

Community Connection

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

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LMH Receives National Recognition in 2021 Lown Institute Hospital Index

Licking Memorial Hospital (LMH) has been recognized for its outstanding performance on the 2021 Lown Hospitals Index, a groundbreaking ranking program that is the first to measure hospital social responsibility by examining performance across health outcomes, value, and equity. LMH has been recognized for the following achievements:

- National Social Responsibility Grade: A
- National Value of Care Grade: A
- National Clinical Outcomes Grade: A
- National Cost Efficiency Grade: A

“Licking Memorial Health Systems (LMHS) believes in providing high quality healthcare that is accessible and cost-effective to all Licking County residents,” said LMHS President & CEO Rob Montagnese. “We are proud to receive this national recognition in social responsibility, which affirms our commitment to our mission of improving the health of the community.”

The Lown Institute is a nonpartisan think tank that believes a radically better

American health system is possible. It was founded by Nobel Peace Prize winner and Harvard cardiologist Bernard Lown, M.D. This national ranking of over 3,000 hospitals has received extensive coverage in media outlets such as *USA Today*, *The Washington Post*, *STAT*, and *Bloomberg*, among others. The complete 2021 rankings and additional information regarding the program are available at LownHospitalsIndex.org.



LMH Earns Honors for Patient Safety

Licking Memorial Hospital (LMH) has received The Leapfrog Group's 2021 Top Hospital Award, the nation's most competitive recognition for excellence in hospital safety and quality. Data from the annual Leapfrog Hospital Survey was used to identify the top hospitals, and selection was based on excellence in upholding quality standards across several areas of patient care, including medication safety, surgery outcomes, infection rates, and other patient priorities.



Nearly 150 hospitals from across the country received the Top Hospital Award, which are recognized in four categories: Top General Hospitals, Top Rural Hospitals, Top Teaching Hospitals, and Top Children's Hospitals. LMH was the only hospital in the State of Ohio to receive the Top Hospital Award in the General Hospital category. To be eligible for this prestigious award, hospitals that qualified to receive a Leapfrog Hospital Safety Grade must have received an “A” in the most recent round of scoring. LMH received its 11th consecutive “A” grade this fall.

Sepsis requires immediate treatment or the patient may experience lifelong complications including organ failure. LMH staff closely monitor patients for signs of sepsis following surgical procedures, including a high heart rate, low blood pressure, fatigue, confusion, and severe pain.

“We have faced unprecedented challenges over the past two years due to the pandemic, and I am incredibly proud of our leadership and staff for their continued commitment and dedication to make patient safety and quality care a top priority,” said Licking Memorial Health Systems President & CEO Rob Montagnese.

The Safety Grades reflect performance on more than 30 evidence-based measures of patient safety. For the first time, several new measures were incorporated into the grade including post-operative sepsis, which results in suffering, disability, and sometimes death for an estimated 160,000 people per year in the United States. All types of surgeries can put a patient at risk of infection that can lead to sepsis – the body's extreme reaction to an infection.

Full results of the 2021 Leapfrog Hospital Survey are publicly reported and available for free on Leapfrog's website, providing patients with a resource to make informed decisions about where to seek treatment. For more information about LMH's performance rankings, visit ratings.leapfroggroup.org/.

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 healthcare. The flagship Leapfrog Hospital Survey and new Leapfrog Ambulatory Surgery Center (ASC) Survey collect and transparently report hospital and ASC 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.

Main Street Café Offers Enhanced Dining Experience

In December, the Licking Memorial Hospital (LMH) Café re-opened as the Main Street Café after several months of renovations. The newly transformed Ground Floor area boasts improvements to service and workflow for both patrons and culinary staff, as well as two new restrooms, a conference room, and a vestibule at the patio entrance.

“The updates to the Café model current trends in the restaurant and hospitality industry, enhance many of our familiar menu offerings, and introduce new culinary items as well,” said Licking Memorial Health Systems (LMHS) President & CEO Rob Montagnese. “This renovation project was important

not only to our employees who spend 36 to 50 hours a week at the Hospital, but also to families and visitors who utilize the Café as a respite during stressful times. I am so pleased that we are able to provide our customers with such a high level of hospitality.”

The culinary staff received training on the new kitchen equipment in the weeks leading up to the re-opening. One of the most notable improvements is the custom-made walk-in cooler, which allows staff to re-stock grab-and-go items from inside the cooler, ensuring proper rotation and making access to the products much easier for the customers.

The Main Street Café features a new concept titled The Mod, or Modular Station, that includes a weekly rotation of menus offering a wide variety of foods, such as burritos, tacos, barbecue, pizza, rice and noodle bowls, hot dogs, sausages, and more. At the new Breakfast and Pasta Station, made-to-order omelets, breakfast items, and pasta are available. The Grill offers burgers and other hot sandwiches and related sides, and the Deli offers cold sandwiches and salads made to the customer's preference, as well as a soup bar.

“The addition of The Mod simplifies menu planning and makes forecasting

for food preparation and storage a bit easier,” said Director of Culinary Services Brian Merritt. “I am very proud of my team and how receptive and flexible they have been about taking on new things. It has been fun acclimating to the new equipment and trying all of the new menu items.”



In efforts to be more environmentally friendly, a new OZZI reusable container program has been implemented for LMHS employees. The OZZI system allows staff to receive meals from most food stations in a reusable container upon each visit to the Café. The empty container can then be dropped into the OZZI machine near the tray return conveyor in the Café when finished. It will be washed, then reused with another customer, which will lead to a reduction in landfill waste.



Technology Improves Patient Outcomes at LMHS

Within the past few years, Licking Memorial Health Systems (LMHS) has acquired equipment, digital applications and educational devices to ensure Licking County residents receive the best quality care close to home. The added technology has increased the likelihood of surviving a cardiac arrest, assisted in streamlining processes for laboratory work and patient care at Licking Memorial Hospital (LMH), and ensured that LMHS personnel are highly trained and maintain life-saving certifications.

