of a healthy lunch to be enjoyed following the program. **Registration is limited and must be completed by Friday, March 9.**

This event is free, however registration is limited to members of the Active•Fit Youth Wellness Program (ages 6 to 12).

To enroll in the free Active•Fit program, visit www.ActiveFit.org.

To register for the Active•Fit Junior Chef Event, please call LMHS Public Relations at (220) 564-1560.

Project SEARCH Interns Already Learning Valuable Skills

Since August, interns from the Granville, Newark, North Fork, Northridge and Southwest Licking school districts have been participating in Project SEARCH to learn valuable skills to help them increase their employability. Licking Memorial Health Systems (LMHS) is hosting the program for a second year in collaboration with the Licking County Educational Service Center, Opportunities for Ohioans with Disabilities, Greenleaf Job Training Services, and the Licking County Board of Developmental Disabilities. The program provides real-life work experience, combined with training to help young people with disabilities make successful transitions from school to adult life. Eight area individuals completed the Project SEARCH program last year, and LMHS hired four of the participants.

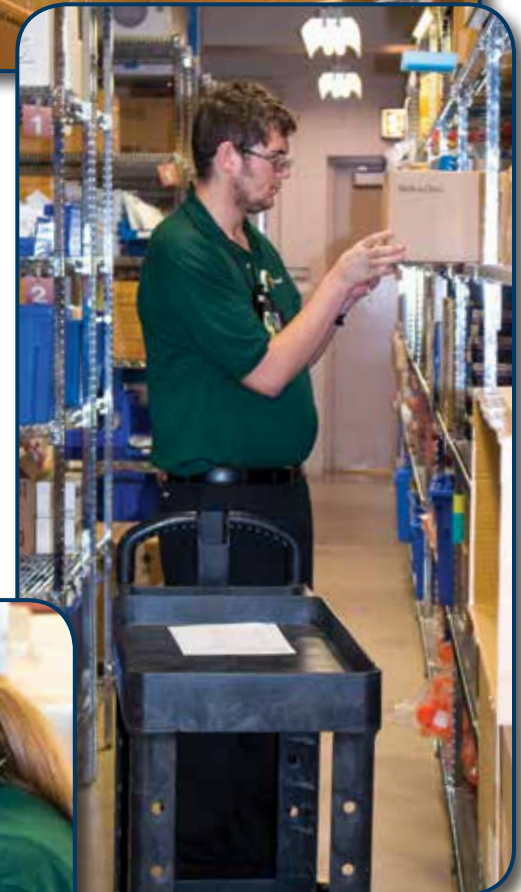
The interns receive a combination of classroom instruction, career exploration and on-the-job training. Throughout the school year, the students will complete three unique rotations in a variety of clinical and technological areas of LMHS. The students are now working in their second internship rotation within Licking Memorial Hospital (LMH). The different work experiences help the interns build communication, teamwork and critical thinking skills. Each individual has an opportunity to learn about the Departments in the Hospital offering internships and they identify several areas where they would be interested in the learning opportunities during the program.

During the first rotation, Faith Burgess from Watkins Memorial High School worked with Culinary Services. Faith said she was nervous about the work, but now is excited to be part of Project SEARCH. “It is a great learning experience, and I feel like I have already learned to be more professional and responsible,” she said. When she began working in the LMH kitchen, Faith assisted in the dish room. The staff and her career coaches wanted to challenge her with new tasks, and

moved her to food preparation. She developed an enthusiasm for the work and would like to work in food service, or even own her own restaurant someday.

Elise Barth from Granville High School began her intern rotations in the Pharmacy. She helped clean, sort and shelve medicines and ensured all the department’s printers were stocked with paper. Pharmacy employees were confident in her abilities and assigned her more difficult tasks, such as checking pharmacy documents for appropriate signatures. “Working in the Pharmacy really has boosted my confidence, and I am excited to take on tasks and ask for more when I have completed my work,” Elise said. She hopes her new found confidence will allow her to find employment at a daycare center or other facility working with children.

Jace Williams from Newark High School says he, too, is feeling more confident since his first internship rotation with the Purchasing Department. “I like it here at the Hospital. It has taught me how to interact better, and I have learned many skills for different jobs,” he said. Jace hopes to either work on bicycles or cars as a mechanic.



New Guidelines Recommend Early Peanut Introduction to Prevent Allergy

The National Institute of Allergy and Infectious Diseases' (NIAID), part of the National Institutes of Health (NIH), recently released new guidelines to help prevent the development of peanut allergy. For years, the medical field believed that parents and pediatricians should delay giving foods containing peanut protein to children until after age three. However, a convincing amount of current evidence shows that early introduction of these foods is associated with less peanut allergy.

Researchers observed that the risk of peanut allergy developing in Jewish children in the United Kingdom was 10 times higher than in Jewish children living in Israel. Youth in the UK do not eat peanuts at young ages, while those in Israel begin to consume peanut-based foods as early as 7 months old. Thus, the Learning Early About Peanut Allergy (LEAP) trial was designed to test the hypothesis that early introduction would lead to less peanut allergy. In 2015, the landmark study provided valuable evidence that this was true. LEAP findings showed that the group of at-risk infants who ate 2 grams of peanut protein or thinned peanut butter three times a week, had significantly less allergy to peanuts at 5 years of age, compared with infants who avoided peanut-based foods. The at-risk babies were all less than 12 months of age with eczema and/or egg allergy. LEAP is significant because it was the first study of its kind to show how giving peanut-based foods early to high-risk infants can effectively prevent the development of the allergy.

It remains unknown whether lesser amounts, or less frequent feedings, will offer the same benefit in prevention of peanut allergy. Once infants are successfully eating peanut protein, they should continue to do so on a regular basis (unless concerns for a new allergic reaction arise). The total amount of peanut protein to be consumed per week should be 6 to 7 grams over three

or more feedings. In the LEAP study, 75 percent of children were able to eat this amount of peanut-based foods throughout the entire study.

As a result of LEAP and a few additional studies, an expert panel of doctors, scientists and public health experts created new guidelines for an approach with a potentially huge public health impact that promises to reduce the risk of peanut allergy. These guidelines could have far-reaching influences on the development of new cases of peanut allergy. The new parameters recommend that before 11 months of age, all infants should start eating age-appropriate, peanut-containing foods. The ideal age is closer to six months. The guidelines for introducing peanut protein to infants will depend on their risk of peanut allergy. Parents are encouraged to consult with their physician to identify their child's risk beginning around 4 months of age.

It is important to note that these guidelines only apply to infants who have not eaten peanut protein or experienced any reaction to peanut-based foods. If an infant is already consuming peanut-containing foods without problems, then they are not allergic. They should continue to eat peanut-based foods regularly as they do not need any evaluation or testing. Parents should contact their primary care physician for additional evaluation of possible peanut allergy if infants have alarming symptoms after introducing peanut-based foods.