To increase survival rates of cardiac arrest patients, LMHS acquired the Lund University Cardiopulmonary Assist System (LUCAS®) – a mechanical chest compression-decompression system. The machine provides automated, continuous chest compressions as a form of cardiopulmonary resuscitation (CPR). The emergency procedure combined with artificial ventilation is used to restore spontaneous blood circulation and breathing for a person who is in cardiac arrest in an effort to preserve intact brain function until further measures are taken.

While LMHS staff members are highly trained in CPR, performing the procedure manually has several drawbacks. CPR is a physically demanding procedure, as chest compressions must be powerful and fast enough to move blood through the heart. Individuals tend to be inconsistent in the pressure applied to the chest and compression speed. It also is vital that compressions continue until the patient is revived or further measures are enacted to restore blood circulation. In the LMH Emergency Department (ED), staff members performing manual CPR will rotate with another staff member after two minutes of providing compressions to avoid a loss in the quality of the compressions provided. In addition, manual CPR must be stopped completely in order to use a defibrillator on a patient. Defibrillators are devices that restore a normal heartbeat by sending an electric pulse or shock to the heart.

Using the LUCAS device offers a safe and more efficient method of

providing CPR with consistent, precise compressions. The patient can be moved from one location to another while the device is in place, and it does not need to be removed when using a defibrillator. Using three staff members, the LUCAS device can be placed in under 10 seconds. Each staff member is assigned a task for implementing the device. One staff member rolls the patient on their side while a second person places the back plate under the patient at chest level. The third staff member then places the support legs into the back plate with the pressure pad centered over the heart and turns on the device to begin compressions. Due to the pressure of compression, cracked ribs are often a concern with both manual CPR and the LUCAS device. Despite the risks, the device promotes a better outcome for patients.

After the LUCAS device was purchased for the ED, it quickly became part of the Code Blue response at LMH. A Code Blue is activated when a healthcare provider believes the life of an adult patient is in immediate and severe danger. The medical emergency is announced over the public address system so that a team of responders can assist in providing life-saving care. Staff members from the ED take the device into all areas of LMH as needed. The LUCAS device has proven to be an exceptional life-saving tool, and a second unit was purchased to be kept in the Intensive Care Unit.

To streamline processes and optimize efficiency for patient care, LMHS implemented a new unified electronic health record system. Epic offers a user-friendly site and application for patients to easily access private medical information and provides numerous new tools for the clinical staff that offers quick access to needed documentation and other information for enhanced patient care. One such app, Rover, is now being used by the LMH Laboratory, Environmental Services, nurses, point-of-care technicians and others at LMH. Staff members are equipped with an iPhone loaded only with the Rover app. As they visit a patient, they scan a bar code on the patient's wristband and

receive information about the patient's needs including physician orders for medications or laboratory samples, food, and room services.

For the phlebotomists working with the LMH Laboratory, using Rover with portable printers offers quicker response times for blood draws and decreased mislabeling opportunities. When a physician or other provider orders laboratory testing, the information is sent to Rover. The app prioritizes the orders and the phlebotomists are able to quickly respond to the most urgent needs. They scan patient information from the bar code, obtain positive patient identification, and the labels for the needed samples are sent to the portable printer. Before the printers and Rover were available, the technicians would have to visit the Laboratory to receive the proper labels or create the labels for the sample containers, which made mislabeling a possibility. Using the camera on the phone, a scan of the collected samples can be entered into Rover to provide the time of the blood draw or sample collection and ensure timely processing of critical orders.

Rover also is a valuable tool for those caring for patients. Nurses and point-of-care technicians can quickly obtain information including vital signs, intravenous (IV) treatment maintenance, medication needs, and test results. The app also provides numerous alerts that can be activated for better communication. For example, Rover can alert a nurse when a patient is ready to be transported for or returning from testing so that the caregiver can be present at the bedside. The new app also assists with quick charting as it communicates directly with the Epic system.

Technology and equipment also has been beneficial in enhancing staff education and development. In 2020, a new education center was opened for use in an LMHS building on Tamarack Road. The center offers two simulation laboratories equipped with the same devices and technology

found in patient and ED rooms at LMH. A control room with a two-way mirror is situated between the two rooms. From the control room, instructors can observe staff members as they respond to real-life scenarios.

In order to offer the most realistic experience possible in the simulation laboratories, LMHS purchased an adult patient simulator. Known as Apollo, the simulator is a computerized manikin that can be programmed to recreate a variety of scenarios including cardiac arrest, stroke and trauma. Using an iPad or laptop from the control room between the simulation labs, an instructor can program Apollo to share information about pain level or provide other hints regarding current health status to test staff members' response. The manikin emits breathing sounds, has a discernible pulse and blood pressure, blinks, and can be programmed to bleed or experience other bodily functions. The