The new guidelines go further by promoting early ingestion for the highest risk infants. Evaluation and peanut introduction for this highest risk group at 4 to 6 months is conveniently timed with routine pediatric health care office visits, allowing for identification of infants at risk and discussion of the approach. Additionally, it is less likely for younger



infants to have positive allergy tests to peanut protein. However, the guideline emphasizes that if the 4- to 6-month time period is missed for any reason, peanut protein should be introduced to infants older than 6 months as they also are anticipated to benefit.

In addition to the new guidelines, a September 2017 American Academy of Pediatrics (AAP) news report stated that the Food and Drug Administration (FDA) reviewed the research on early peanut introduction and approved language for certain food manufacturers to use on their labels. The FDA will now allow a "qualified health claim" on food labels containing ground peanut that coincides with the aforementioned recommendations. The new label will read, "For most infants with severe eczema and/or egg allergy who are already eating solid foods, introducing foods containing ground peanuts between 4 and 10 months of age and continuing consumption may reduce the risk of developing peanut allergy by 5 years of age." The label also will include verbiage asserting that the results are from a single study, while advising parents to consult with a child's physician before introducing peanut-containing foods. These findings and guidelines do not change the warning against whole peanuts, as they are a choking hazard for young children and should not be consumed.

Licking Memorial Health Professionals can support these new guidelines by discussing early peanut introduction with patients and families, assessing the risk involved and recommending home introduction for low-risk infants. High-risk infants and families with questions and concerns should be referred to Tiffany Owens, M.D., of Licking Memorial Allergy & Asthma, at (220) 564-7510.

Physician Spotlight

Tiffany J. Owens, M.D., FAAP, joined Licking Memorial Allergy/Immunology in 2015. She received her Doctor of Medicine degree and completed a pediatric residency at Wright State University Boonshoft School of Medicine in Dayton, Ohio. Dr. Owens completed an allergy/immunology fellowship at the Wilford Hall Ambulatory Surgical Center in San Antonio, Texas. She is board certified in pediatrics, as well as allergy and immunology.



Dr. Owens was honorably discharged from the United States Air Force Medical Corps at the rank of Major. She is a member of the American College of Allergy, Asthma and Immunology; the American Academy of Allergy, Asthma and Immunology; the American Academy of Pediatrics; and the Christian Medical and Dental Association. Dr. Owens and her husband, Bobby, reside in Johnstown with their three children.

Ask a Doc – Winter Asthma Issues with Tiffany J. Owens, M.D., FAAP

Question: What can be done to control asthma symptoms during the winter?

Answer: Winter can be an especially trying time for asthma sufferers because strong triggers – including allergens and dry, cold air – are present both outside and indoors. These triggers cause the airways, or bronchial tubes, to swell up and become inflamed, making it difficult to take in air. Contracting an upper respiratory infection, such as a cold or flu, also can trigger asthma symptoms and make it difficult to breathe. However, with proper knowledge of the winter dangers, asthmatics can effectively reduce the number of winter-related asthma problems.

Preparing for the cold is vital in controlling asthma in the winter as cold, dry air can irritate hypersensitive lungs. The lungs are lined with a thin layer of fluid that evaporates faster than it can be replaced when cold air is inhaled. Dry airways become irritated and swollen, and histamine is released, which causes wheezing and can trigger an asthma attack. In addition, cold air stimulates an increase of mucus production in the lungs. Mucus can become thicker than usual, which limits breathing and results in wheezing, coughing and tightness in the chest. Breathing through the mouth can make the effects of cold air on the lungs worse. The nose offers some protection because of tiny blood vessels that

condition and warm the air before it enters the lungs. To protect the lungs from the cold, try the following advice:

- Breathe through your nose when possible
- Cover your mouth and nose with a scarf or a face mask
- Before heading outside, take a preventive dose of asthma medicine to help open the airways and give extra protection

Staying indoors can help avoid taking in cold air; however, higher concentrations of allergens, such as mold, pet dander and dust mites are present indoors due to lack of air circulation. Smoke from fireplaces also can cause lung irritation. Inhaling these irritants can temporarily increase the inflammation of the airways, increase mucus production and cause a release of histamine. Talk to your physician about having tests to determine which allergen is causing the reaction. Proper care to minimize exposure to these allergens could greatly reduce the impact of winter asthma triggers:

- Keep the house cool and dry to discourage mold growth and dust mites
- Open windows, when possible, to allow shower or cooking steam to escape, or turn on air vents
- Use overhead fans to keep air circulating

- Vacuum and dust often to remove allergens
- Wash sheets and blankets every week in hot water to get rid of dust mites
- Bathe pets regularly to remove mites and dander

The common cold and flu are both more likely to strike in the winter and can lead to asthma flare-ups as well. Colds and flu are spread through the air and through contact. Sneezing and coughing by infected individuals spews germ-laced airborne particles into the air where they are often inhaled by nearby individuals. The flu also can live on many surfaces for up to two hours. Take precautions to avoid contracting the virus:

- Wash hands frequently and avoid touching the eyes, nose or mouth
- If possible, avoid close contact with others who may be ill
- Get a flu shot

Another way to avoid problems is to create an asthma action or management plan with your physician. The plan should include daily treatments, such as a schedule of medicines to take, how to control asthma long term, how to handle worsening asthma, or attacks, and explain when to call a physician or go to the emergency room.



Quality Reporting to the Community

Patient Story and Benchmarks for Patient Care

Patient Story – Marcia Phelps

At her appointment, Dr. Mueller and Tony D’Amico, PA-C, put her right leg in a brace and explained her restrictions and possible difficulties with mobility, strongly encouraging her to be admitted to the Hospital. Marcia complied and the next morning her therapy began in LMH’s Acute Inpatient Rehabilitation Unit (ARU) where she received therapy for a week as she recovered. “I had limited mobility with my left leg, and now I was non-weight-bearing on my right leg, so I needed to significantly adjust my daily routines,” Marcia explained. “The staff was excellent. Every person I came into contact with was very attentive to my needs and limitations, and sensitive to my pain and frustration,” she noted. Temporarily confined to a wheelchair, therapists taught Marcia how to complete numerous tasks. Simply transporting from bed to a chair, chair to the restroom, or getting in and out of the shower were all actions with which she needed assistance, and each activity was shown to her with multiple safety measures. Marcia also received injections and education for blood clot prevention. “The staff was very in-tune with helping me manage my pain and mobility restrictions. In a short period of time, they were able to progress my recovery, while not causing additional damage,” said Marcia.