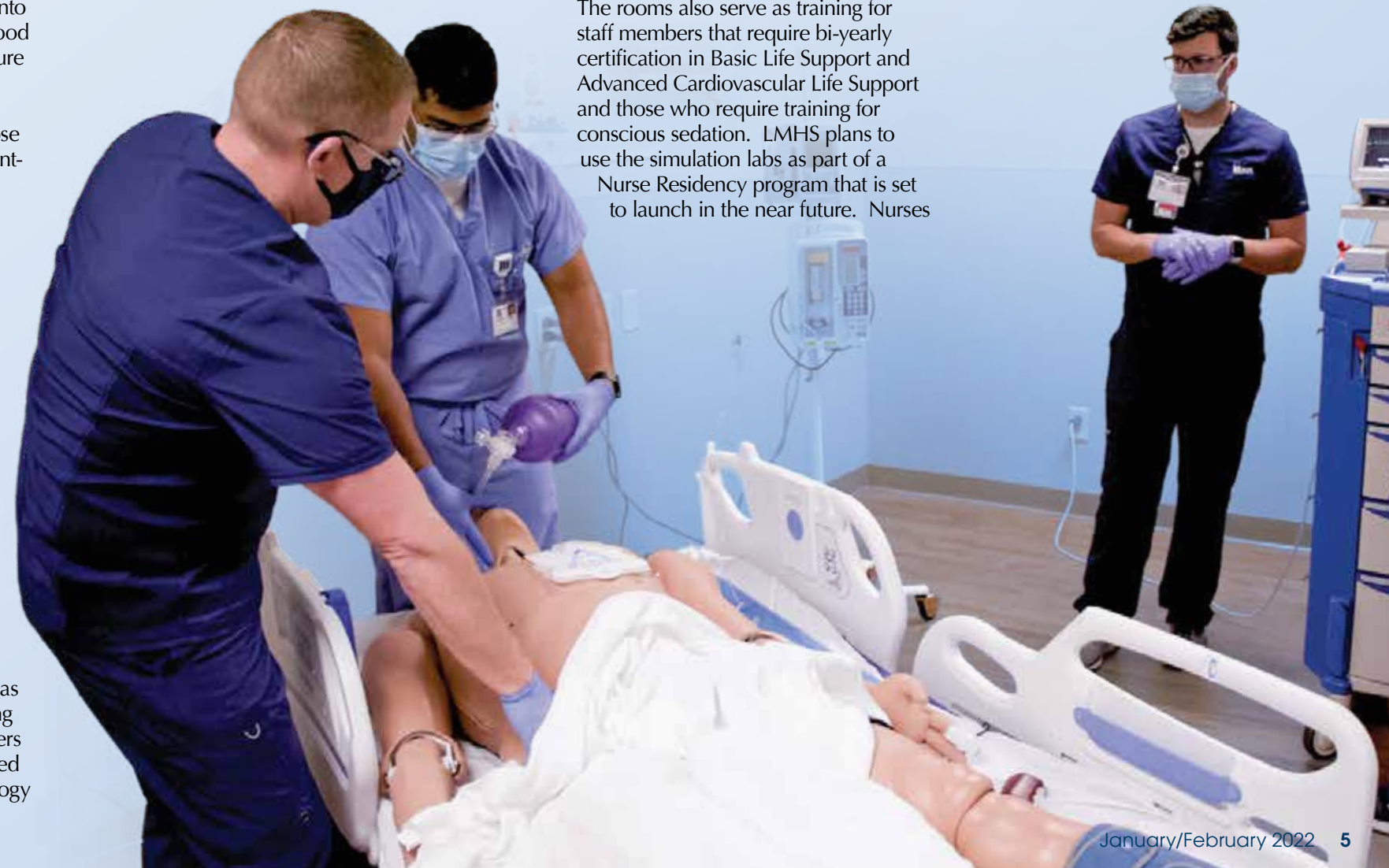
pliable skin-like coating is valuable for practicing IV placement, injections and blood draws. Apollo also can be used to practice intubation, and placing a catheter or a chest tube.

Using Apollo, LMHS staff practice, gain experience and develop clinical mastery in a wide range of patient care scenarios. The manikin is programmed to respond to the actions of staff members. Heart rate, blood pressure, and temperature can be monitored utilizing the same equipment and technology found at LMH. If life-saving measures are performed improperly or too slowly, Apollo's simulated health declines, triggering alerts and warnings on the other equipment. Including drastic responses is vital to prepare staff members for stressful situations.

Currently, the simulation labs are utilized during orientation to train and familiarize new staff members with the equipment available at LMH. The rooms also serve as training for staff members that require bi-yearly certification in Basic Life Support and Advanced Cardiovascular Life Support and those who require training for conscious sedation. LMHS plans to use the simulation labs as part of a Nurse Residency program that is set to launch in the near future. Nurses

who recently received a degree in nursing will have the opportunity to train every other month in the lab for one year. The program will offer nurses the opportunity to gain valuable experience and boost confidence when faced with real situations at LMH. During the training scenarios, the staff members are encouraged to ask questions and receive feedback.

Education is a top priority at LMHS, and the available technology assures that staff members are well-trained and prepared for a variety of clinical scenarios. Through the acquisition and implementation of medically advanced equipment and software, LMHS improves provider capabilities, patient safety, quality of care, and patient outcomes, which ultimately saves lives.



Licking Memorial Urology Welcomes New Medical Staff

Licking Memorial Health Systems (LMHS) recently welcomed two new physicians to Licking Memorial Urology. Urologists Roy R. Brown Jr., M.D., and Derrick L. Reedus, M.D., joined the practice in October, and offer the community access to general and advanced urology health services.

Both physicians are board certified in urology and have more than 25 years of experience in treating urological conditions. Dr. Brown earned his medical degree at the University of Minnesota Medical School in Minneapolis, Minnesota, and completed a general surgery and urology residency at Eastern Virginia Medical School in Norfolk, Virginia. He is a member of the American Medical Association, American Urological Association, American Society of Clinical Urologists, National Medical Association, American Board of Urology, American College of Surgeons and Ohio Urological Society.

Dr. Reedus earned his medical degree from Northeast Ohio Medical University in Rootstown, Ohio. He began an obstetrics and gynecology residency during his internship year at Cleveland Clinic Akron General Medical Center. He then decided to change specialties and completed his urology residency at Cleveland Clinic Akron General Medical Center in Akron, Ohio.

Dr. Brown and Dr. Reedus are joined by two highly-qualified nurse practitioners. Lacie A. Emerine, APRN-CNP, earned her Bachelor of Science in Nursing degree from Ohio University in Athens, Ohio, and Master of Science in Nursing degree from Chamberlain University of Nursing in Downers Grove, Illinois. She is certified by the American Academy of Nurse Practitioners. Katie M. Long, APRN-CNP, earned her Bachelor of Science and Master of Science in Nursing degrees from Ohio University in Athens, Ohio. She is certified by the American Nurses Credentialing Center.

Urology is a specialty that focuses on the diagnosis and treatment of diseases of the urinary tract and urogenital system, which includes the organs used in the production and excretion of urine and the male reproductive organs. A urologist is a specialist trained to diagnose and treat conditions such as kidney stones, incontinence, urinary tract infection, overactive bladder, and urological cancers. Some of the services offered by Licking Memorial Urology include:

- GreenLight laser ablation
- Vasectomy
- Cystoscopy
- Transurethral Resection of the Prostate
- Prostate Biopsy
- Prostatectomy
- Transurethral Resection of Bladder Tumor
- Brachytherapy
- Lithotripsy
- Pyeloplasty

"I am thrilled to provide urological services to the Licking County community," said Dr. Reedus. "LMHS' recent acquisition of new technology, such as the da Vinci Surgical System and urodynamics testing equipment, allows us to bring advanced procedures and testing to the area."

The da Vinci Surgical System is robotic-assisted technology that enhances the surgeons' skills and precision. As a result, procedures such as bladder removal and prostate surgery can be performed with less blood loss, decreased damage to skin, muscles and tissue, and reduced risk of infection, resulting in faster healing times.

Urodynamics testing can be performed for patients encountering urinary incontinence, recurring bladder infections, frequent urination, or problems emptying the bladder. During the testing, the patient will sit or lie on a specialized chair designed to help the patient relax and increase comfort. Then, the urologist can perform a variety of diagnostic studies to assess how well the bladder holds and releases urine. The healthcare providers can determine if the bladder is overactive, causing urgency or urine leaking with the study. The test gives the physician clear information to better diagnose and treat bladder problems.

"I am pleased to be a member of the LMHS team," said Dr. Brown. "The facilities, technology, equipment, and support provided by LMHS allows us to offer convenient, high-quality care to our patients."

Licking Memorial Urology is located in the recently redesigned offices at 1980 Tamarack Road in Newark. The new facility was renovated to allow the healthcare providers to perform several outpatient and diagnostic procedures at the office. Procedures such as transurethral ultrasound prostate biopsy – a test used to detect prostate gland disorders, can now be performed without a visit to the Hospital.

"We are fortunate to have two exceptional urologists join the LMHS team," said LMHS President & CEO Rob Montagnese. "The additional services they provide allows us to continue to enhance the quality of healthcare available to the residents of Licking County."

Licking Memorial Urology is part of Licking Memorial Health Professionals, a group of more than 100 healthcare physicians in over 25 healthcare specialties dedicated to improving the community's health. To learn more about the comprehensive diagnostic testing and advanced treatments provided by Licking Memorial Urology, visit LMHealth.org.



Roy R. Brown Jr., M.D., Lacie A. Emerine, APRN-CNP, Derrick L. Reedus, M.D., and Katie M. Long, APRN-CNP

Childbirth and Parenting Educational Programs

Licking Memorial Hospital (LMH) Maternity Services offers a variety of childbirth and parenting programs that prepare expectant mothers, their coaches and families for labor, delivery and postpartum care. The educational programs give parents and caregivers the information and skills needed to transition smoothly from birth to caring for their baby at home. The classes are provided through First Impressions and cover various topics, including labor and delivery, newborn and infant care, and breastfeeding.

Designed for pregnant women and their support coaches, the Childbirth Education Class includes instruction on methods that assist with comfort and relaxation. Participants learn about breathing techniques and what to expect during labor, delivery and postpartum. If desired, mothers may bring a pillow and blanket for comfort, and healthy snacks are provided. Classes are currently offered in-person and virtually.

As part of the LMH Breastfeeding Promotion and Support program, the Prenatal Breastfeeding Basics Class teaches expectant parents the benefits of breastfeeding for mothers and babies, while offering support during pregnancy and after birth. Mothers who participate in the program receive clinical support, encouragement, and the skills training necessary to establish effective breastfeeding from a Certified Lactation Consultant. In addition, mothers who are now nursing are invited to attend the Breastfeeding Mothers Support Group. During the meetings, mothers discuss breastfeeding issues and share tips for feeding their infants. The group is facilitated by a LMH International Board Certified Lactation Consultant who will answer questions and provide resources as needed. LMH is recognized as a Baby-Friendly Designated birth facility and offers breastfeeding mothers the information, confidence, and skills needed to initiate and continue breastfeeding their babies successfully. Baby-Friendly USA, Inc., is the U.S. authority for the implementation of the Baby-Friendly Hospital Initiative, a global program sponsored by the World Health Organization and the United Nations Children's Fund.

To support families after the birth of their baby, LMH offers several classes on how to care for newborns. The Mother-baby Basics program features discussions on infant growth and development, infant stimulation, newborn care, infant and child safety, and CPR.

To prepare expecting fathers for the arrival of their first baby, LMH offers Boot Camp for New Dads. This unique experience is led by men who completed the program themselves. "Veteran" dads demonstrate basic child care, such as burping, changing, swaddling, feeding, and comforting a crying baby, and share with "rookie" fathers what they found to be the most important or challenging aspects of fatherhood from their own experiences. Two certified Master Coaches facilitate each class, which lasts approximately three hours. The first hour features discussion on various topics, including becoming a dad, forming a new family, and caring for new moms. In the second hour, rookies divide into smaller groups to spend a block of time with different veterans. The class concludes with an hour-long session that allows the veteran dads to offer the rookies advice about any questions or concerns that have not been addressed to that point. As a result, dads will leave the class feeling more confident and ready to be a team with the baby's mother.