“I am an independent individual and not one to usually do anything outside of the normal method, so it was difficult for me to accept assistance, first and foremost, and also adjust the manner in which I moved around every day,” she admitted. “The patient and kind nature of the nurses, aides, Environmental Services staff and Culinary Services staff was extremely heartening. Everyone I

came into contact with took the time to share a comforting word, which was outstanding. I appreciated the time Pastoral Care shared with me in prayer. There was such consideration for me and an understanding of the stress I was under from my pain and challenges,” Marcia noted.

Rehabilitative therapists showed Marcia minor early stage exercises to help strengthen her muscles and advance her recovery, reinforcing safety every step of the way. “The Hospital staff did everything possible to prevent any complications from developing, which ensured a safe and smooth recovery,” she stated. After a week at LMH, Marcia was transferred to a local rehabilitation center where she also stayed a week.

Upon her discharge, the LMH Home Health staff assessed her home for any hazards that could jeopardize Marcia’s safety, such as poorly lit walkways, loose throw rugs, and slippery bath and shower areas. With her sons’ assistance, she had retrofitted her home with a stair lift and acquired all the necessary equipment to aid her during recovery. Medical staff showed her son what she had learned in therapy at the Hospital and how to best assist her to further her healing process. In November, Marcia began regular visits to Licking Memorial Physical Therapy to continue her rehabilitation. Once her left leg completely healed and the boot was removed, she was cleared for 25 percent weight bearing on her right leg. Physical therapy helped her bend and straighten her leg more easily. Having been confined to a wheelchair, she worked toward primarily using a walker at home – a painful transition that required significant upper body strength.

In late June 2017, Marcia Phelps fractured her left fibula. Originally diagnosed with a stress fracture, her left foot was placed in a boot for recovery. Approximately three weeks later, it was determined she actually had suffered a complete fracture and needed to be non-weight-bearing on her left leg in order for it to heal properly.

By the end of September, she was permitted to bear weight on her leg and walk again, and had planned to attend a conference for work in Cleveland. She decided it was in her best interest to utilize a scooter, so as to continue to rest her leg and increase mobility, during the conference. Unfortunately, she had an accident transitioning from floor surfaces and fell from her scooter, hitting her right knee and causing a tibial plateau fracture. Emergency services recommended she be admitted to a local hospital, but Marcia refused. “I wanted to come home and be treated at Licking Memorial Hospital (LMH),” she said. A colleague drove her back to the LMH Emergency Department (ED). Due to significant swelling, X-rays were inconclusive. A computed tomography (CT) scan revealed the fracture and ED physicians told her not to bear weight on her right leg and recommended Marcia be admitted. “I had been out of town and was in pain and I just wanted to go home,” she explained. “I made an appointment with Robert W. Mueller, M.D., of Licking Memorial Orthopedic Surgery, took my crutches and went home.”

Patient Safety – Patient Story (continued on page 16)

Patient Safety – 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.

- The Institute of Medicine published a report in 2000 that highlighted the stunning effects of medication errors. The report set forth a national agenda for reducing errors and improving patient safety by designing a safer health system. Although the medication error rate at Licking Memorial Hospital (LMH) is significantly better than the national benchmark, we make continuous efforts to improve the process. LMH dispensed 1,194,059 doses of medication in 2016.

	LMH 2014	LMH 2015	LMH 2016	National ⁽¹⁾
Medication errors per 1,000 doses	0.013	0.012	0.012	0.310

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

	LMH 2014	LMH 2015	LMH 2016	National ⁽²⁾
Pneumonia infection rate of ICU patients on ventilators per 1,000 days of usage	0.0	0.0	0.0	1.2
Urinary tract infection rate for ICU patients with urinary catheters, per 1,000 days of usage	0.0	0.6	2.0	1.3
Urinary tract infection rate for HOUSEWIDE patients with urinary catheters, per 1,000 days of usage	0.9	0.3	1.6	1.5
Bloodstream infection rate for ICU patients with central venous catheters, per 1,000 days of usage	2.8*	0.0	0.0	1.1
Bloodstream infection rate for HOUSEWIDE patients with central venous catheters, per 1,000 days of usage	0.0	0.0	0.0	0.9

*Throughout a period of 1,000 patient days, one bloodstream infection was recorded in LMH’s ICU among patients with central venous catheters.

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

	LMH 2014	LMH 2015	LMH 2016	Goal
Inpatient falls, per 1,000 patient days	3.0	2.5	2.5	less than 3.0

- Acute care mortality refers to patients who pass away while admitted as inpatients in the hospital. While mortality within the hospital is not uncommon, it can be a valuable indicator in determining how effectively the hospital manages crisis situations as well as its ability to rescue the patient in an emergency. Other factors, such as nurse staffing levels, staff knowledge and experience, and early recognition of patient deterioration all can have an impact on inpatient mortality. Lower rates are preferable.

	LMH 2014	LMH 2015	LMH 2016	National ⁽³⁾
Inpatient Mortality	1.21%	1.66%	1.15%	2.27%

Patient Safety – How do we compare? (continued on page 16)



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5. LMHS recognizes the importance of keeping our staff healthy and lessening the likelihood that they will infect our patients with influenza while under their care. LMHS is committed to encouraging and providing free, easily accessible flu vaccines to all employees.

	LMHS 2014	LMHS 2015	LMHS 2016	LMHS Goal	National ⁽⁴⁾
LMHS employees receiving the seasonal influenza vaccine	88%	94%	94%	greater than 80%	64.3%

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

	LMHP 2014	LMHP 2015	LMHP 2016	LMHP Goal
LMHP patients on warfarin having a current PT/INR within recommended guidelines	90%	92%	94%	greater than 90%

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

	LMHP 2014	LMHP 2015	LMHP 2016	LMHP Goal
LMHP patients on Metformin with a renal function test within last year	94%	94%	94%	greater than 90%

Data Footnotes: (1) *To Err Is Human – Building a Safer Health System*, National Academy Press, Washington D.C., 2000. (2) 2010 CDC National Healthcare Safety Network Summary Report. (3) Comparative Data from the Midas Comparative Database. (4) Centers for Disease Control and Prevention (CDC), Interim Results: Seasonal Influenza Vaccination Coverage Among Health-Care Personnel, *MMWR* April 2, 2010 / 59(12); 357-362.

LMH Physical Therapy customized a program designed for Marcia’s needs. “It is vitally important that patients listen to their therapists and follow their instructions. A safe and smooth recovery depends upon it,” Marcia stressed. “By practicing what I learn in therapy, I am able to reap the full benefits of each exercise and complete them at home on my own as well. This entire ordeal has taught me to be humble, take advice and accept that sometimes everyone needs help.”

Marcia serves as Municipal Clerk of Court in Licking County and fortunately has been able to work from home throughout much of her recuperation. When necessary, her son would transport her to the office

for important meetings and other functions. “I am a blessed individual. I have many family members, especially my two sons, friends, coworkers and healthcare providers who have helped me tremendously. Each have pushed me to accomplish what I needed to do in their own way.” Marcia explained how everything was a challenge, but turned into a benefit after succeeding, advancing her to the next stage of her recovery. “Physical challenges take a mental toll. Because of my pain and worry, I could not wrap my head around how I would reach the end of my rehabilitation, but everyone’s patience and kindness helped me push forward. I was reassured knowing my safety and recovery were their top priority,” she concluded.

Marcia was granted driving privileges, and full-weight bearing capabilities in early December. She plans to continue physical therapy to learn further beneficial exercises for the next progressive stage of her recovery. “I have learned a valuable lesson – we as patients need to have patience for our body to heal.”

LMH recently received an “A” in the Leapfrog Hospital Safety Grade. LMH also has received other safety-related awards in the past, including Healthgrades Patient Safety Excellence Award, and Consumer Reports’ Hospital Ratings for Surgery Safety.

Hand Hygiene Protects Patients

Patients along with healthcare providers play a major role in patient safety when it comes to spreading germs that cause serious infections in a healthcare setting. Hand hygiene – including washing hands with soap and water or the use of hand sanitizer – protects everyone from healthcare-associated infection (HAI) – an infection obtained in a hospital or other healthcare facility which was not present or incubating at the time of admission. Hand hygiene can help prevent the spread of most germs that cause infection as well as illnesses like the flu.

Simply using hand sanitizer or washing hands kills germs, including those that are resistant to antibiotics and are becoming difficult, if not impossible, to treat. An alcohol-based hand sanitizer is the preferred method for cleaning hands when not visibly dirty. It is more effective at killing potentially deadly germs on hands than soap, requires less time,

produces reduced bacterial counts on hands, and improves skin condition with less irritation and dryness than soap and water. There has been concern about an increase in antibiotic resistant infections. Alcohol-based hand sanitizers do not cause antibiotic resistance because it kills germs quickly and in a different way than antibiotics; therefore, there is no chance for the germs to adapt or develop resistance. In order for hand-sanitizer to be effective, enough to cover all surfaces of the hands must be used. Hands should remain wet for around 20 seconds if using the right amount.

It is important to remember germs can and do survive on surface areas in the hospital. Even without physical contact with a patient, there is still a chance of contracting a virus or bacterial infection from touching items in a room or around the hospital. Staff members may clean their hands as many as 100 times per 12-

hour shift, depending on the number of patients they care for and the intensity of the care. Patients and visitors also should practice hand hygiene:

- Before and after changing wound dressings or bandages.
- After touching hospital surfaces such as bed rails, bedside tables, doorknobs, remote controls, or the phone.
- After using the restroom.
- After blowing your nose, coughing, or sneezing.
- Before preparing or eating food.

It also is important to remember glove use is not a replacement for hand hygiene. Dirty gloves can soil hands. It is acceptable to remind hospital staff to wash or sanitize their hands before starting treatment and to ask questions about the hand hygiene policies.

LMH Earns Top Grade for Patient Safety

Licking Memorial Hospital (LMH) once again has been recognized as one of the safest hospitals in the United States, according to The Leapfrog Group, an independent national nonprofit group that compares hospitals’ safety performance. LMH was one of 832 hospitals nationwide and 51 throughout Ohio to receive an “A” grade in the Fall 2017 Leapfrog Hospital Safety Grades. The distinction marked the third consecutive grading period in which Leapfrog awarded LMH its highest mark.

“It takes consistent, unwavering dedication to patients by our employees to achieve the highest standards of patient safety. High expectations and a strict focus on our patients’ best interests lie at the heart of our mission to improve the health of the community,” Licking Memorial Health Systems President & CEO Rob Montagnese said. “We continually strive to be vigilant and dedicated to keeping our patients safe,

and LMH has achieved an excellent patient safety record.”

The Leapfrog Hospital Safety Grades provide the most complete picture of patient safety in the U.S. Twice per year, more than 2,600 nationwide hospitals – including over 150 in Ohio – are assigned letter grades of A, B, C, D or F based on adopted patient safety practices. Developed under the guidance of a Blue Ribbon National Expert Panel, the Leapfrog Hospital Safety Grade uses 27 measures of publicly available hospital safety data such as: infection prevention activities, serious patient falls, and the percentage of patients who developed blood clots. It is calculated by top patient safety experts, peer reviewed, fully transparent and free to the public. Earning an “A” grade shows LMH has exhibited excellence in the national database of patient safety measures and ranks among the safest hospitals in the United States.



About The Leapfrog Group
 Founded in 2000 by large employers and other purchasers, The Leapfrog Group is a national nonprofit organization driving a movement for giant leaps forward in the quality and safety of American health care. The flagship Leapfrog Hospital Survey collects and transparently reports hospital performance, empowering purchasers to find the highest-value care and giving consumers the lifesaving information they need to make informed decisions. The Leapfrog Hospital Safety Grade, Leapfrog’s other main initiative, assigns letter grades to hospitals based on their record of patient safety, helping consumers protect themselves and their families from errors, injuries, accidents and infections. For more information about the Hospital Safety Score, please log on to www.HospitalSafetyScore.org.



Quality Reporting to the Community

Patient Story and Benchmarks for Heart Care

Patient Story – Cynthia Ravitsky

On September 6, 2016, Cynthia Ravitsky was stuck in a traffic jam on her way to work, listening to *Here & Now* on National Public Radio (NPR). Author Gayle Forman was discussing her new novel, *Leave Me*, about a young, overworked mother in New York who does not realize she is having a heart attack.

A resident of Westerville, Cynthia commutes approximately thirty minutes to The Ohio State University at Newark, where she serves as an adjunct math instructor. “About 10 to 15 minutes into my drive I felt a pinching in my chest,” Cynthia explained. “It was not painful, but noticeable. About five minutes later I had a tingling sensation in my right arm, almost like it had fallen asleep. I thought it was because I had been leaning it on the console while I drove, but shortly after that I had the same sensation in my left arm,” she continued. Thinking it could not possibly be her heart, Cynthia brushed off the symptoms, and told herself she would stop by the Urgent Care or her physician’s office on the way home. All the while she was listening to Gayle Forman explain that women’s heart attack symptoms vary from men’s and often are ignored due to such busy lifestyles.