The Sibling Preparation Class helps older siblings understand their place within the family. Designed for children ages 2 to 8, the class includes a discussion of the newborn's appearance and what to expect when visiting mom and new baby. Grandparenting classes offer expectant grandparents and other caregivers information on infant care, focusing on changes in the best and safest practices for caring for infants in recent years.

All classes are offered free of charge and require registration. For more information or to register for classes, expecting parents, their families and caregivers may call (220) 564-3388 or email firstimpressions@LMHealth.org. Online registration is also available through the Classes & Events calendar at LMHealth.org/Calendar.

MyChart Provides Access to COVID-19 Test Results and Vaccination Status

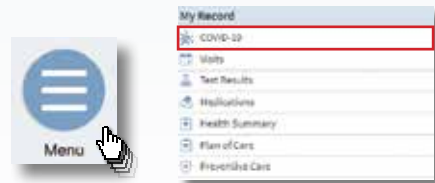
MyChart is a free service offered to Licking Memorial Health Systems (LMHS) patients that provides secure online access to health information in one convenient location. The service is available on both Apple and Android smartphones through an app that allows patients to view medications, test results, appointments, bills, and more through their device. The app also provides an easy and convenient method to review COVID-19 test results and provide proof of vaccination status.

Download the MyChart App

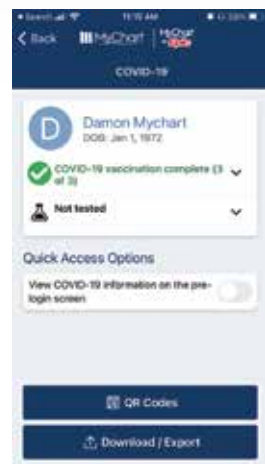
1. Open the App Store on your mobile device.
2. Search for MyChart. Look for this logo to make sure you have the correct app. 
3. Tap Install.
4. After installing the app, tap Open or find the MyChart icon on your device and tap to open it.
5. Enter your MyChart username and password, and click **Log In**.

Review COVID-19 Vaccination Status or Test Results

1. Tap on the Menu button, and scroll down to select COVID-19 under My Record.



2. From there, you can review your personal history of COVID-19 tests and vaccination status.



Quick Access COVID-19 Vaccination Status

If you are providing proof of vaccination, your status can be placed on the MyChart login page for your convenience. To enable the feature:

1. On the COVID-19 page, scroll down and turn on the option to “View COVID-19 information on the pre-login screen,” under Quick Access Options.



2. When you open the app, tap on the Show Details button on the login screen to display your vaccination information without logging into your account.



QR Code for Vaccination Status

The MyChart app also features a QR code to show proof of COVID-19 vaccination or COVID-19 test results.

1. On the app, upon signing in, tap on the QR code symbol, as shown below.



2. Tap on the QR Codes box that appears near the bottom of the screen and the QR codes will appear. You also may tap on the QR codes button that appears on the login screen to display the QR code for vaccination and test results.



Sign Up for MyChart

To sign up for MyChart, you must be at least 13 years old. If you do not have a MyChart account, please review the following steps to create an account. Several methods are available:

- Staff may help you register during a visit.
- You may sign up online at MyChart.LMHealth.org and match your information with your current medical record. Please note: the process to create an account on the website may look different than the MyChart App.
- You may receive a MyChart activation code on an After Visit Summary.
- You may receive a text or email with an activation code after a visit.

Request access online and receive an activation code via email or text:

1. Click **Sign Up Now** on the MyChart login screen on the app.
2. Click **Sign Up Online**.
3. Type the requested information in the boxes, scroll down, then tap Submit.
4. Once submitted, it can take up to a week to process and verify your information. When approved, you will receive an email or letter with your activation code.

Use the activation code to sign up:

1. Select **Sign Up Now** from the MyChart login screen on the app.
2. Enter the activation code and other personal verification items, such as the last four digits of your Social Security number and your date of birth.
3. Select **Next**.
4. Choose the following:
 - MyChart username: create a name that is difficult to guess, but easy for you to remember. It cannot be changed at any time.
 - Password: create a unique combination of numbers, special characters and letters using both upper and lowercase letters. The password must be different from the MyChart username. Do not utilize a password already used for other websites.
 - Minimum of 8 characters
 - Must include at least one number
 - Must include at least one symbol
 - Must include at least one uppercase letter and one lowercase letter
 - Security question: choose a question to verify your identity if you forget your MyChart password. The answer you enter cannot include your MyChart password.
5. On the next screen, choose whether you want to receive an email notification message when there is new information available in your MyChart account. If you opt to receive email alerts, enter your email address.

For any questions or concerns regarding MyChart, contact the MyChart Help Desk at (220) 546-4030.

National Doctors' Day – March 30

In recognition of Doctors' Day, express your appreciation for your favorite physician by making a donation to Licking Memorial Health Foundation in his or her honor. An acknowledgment of your gift will be sent to the physician on your behalf. Contributions will be directed toward new Hospital inpatient beds equipped with advanced safety features. The EarlySense patient monitoring system continuously tracks vital signs, including heart rate and respiratory rate, to determine a patient's clinical status, alerting staff for immediate intervention if necessary. The motion detection component reduces the risk of falls. In addition, the Hercules patient repositioning system improves comfort and safety for the patient, while eliminating risk of injury to the caregiver.

Name

Address

City State

Zip Phone number

Email address

Enclosed is my gift of

In recognition of

Your Message

Please make checks payable to **Licking Memorial Health Foundation**. Donations also may be made online at LMHealth.org. For more information or to donate with a credit or debit card, please call (220) 564-4102. (Gifts are tax-deductible to the extent allowed by law.)