Cynthia continued to inch along in traffic on State Route 16 toward Newark when she suddenly became very nauseous and broke into a cold sweat. “At this point, I realized that I had a decision to make and the time to make it as I waited in traffic at the Cherry Valley Road intersection. I did not know what was happening, but I knew something was wrong,” Cynthia recalled. “Again, I heard the author say – ‘Don’t ignore the symptoms’ – and I made my decision. I called work and

had them cancel my class. Then I dialed 911 and asked them for directions to the nearest hospital, since I knew that the emergency squad would be unable to reach me in the traffic.” She made her way to Licking Memorial Hospital (LMH). Not wanting to block the Emergency Department (ED) entrance because she was still uncertain of her medical condition, she parked her car and walked inside to the registration desk. Cynthia said she thought she may be having a heart attack and had just begun to provide her personal information when she collapsed.

“The medical staff immediately went into action, helping me into a wheelchair and to a triage area,” she said. After she gave verbal approval to move forward with treatment, she quickly received an intravenous line (IV) and an electrocardiogram (EKG). “I remember looking at the nurse who was doing the EKG and saw her nod her head emphatically to her colleague, acknowledging that I was, in fact, having a heart attack,” Cynthia said. Cardiologist Hassan Rajjoub, M.D., arrived quickly and she was transported to the Catheterization Lab for her procedure. Cynthia later learned that she had a 99.9 percent blockage in her right coronary artery.

“The staff was so wonderful and I am extremely lucky that LMH offers this type of treatment,” Cynthia said. She noted the staff’s excellent teamwork and was complimentary of their efficiency, knowledge and kindness. “They were very attentive to me as a patient, while performing all the technical tasks they had to do. I understood that I was in good hands and felt very secure,” she continued. Dr. Rajjoub inserted two stents to open the blockage and Cynthia

noted his intensity with his work. “I appreciated his thorough explanations and how hard he worked to care for me.”

Approximately 61 minutes passed from the time Cynthia entered the Emergency Department (ED) to the time the balloon was inserted in preparation for re-opening her artery. The procedure has the best results when performed under 90 minutes, ensuring minimal damage to the heart muscle. Cynthia recovered at LMH for three days and appreciated the caring and pleasant nature of the nurses. “They helped me feel better, gathered contact information and assured me that they would communicate with my family and friends as necessary,” she said. After her discharge from the Hospital, Dr. Rajjoub recommended cardiac rehabilitation for Cynthia at a follow-up appointment. He stressed the importance of completing the rehabilitation for a healthy recovery. Not only is it common for women to dismiss the symptoms of a heart attack, but often they do not follow through with proper rehabilitation after a life-saving procedure. American Heart Association studies show that it frequently proves problematic for women to care more for others than themselves, continually delaying their own care.

Cynthia transferred to a physician closer to home and attended rehab for several months, also meeting with a dietitian as part of the program. She sees her physician annually, works to maintain a healthy diet and is conscientious about taking her medication properly.

Regardless of her heart attack experience, Cynthia acknowledges that it is still challenging to recognize heart-related symptoms. Physicians emphasize that it is important to know what is normal

Heart Care – Patient Story (continued on page 20)

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

	LMH 2014	LMH 2015	LMH 2016	National Average ⁽¹⁾
Median time from arrival to completion of EKG	1.0 minute	3.0 minutes	1.0 minute	7.0 minutes

2. In patients having a heart attack, emergency angioplasty restores blood flow to the heart muscle by re-opening blocked or clogged arteries. This is completed by inserting a catheter into the artery that feeds the heart, inflating a balloon and placing a stent inside the artery to keep it open. This procedure can help reduce damage to the heart muscle, and has the best results when performed within 90 minutes after arriving in the Emergency Department (ED). Licking Memorial Hospital (LMH) began performing this procedure in 2008.

	LMH 2014	LMH 2015	LMH 2016	National Goal ⁽²⁾
Mean time from arrival until balloon angioplasty performed	54 minutes	61 minutes	55 minutes	90 minutes
Time to balloon within 90 minutes	100%	100%	100%	LMH Goal 95% ⁽⁴⁾

3. Emergency Medical Services (EMS) are often the first to evaluate and treat patients experiencing heart attack symptoms. EMS acquires a baseline EKG to wirelessly transmit to the LMH ED physician for interpretation and early identification, so that the Catheterization Lab team can be alerted quickly. Medical contact to reperfusion refers to the time it takes in minutes from the first medical contact by EMS with a patient experiencing heart attack symptoms, to the opening of the artery to allow blood flow back to the heart muscle.

	LMH 2014	LMH 2015	LMH 2016	National Goal ⁽³⁾
Medical contact to reperfusion	74 minutes	77 minutes	75 minutes	Less than 90 minutes

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

	LMHP 2014	LMHP 2015	LMHP 2016	LMHP Goal ⁽⁴⁾
LMHP CAD patients with aspirin and/or antithrombotic prescribed	92%	92%	93%	Greater than 85%

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

	LMHP 2014	LMHP 2015	LMHP 2016	LMHP Goal ⁽⁴⁾
LMHP CAD patients with LDL less than or equal to 100 mg/dl	68%	65%	64%	Greater than 50%

Data Footnotes: (1) Hospitalcompare.hhs.gov national benchmarks. (2) American College of Cardiology National Cardiovascular Data Registry – Cath PCI Registry. (3) American Heart Association - Recommendation for Criteria for STEMI Systems of Care, 10/4/2016. (4) Benchmark indicates LMHP Goal.



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for your body. Individuals should not ignore any abnormal symptoms and be aware of even small changes. So often heart attacks present differently than what is portrayed in the media and also for men versus women. Understanding and acknowledging atypical symptoms is critical to survival as well as limiting damage to the heart muscle. “I shudder to think what the outcome might have been had I not made the decision to go to LMH that day,” Cynthia said. “Mine was

a very unusual coincidence, blessed by good fortune, and I am forever grateful to Licking Memorial Hospital for providing the life-saving care that I needed when I arrived unannounced at the ED. I realize that under normal circumstances, it is a better idea to call 911 and be transported to the hospital. Emergency Medical Services can alert physicians in advance, perform an EKG in transit, and offer life-saving interventions as needed, even before you reach the hospital.”

Under Dr. Rajjoub’s leadership, the Cardiac Catheterization Lab team was recognized with the prestigious Licking Memorial Health Systems President’s Award in 2015. Also that year, the Cardiology Department received the National Cardiovascular Data Registry Platinum Performance Achievement Award and currently holds the American Heart Association Mission: Lifeline Gold Level Recognition.

New Guidelines Redefine Hypertension

The American Heart Association (AHA) and the American College of Cardiology have redefined the guidelines that determine if a person has hypertension – another name for high blood pressure. A panel of 21 scientists and health specialists spent three years studying more than 900 published studies on high blood pressure and concluded more Americans will be classified at high risk for heart attack, heart disease, stroke and other cardiovascular problems due to hypertension.