Project SEARCH Interns Learning New Skills for Their Future

Ten students started the 2021-2022 Project SEARCH High School Transition Program in August at Licking Memorial Health Systems (LMHS). The Project SEARCH program advocates for professional and personal growth through hands-on learning and experiences in three unique rotations within a variety of clinical and technological areas at LMHS. Led by an instructor, job coaches, and LMHS directors and managers, the students receive a combination of classroom instruction, career exploration and on-the-job training.

The interns begin each day in the classroom to learn resume writing, job searching techniques, interviewing skills, and other basic skills for obtaining employment. The program also focuses on personal characteristics, such as social and adaptability skills, stress management, and developing hobbies and characteristics into career interests. The interns report to LMHS managers at the internship rotation locations to complete assigned job tasks. Interns Elijah Stephens and Brooklyn Grady both have utilized their experience to discover potential careers inside or outside of LMHS.

Elijah, a student at Watkins Memorial High School, has completed internships in the Purchasing Department and Environmental Services. "I have learned a lot of new skills," said Elijah. "Particularly, I have learned to count merchandise records and inventory in Purchasing, and I've found that I really enjoy it. I also enjoy the cleaning tasks in Environmental Services. It feels good to help create a clean environment to make sure patients feel comfortable."

Elijah shared that Project SEARCH has provided him with effective learning methods that help him feel confident about pursuing a career in healthcare. He hopes to earn a job at a hospital or medical center where he can use his new skills.

Brooklyn is a student at Granville High School and hopes to work in Labor & Delivery. "During my internship in the Maternal Child Department, I prepared the rooms for both the mother and baby. It has helped me to see that this can be a career for me." Brooklyn said. "I've always liked babies and young children, and this internship has made me really excited for my future."

Brooklyn also learned about HIPAA regulations and the importance of confidentiality during her internships in both Labor & Delivery and Human Resources. She has especially enjoyed meeting new people at LMHS and gaining job experience.

Interns also participated in rotations in Culinary Services, Acute Rehabilitation, Cardiology, Engineering Services, Oncology, and Concierge Services. Each intern appreciates learning life skills that are necessary for their future and career path. As part of the program, students complete daily journals and weekly goal sheets to record all that they have learned and show their progress. Intern Caeden McLaughlin highlights communication skills, budgeting, and saving and spending money responsibly as skills that he has learned to this point in his internship.

Payton Amos, Nautica Garsky, Jayda Green, Eliana Hansen, Matthew Jesenko, Cam Mohler, and Gabriel Washburn also are excited about the new skills they have already acquired and will learn in the next semester of their internship. All of the interns have expressed their gratitude toward LMHS and the program for helping them to grow.

"For the past six years of this program, LMHS employees have always been so kind and helpful to all of our interns. Each year, they help the interns feel at home and comfortable with themselves," said Project SEARCH Instructor Tina Angeletti. "All of the interns feel valued for their work and are grateful for this opportunity. I appreciate the collaboration between LMHS management, staff and agencies, such as Opportunities for Ohioans with Disabilities, Licking County Board of Developmental Disabilities, Greenleaf Job Training Services, and the school districts. Our interns gain a variety of necessary skills that will help them find competitive and integrated employment either within LMHS or out in the community." The 2021-2022 Project SEARCH internship will continue until graduation in May 2022.



Behind the Scenes – Emergency Department

More than 50,000 patients visit the Emergency Department (ED) at Licking Memorial Hospital (LMH) each year to receive comprehensive emergent and urgent care. A visit to the ED is often unexpected and requires prompt medical treatment. The highly skilled healthcare providers of the LMH Emergency Department strive to assess, stabilize and treat patients quickly and effectively from the moment they arrive until they are discharged, admitted to LMH or transferred to another facility.

Patients arriving at the LMH ED are cared for by board-certified emergency physicians, nurse practitioners (NP), physician assistants (PA), nurses, paramedics, technicians, clerks, and registrars. Upon arrival, the nursing staff performs an evaluation to determine the priority of treatment. Vital signs, history of presenting complaint, focused assessment, and a brief medical history are taken during triage – a process that allows for patients with life-threatening conditions to receive immediate care from a physician. Those with less serious illnesses and injuries are seen as efficiently as possible in the order of the severity of their condition.

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

While their medical expertise does not match that of a physician, NPs and PAs are highly valuable additions to a medical team. Duties which often overlap those of a physician may include conducting physical examinations, diagnosing and treating illnesses, ordering and interpreting tests, assisting with medical procedures, and

prescribing medication. In the context of an emergency department, NPs and PAs are trusted to provide high-quality care to a variety of patients and consult with a physician when necessary. Adding these care providers to an emergency department staff allows for many patients to be seen more quickly, which often leads to improved patient satisfaction.

Patients visiting the ED with life-threatening conditions will quickly receive care by a team of healthcare professionals with Advanced Cardiac Life Support (ACLS) credentials issued through the American Heart Association. Providers with ACLS certification are skilled in the treatment of cardiac arrest, stroke, heart attack and septic shock. They possess advanced training in life support skills, including effective chest compressions, recognition and early management of respiratory, cardiac arrest and peri-arrest conditions, airway management, related pharmacology, and management of stroke symptoms.

Many LMH ED clinical staff also are certified in Pediatric Advanced Life Support (PALS). PALS-certified providers improve outcomes for pediatric patients by effectively recognizing and intervening with respiratory emergencies, shock and cardiopulmonary arrest. To serve the more than 10,000 pediatric patients who visit the ED annually, a pediatric hospitalist is on-call in the Department 24 hours per day, in addition to a daily assigned shift between 7:30 and 10:30 p.m.

Once evaluated and provided medical care, a patient will either be sent home, admitted to the Hospital, or transferred to another facility if LMH does not have the resources to treat the condition. If the patient is discharged, ED medical staff often suggest a follow-up visit with the patient's primary care physician to make certain the patient has recovered and needs no further treatment. Individuals without a primary care physician may not receive follow-up care which could

result in repeated visits to the ED. To prevent a return to the ED, a Licking Memorial Case Management staff member discusses health risks with the patient and works to devise a plan for a healthy recovery. They offer education on good practices for care at home and also provide resources for assistance in the community.

In addition to caring for patients with urgent medical needs, the ED offers after-hour and weekend services to patients that are generally provided by other LMH departments. The LMH Outpatient Clinic – open Monday through Friday, 7:00 a.m. to 7:00 p.m. – provides routine injections, intravenous therapies, and other procedures. The Clinic is overseen by the Director of Emergency Services and staffed by registered nurses skilled in intravenous therapies, administering blood transfusions, and a variety of other treatments and injections. Procedures performed in the Outpatient Clinic including intravenous fluid infusions, antibiotic infusions, iron infusions, and other disease-specific infusions, are available to the community at the ED when the Outpatient Clinic is closed. The ED has also assisted with providing monoclonal antibody infusions for COVID-19 patients.

The ED is open 24 hours a day, seven days a week to provide timely care and services based on patient needs. The ED staff works diligently to provide comprehensive care to patients with illnesses or injuries that range from simple and easily treatable to serious and life-threatening. Patients may not be seen in the order of arrival since those with the most acute conditions must be seen first. To check the current average wait time, visit the home page of the Licking Memorial Health Systems website, LMHealth.org. Individuals can also visit the website to learn more about the services provided by the LMH Emergency Department.

Supporter Spotlight – MedBen

For more than 20 years, MedBen, a Newark-based insurance provider, has participated in the giving opportunities provided by Licking Memorial Health Foundation (LMHF) – the not-for-profit organization responsible for conducting resource development and fundraising activities for the benefit and support of Licking Memorial Health Systems (LMHS). LMHF strives to enhance and promote meaningful relations to meet the needs and better serve the community.

MedBen is a Platinum Circle member, which is reserved for businesses and corporate donors who have contributed \$25,000 or more. The company knows the value and importance of having an independent community health system.

“Local health systems are an integral part of the communities they serve,” said MedBen President & CEO Kurt Harden. “We are pleased with the commitment that LMHS has shown to maintain a strong and independent health system, as well as fostering a meaningful connection with the community.”

Kurt, a lifelong resident of Licking County, is currently a member of the Licking Memorial Hospital (LMH) Development Council. He shares a special connection with the Hospital, as both he and his five children were born at LMH.

Established in 1938, MedBen serves the health benefit needs of small and large

employers throughout the Midwest, including LMHS. Throughout the years, the company has transitioned from providing basic hospitalization and traditional health insurance to offering comprehensive coverage and self-funding administration to their clients. The company takes pride in building services that reflect the voice of their customers and benefit the local community.

MedBen’s efforts to support local residents is visible in their giving choices, including Licking County Job and Family Services, Licking County Community Health Clinic, and Midland Theatre. As a health benefits provider, MedBen also strives to support healthcare organizations.

“LMHS is grateful for MedBen’s continued support,” said LMHS President & CEO Rob Montagnese. “We are fortunate to have local businesses and leaders that share in our mission and value community relationships.”

Donations made to Licking Memorial Health Foundation enable the Hospital to provide for capital needs, services, and programs that may otherwise go unfunded. Individuals, businesses, and foundations may choose to support LMHS at a variety of levels. For more information, contact the Development Office at (220) 564-4102.



Physician Spotlight

W. Andrew Highberger, M.D., joined Licking Memorial Health Systems in 2013 while serving a fellowship in Addiction Medicine at Shepherd Hill – a department of Licking Memorial Hospital. He currently serves as Medical Director of Addiction Services at Shepherd Hill. Dr. Highberger graduated from Duke University with a Bachelor of Science degree in biomedical engineering. He received his medical degree from the Medical University of South Carolina in Charleston, South Carolina. He then moved to Ohio where he completed residencies in general surgery and anesthesiology at The Ohio State University Medical Center. He is board certified in anesthesiology and addiction medicine.

Dr. Highberger is a member of the American Society of Addiction Medicine and the Ohio State Medical Association. He is interested in neurobiological research in the disease of addiction and pharmacologic management of addiction. He lives in Marysville with his wife, Lisa. They have two grown sons, Cameron and Connor. In his spare time, he enjoys building furniture and detailing automobiles.

Ask a Doc – Coping with Stress and Drug Abuse with W. Andrew Highberger, M.D.

Question: What steps can be taken to cope with stress and avoid drug abuse as the pandemic continues?

Answer: COVID-19 is taking an unprecedented toll on mental health. Numerous recent studies have shown increases in the prevalence and severity of depression, anxiety, post-traumatic stress disorder, and substance abuse. According to the Centers for Disease Control and Prevention, 13 percent of Americans reported starting or increasing substance use as a way of coping with stress or emotions related to COVID-19 by June 2020. Overdose deaths have increased dramatically nationwide since the onset of the pandemic. The Licking County Board of Health reported 47 accidental drug deaths in 2020, the highest ever reported in the county.

The spread of COVID-19 and increase in deaths has contributed to overwhelming feelings of fear and grief for many. Social restrictions, limits on operating nonessential businesses, and other measures to reduce pandemic-related mortality and morbidity can create a sense of isolation, further increasing the risk for mental health concerns and substance abuse. Unemployment or underemployment also generates anxiety about finances. As anxieties have increased, fewer opportunities to properly manage stress, such as physical activity and social interactions, are available. The dread and panic become an easy excuse to start or increase use of medications, alcohol, or illegal substances.