Blood pressure is measured in millimeters of mercury and there are two numbers used in assessing the pressure – systolic and diastolic. Systolic blood pressure – the top number – is the force by which the blood pushes against the artery walls when the heart beats. Diastolic – the bottom number – is the pressure between heartbeats, when the heart is at rest. Having a blood pressure of 120/80 is considered normal. Previous guidelines defined hypertension as a blood pressure of 140/90 or above. The new guidelines categorize hypertension as having blood pressure of 130/80. Under the new guidelines, hypertension now affects 46 percent of the adult U.S. population. The AHA believes drawing more attention to high blood pressure will save lives by preventing more strokes and cardiovascular events.

The concern when diagnosing hypertension is a lack of symptoms. It is often referred to as the “silent disease” or “silent killer” because a

person with the condition may not notice any symptoms at all. There is some belief that high blood pressure causes sweating, anxiety, sleeping problems and blushing. Having high blood pressure for a short time can be a normal response to many situations including acute stress and intense exercise. A diagnosis of hypertension normally requires several readings that show high blood pressure over time. If left untreated, high blood pressure can cause damage to the cardiovascular system and internal organs, such as the kidneys. A number of risk factors increase the chances of having hypertension.

- Age: Hypertension is more common in people over 60 years.
- Ethnicity: Some ethnic groups (African-American) are more prone to hypertension.
- Size and weight: Being overweight or obese is a key risk factor.
- Alcohol and tobacco use: Consuming large amounts of alcohol regularly can increase a person’s blood pressure, as can tobacco products.
- Existing health conditions: Cardiovascular disease, diabetes, chronic kidney disease, and high cholesterol levels can lead to hypertension, especially as people get older.

Other factors include:

- Physical inactivity
- A salt-rich diet associated with processed and fatty foods
- Low potassium in the diet
- A family history of high blood pressure
- Poorly managed stress

Physical activity helps control high blood pressure, strengthens the heart and lowers stress levels. A medical study on the benefits of exercise, found that just 10 minutes of exercise a day increased peak oxygen consumption – a measure of cardiovascular fitness. The AHA recommends at least 30 minutes a day at least five days a week of moderate-intensity, physical activity for the best results. This can include walking, jogging, cycling or swimming. More vigorous physical activity can further improve the fitness of the heart and lungs. It is suggested to start slowly, and build up as the heart gets stronger.



Walk with a Doc

With the weather turning colder, the monthly Walk with a Doc program moved indoors to provide community members with an opportunity to exercise, ask general questions regarding a featured medical topic, and socialize with one another during a casual 40-minute walk. In November, 31 attendees learned about preparing for surgery from Brent Savage, M.D., of Licking Memorial Surgical Services at the Licking County Family YMCA. During December’s event, 35 residents walked the indoor track at the Denison University Mitchell Center. Licking Memorial Endocrinologist Preethi Krishnan, M.D., discussed diabetes and answered questions about the side effects of medications and other concerns. Blood pressure screenings and healthy snacks also were offered at both events.

The Walk with a Doc program will continue throughout the upcoming months. More details regarding this program are available on the back page of [Community Connection](#).



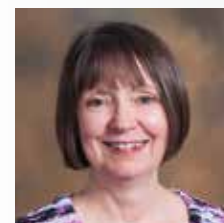
Community Education – Healthier for Life Workshop



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



Donya Hageman, P.T.A., C-PT, CFNS



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

Dates: Thursday, February 15, Thursday, February 22, Thursday, March 1, and Thursday, March 8

Location: LMH First Floor Conference Rooms
Time: 6:00 – 8:00 p.m.
Speakers: Aundrea Parker, R.D., L.D. Donya Hageman, P.T.A., C-PT, CFNS Debra Y. Larabee, R.N., B.S.N.

Weight loss organizations often promise significant results to participants who adhere to their plans or purchase their services. Yet, 33 percent 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, R.D., L.D.; ACE Certified Personal Trainer and Physical Therapy Assistant Donya Hageman, P.T.A., C-PT, CFNS; 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 is often 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.

Healthier for Life is a four-part program and will be held on four consecutive Thursday evenings, **February 15 and 22, and March 1 and 8, 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, and a meal will be provided at each. The program is free; however, space is limited and registration is required. To register, please call (220) 564-2527.

Donors Recognized for Contributions to Licking Memorial Health Foundation

New donors recently were recognized for their generous contributions to Licking Memorial Health Foundation (LMHF). The contributions assist Licking Memorial Hospital (LMH) in providing excellent, quality health care for the community with state-of-the-art technology and facilities.

Founder Level

Founders are altruistic individuals, businesses and organizations who have made outstanding gifts to improve the health of the community. Founders' generosity meets or exceeds the \$100,000 level of giving.

Park National Bank

LMHS President & CEO Rob Montagnese (right) welcomed Park National Bank (PNB) as the newest Founder Level donor. David Trautman, PNB President & CEO (middle), and Dan DeLawder, Park National Bank and Park National Corporation Chairman (left), accepted a glass recognition piece on behalf of the financial institution.

Since 1908, PNB has been a leader in the communities it serves. Local families and businesses rely on Park National to support their financial success, making the Bank a leading provider of accounts, loans and investment services for more than a century. Additionally, area organizations count on PNB to provide volunteers, donations and other collaboration to ensure local communities thrive. Park National Bank donates more than \$1 million and thousands of volunteer hours locally on an annual basis.

"Licking Memorial Health Systems adds tremendous value to Licking County through the quality health care it provides. Our neighbors, friends and family members are patients and visitors here, which is one of many reasons Park National Bank has supported LMHS throughout the years," Dan said. "PNB and LMHS have enjoyed a great relationship since our organizations were founded and share a common interest in the well-being of the community. This financial commitment will help ensure that LMHS is able to continue offering vital services and resources locally."

Park National Bank's mission is to deliver extraordinary service by providing personal attention, trustworthy guidance and reliability every day. PNB is deeply committed to helping the people and communities it serves to achieve their financial goals, and strives to create a sense

of confidence and ease for each person who has a relationship with the Bank.

"In health care, as in finance, there are times when you need to speak to an individual, not a corporation," David said. "The focus that Licking Memorial Health Systems places on its patients is what makes this a place of healing for our community. While there is state-of-the-art technology and an incredibly proficient staff here, LMHS emphasizes treating the whole person, not only the disease. We recognize how fortunate we are to have this high level of health care available in our community, and Park National Bank is pleased to offer financial support to see it continue."

Columbus Business First magazine has consistently

ranked Park National Bank as its Top Community Bank based in Central Ohio. In 2017, PNB received Small Business Administration's Lending Award and was selected by *Newark Advocate* readers as the Best Place to Work and Best Financial Institution in Licking County.



Benefactor Level

Benefactors are special friends of Licking Memorial Health Systems (LMHS). Comprised of individuals, businesses and organizations, Benefactors support the LMHS mission to improve the health of the community with a commitment of \$50,000 or more.

Diane and Dan DeLawder

LMHS President & CEO Rob Montagnese presented Diane and Dan DeLawder with a glass recognition piece in appreciation of their Benefactor Level commitment.

Diane recently retired from her position as the Executive Director of A Call to College, a college access program serving Newark City Schools. She is involved in the community as a member of the Midland Theatre Board and The Ohio State University at Newark Advisory Board. She holds a bachelor's degree in elementary education from The Ohio State University, and was the 2017 recipient of the Dan L. Heinlen OSU Alumni Award.

Dan is Chairman of Park National Bank and Park National Corporation. He serves the community as an Executive Board Member of the Boy Scouts of America Simon Kenton Council, Treasurer and Trustee of the Newark Campus Development Fund, Treasurer and Board Member of The Works, and Chairman of the Newark Development Partners Community Improvement Corporation. He also is a member of the Salvation Army Advisory Board, the Our Futures in Licking County Board, the Newark Rotary and the American Bankers Council.

Dan has received numerous awards for his community involvement including the

American Red Cross Heroes Award, the LMHS Lifetime Achievement Award and the 2017 American Heart Association Distinguished Achievement Award. He earned his bachelor's degree in education from Ohio University in Athens.

Diane and Dan are alumni of Heath High School, reside in Newark, and are the proud parents of two adult children, Sara and Matt. The couple has three grandchildren – Josie, Tessa and Jack.



Donors

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

Caduceus Society

Dr. Brad Lawson & Chelsea Korfel

In honor of Logan Elizabeth Martin
By: Licking Memorial Hospital

Capital Improvement Fund

Goodwill Industries
TWIGS 6

In honor of Aella Kay Wagner
By: Licking Memorial Hospital

In honor of Emma L. Paynter
By: Cindy and Thaddeus Webster

Community Cornerstone Club

James W. DeSapri, D.O.
Nasie Gallagher
Shari Gallup
John and Elaine Gard
Mr. and Mrs. Theodore D. Griley, II
Sue Henry-Mounts
Mr. and Mrs. Stephen Johnson
Laurel Kennedy
Cindy S. Kikeli
Mr. and Mrs. Willard Kuhlwein
John P. Lazar, M.D.
Judy and Fred O'Dell
Diane Paetz
Larry and Penny Sargent
Janet C. Walker
Carol E. Wollenburg

In honor of Kasey J. Paynter
By: Cindy and Thaddeus Webster

Founder

Park National Bank

General

Anonymous
Mr. and Mrs. David Doney
Timothy R. Gatens, M.D.
Kroger Community Rewards
Mr. Vic Yarnelli

Golf Gala

Mattingly Family Foundation
Orlando Baking Company

Grants

State Farm Companies Foundation

Memorial

In memory of Camilla Conley
By: Former Co-Workers of Lacey Conley

Paving Our Future

Cindy and Thaddeus Webster

Cradle Roll

In honor of Evelyn Wren Dearlove
By: Licking Memorial Hospital

In honor of Charlotte Rose Frick
By: Licking Memorial Hospital

In honor of Kinslee Music Harris
By: Robert & Lauren Montagnese

New Appointments



Sharrie A. Ray, M.D.,
joined Licking Memorial
Internal Medicine.



The John Alford Fellowship

The John Alford Fellowship was created in 1996 by the LMH Development Council to memorialize the extraordinary commitment of the Hospital's long-time friend and supporter, John W. Alford. By joining the Alford Fellowship with a commitment of \$25,000 or more, a donor affirms John W. Alford's belief in the need for quality healthcare at the local level.

Rita Allen

LMHS President & CEO Rob Montagnese (right) and Vice President Development & Public Relations Veronica Link (left) recognized Rita Allen for her continued generosity. Rita has been a member of PRIDE (Providing Resources in Dedicated Employees) since the employee participation campaign began in 1987 and recently renewed her support of LMHF by becoming a member of the John Alford Fellowship.

Rita has served as a respiratory therapist at LMH for more than 35 years. A resident of Philo, she graduated from the Muskingum Area Joint Vocational School and Philo High School prior to joining LMH in 1982. Rita is a member of the American Association of Respiratory Care and was recognized as an LMHS MVP in 2015. Her adult son, Kyle, also works at LMH.



The Caduceus Society

The Caduceus Society was created in 1990 by the LMH Development Council to give special recognition to Licking Memorial Honorary and Active Medical Staff who support LMHS' mission to improve the health of the community by pledging a minimum of \$10,000 over a period of 10 years. This group of physician leaders continues the tradition of healthcare excellence by providing funds for the latest medical technology.

Donald West Jr., M.D.

LMHS President & CEO Rob Montagnese (right) and LMH Board Chair Joyce Malainy, Ed.D. (left), welcomed Donald West Jr., M.D., to the Caduceus Society with a glass recognition piece.

Dr. West joined Licking Memorial Emergency Medicine in January 2017. He received his Doctor of Medicine degree at St. Matthews School of Medicine in Belize, Central America. He completed a residency in family medicine at Northeast Alabama Regional Medical Center in Anniston, Alabama.

Dr. West is board certified in family medicine, and a member of the American Academy of Family Practice and the American Board of Family Practice. He resides in Dublin with his wife, Huong.



LMHS is proud to acknowledge those who make significant contributions to support LMHS' 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.

Toy Donation to Benefit Kids' Place

Licking Memorial Health Systems President & CEO Rob Montagnese (far left) recently accepted a generous donation of toys from the owners and coaches of CrossFit Torsion, including: (left to right) Jason Tomlinson, Kari Tomlinson, Scott Walker, Cristen Walker and Kim Labora. CrossFit Torsion holds an annual charity event and focused their efforts this holiday season toward the community and Licking Memorial Health Systems. The items will benefit children at Kids' Place, which is a coordinated community project that provides comprehensive evaluations of children who are suspected victims of sexual abuse, physical abuse and/or neglect.



Active•Senior Game Show Event

Licking Memorial Health Systems (LMHS) will present the **Active•Senior Game Show, Wednesday, February 21, at 1:00 p.m.** at the Midland Theater in Downtown Newark. Guests, ages 60 and up, will have an opportunity to participate either as an audience member or contestant in a *Price is Right* theme game. Attendees may count this activity toward their **Active•Senior** goals.

LMHS President & CEO Rob Montagnese will host a variety of games including Plinko, Money Grab, Punch-a-Bunch, Hole in One, Operation and Budget Bonanza. The traditional spinning of the wheel will earn contestants entry into the Showcase Showdown where two prize packages will be awarded.



Space is limited and registration is required for the Active Senior Game Show. To register, please call LMHS Public Relations at (220) 564-1560.

Retiree Spotlight

During **Cindy Robinson's** career with Licking Memorial Health Systems (LMHS), she discovered being a staff nurse offers many different opportunities to learn and serve the

community. After becoming a Licensed Practical Nurse then Registered Nurse,



Cindy worked at other healthcare facilities in Intensive Care and Critical Care units. She had heard about Licking Memorial Hospital's (LMH) reputation as an excellent local hospital and a great place to work. Cindy applied and was hired for a position in the Psychiatric Unit in 1987. The job greatly expanded her nursing skills and gave her the chance to meet the staff and community members.

Cindy spent one year as part of the staff in the Psychiatric Unit, then moved to the Emergency Department (ED). During her 13 years in the ED, she worked to earn her bachelor's degree from Ohio University. Cindy's last 10 years at LMH were spent with Gastroenterology and Outpatient Services. "My time in the GI lab and Outpatient Services was the most gratifying. I knew a number of the patients from my work in the ED, and it was so nice to know their names and be able to help them through their experience," Cindy said. Though retired, she still works casually for the department, filling in for staff members for a few hours as needed. While the time spent at the office helps her keep her skills up-to-date, Cindy feels grateful to be able to offer her co-workers

time to go to appointments themselves or take care of their children.

Though LMHS serves a large community, Cindy believes it still feels like a small community healthcare system. Many of the staff take time to get to know the patients by learning more about their families and home life. People she has met at the Hospital still greet her and share news with her while she is out shopping or visiting sites in the area. "My greatest accomplishment was touching the lives of the patients. I wanted to educate them, take them through the treatment process, and alleviate their fears. Many did not know the right questions to ask, so I helped them one-on-one with a calm demeanor," Cindy recalled. The feeling of community and the effort to be innovative and incorporate new procedures and technology are among the reasons Cindy enjoyed working for LMHS. She misses interacting with the patients and younger staff members on a daily basis.

Over the course of her career, Cindy was astonished by the speed of changes in technology and medical procedures. Healthcare employees are given test

results much faster than in the past, and procedures that once required major surgery now can be done on an outpatient basis. "The innovations have gone much further than I ever could have imagined," Cindy said. In addition, patients have more input on their care. Patient education has grown and it is now encouraged for those being treated to ask questions.

Since her retirement, Cindy has been determined to stay busy. She has spent time traveling, taking a cruise to the Bahamas and a train trip in California. She also spent four days on a bicycle tour in Virginia, visiting Chincoteague National Wildlife Refuge and a NASA facility, and learning about Marine Biology. She is planning a trip to Florida in February and another train trip through Colorado in June. When not traveling, Cindy enjoys walking her husky, Luka, and spending time with her daughters, Brooke and Amy. Cindy also plans to volunteer with Habitat for Humanity, spend time in the garden and read more.

HAPPY BIRTHDAY!

Congratulations and thanks to our employees, Medical Staff, Volunteers, TWIGS, Board Members, Development Council and other supporters for **120 Years of Caring** at Licking Memorial Hospital.



Volunteer Spotlight

Mary Stewart has been making a difference at Licking Memorial Hospital (LMH) through her volunteer service for five years. She volunteers every Thursday at the LMH Main Lobby reception desk in the Hospital. "I really enjoy interacting with the people who come through the door every Thursday," she says. "I feel useful and needed, like I am fulfilling a purpose."

Mary grew up in Lincoln County, West Virginia, and graduated from West Virginia University with a degree in journalism education. She started working as an Employment Counselor in the West Virginia Department of Employment Security, then worked 39 years with WSAZ-TV in Huntington, West Virginia. She wrote and produced

local commercials and worked as a Media Manager for national clients.

While in Huntington, she served as a volunteer for the Ronald McDonald House for 20 years. Because of her role at the Ronald McDonald House, Mary decided to continue her volunteer career when her family moved to Licking County. "I decided I wanted to volunteer with something different," she commented. "My neighbor was a volunteer at the Hospital, and I decided to give it a try. I knew I wanted to volunteer at a healthcare facility because of my time in Ronald McDonald House. Now, I look forward to my Thursdays volunteering at LMH." During her volunteer time, she sees many familiar faces while at the reception desk and

enjoys getting to know patients and other volunteers.

Mary and Bill Stewart moved to Licking County five and a half years ago in order to live closer to their family. She is an active member of First United Methodist Church in Newark, participating in the adult choir, Esther Women's Circle, Casey's Cupboard (a clothing/supplies pantry), and the church's free community dinners. She also serves as a member of Unity Circle in Newark. Mary's other hobbies include knitting, reading, and walking her dogs along the area bike paths.





Licking Memorial Health Systems

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Newark, Ohio 43055

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Community Events

Walk with a Doc

Saturday, January 13, 9:00 a.m.
Cherry Valley Road Bike Path, across from VO2
Lauren Baker, D.O., of Licking Memorial Women’s Health, will discuss the topic of Women’s Health.

Saturday, February 24, 9:00 a.m.
Licking County Family YMCA, 470 West Main Street, Newark
Elizabeth Yoder, D.O., of Licking Memorial Outpatient Psychiatric Services, will discuss the topic of PTSD.

Walk with a Doc events are free of charge; however, registration is required. Each walk lasts approximately 40 minutes. Healthy snacks and blood pressure screenings will be provided. To register, please call LMHS Public Relations at (220) 564-1560.

Active•Senior Game Show

Wednesday, February 21, 1:00 p.m.
The Midland Theater, 36 North Park Place, Downtown Newark
Price is Right-themed game show for **adults over 60**. Chances to win fabulous prizes and enjoy healthy snacks. Count this event toward your Active•Senior goals. Space is limited and registration is required. Call (220) 564-1560 to register by **Friday, February 16**. See page 25 for more details.

Active•Fit Junior Chef

Saturday, March 17, 10:00 a.m. to 12:00 Noon
C-TEC, 150 Price Road, Newark
No charge. Registration is limited and must be completed by **Friday, March 9**. Youth, ages 6 to 12, will prepare and enjoy a healthy lunch. Call (220) 564-1560 to register. See page 10 for more details.

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.

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.

Please take a few minutes to read this issue of **Community Connection**. You will once again see why Licking Memorial Health Systems is measurably different ... for your health! **Visit us at www.LMHealth.org**.

A publication of the LMHS Public Relations Department. Please contact the Public Relations Department at (220) 564-1561 to receive future mailings.

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