For those with substance-use disorders, it is vital to seek medical treatment to prevent long-term impact of substance abuse, including accidental overdose. For opioid abuse, medications such as buprenorphine are a key component of treatment. Concurrent psychological treatment assists patients in adhering to the medication schedule, identifying and responding in more healthy ways to stressors that have led to opioid use, and addressing related conditions such as pain, post-traumatic stress, anxiety, and depression. Weekly outpatient appointments might not be enough for every patient, especially those with more free time due to the pandemic. Coordinate care with other providers as needed, focusing on adding as much structure and support to a routine as possible.

For those struggling with other mental health concerns, such as anxiety and depression, learning to cope with stress in a healthy way will assist in becoming more resilient. While staying informed about the happenings in the community is important, it is highly recommended to take breaks from watching, reading or listening to news coverage. Constant monitoring of news and social media feeds can quickly become compulsive and counterproductive – fueling anxiety rather than easing it. Consider limiting media consumption to a specific period and time of day, such as 30 minutes each evening at 6:00 p.m. If avoiding news

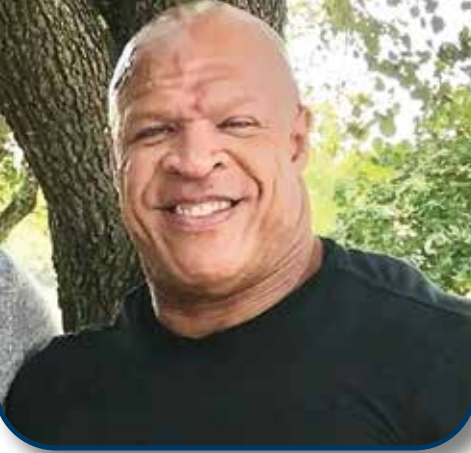
completely would be more appropriate, ask someone reliable to share important updates.

When feeling an overwhelming fear of the future, try to focus on controllable outcomes. The severity of the current outbreak is out of human control, but steps can be taken to reduce personal risk including obtaining sleep to support the immune system, frequent hand washing, and following recommendations from health authorities. Being proactive and planning ahead also can assist in relieving anxiety. Write down specific concerns and possible accompanying solutions. Evaluate all options and construct a plan of action.

While social distancing is highly recommended to slow the spread of COVID-19, people require social connection. Isolation and loneliness can exacerbate anxiety and depression, and even impact physical health. Staying connected may seem difficult; however, reaching out to friends and family will bolster mood. Consider scheduling regular phone, chat, or Zoom dates to counteract the tendency to withdraw due to feelings of depression or anxiety. Dispel stressful thoughts about the pandemic by focusing on positive events or happenings and sharing stories and laughs with others.

Finally, taking care of the body and spirit is essential in proper stress management. Eating healthy meals, obtaining plenty of sleep, and meditating are all tools that assist in reducing negative thoughts and feelings. Staying active assists in releasing anxiety, relieving stress, and managing mood. While gym and group classes are limited, visit the many walking and cycling paths available. Online exercise videos also offer workouts at home. Activities such as yoga and exercises that use bodyweight can be performed without the need for special equipment.

If feelings of anxiety and depression become too overwhelming and raise concerns about turning to substance abuse, contact a healthcare provider. Virtual and in-person treatment is available. Licking Memorial Outpatient Psychiatric Services offers numerous programs and assistance for mental health concerns including physician services of general psychiatry. The physicians provide comprehensive assessments, as well as ongoing treatment and medication management when appropriate. They consult with primary care providers and specialists, and make referrals to individual or group therapy when appropriate. For more information or a referral, call (220) 564-HEAL (4325).



Quality Reporting to the Community

Patient Story and Benchmarks for Patient Safety

Patient Story – Earl Crosswhite Jr.

As co-owner and fitness director of Maximum Fitness Center in Newark, staying healthy is a top priority for Earl Crosswhite Jr. As a bodybuilding champion with three decades of fitness experience, he promotes optimal wellbeing through regular exercise routines and healthy nutrition. When he began feeling tired and lethargic around Thanksgiving in 2020, Earl did not think it was a serious illness; however, he soon began experiencing migraines, loss of appetite, and breathing issues.

Using a home pulse oximeter, Earl discovered his oxygen level was around 90 percent. A normal level of oxygen is usually 95 percent or higher. He became concerned when the level began to drop drastically, but was nervous about visiting a physician or other medical facility due to the ongoing COVID-19 pandemic. Finally, his fiancée, Stacy, convinced him to go to Licking Memorial Hospital Emergency Department (ED). A COVID-19 test was administered and Earl was told the results were positive. Immediately after being admitted, Earl's health rapidly deteriorated.

"I was so shocked. I have always felt strong and healthy," Earl recalled. "I have never felt so out of tune with my body."

While many experience mild symptoms from COVID-19, more severe presentations include pneumonia and acute respiratory distress syndrome. The heart also may be affected in some patients regardless of whether they had a prior cardiovascular diagnosis. In Earl's case, he had to be treated for respiratory failure, pneumonia, and a myocardial infarction – a heart attack caused when one or more areas of the heart muscle do not receive enough oxygen.

In response to the pandemic, LMH implemented a number of new safety policies to protect patients, visitors, and staff. Access to LMH was limited to the Main Entrance and the ED where staff members are stationed to take temperatures and screen for possible COVID-19 infection. Mask usage is required to enter LMH. Staff also have increased the frequency of sanitizing and wearing proper personal protective equipment. In addition, visitors for COVID-19 patients were prohibited.

"It was a very frightening time for me," Earl shared. "I was alone with no loved ones to turn to for support, but the LMH staff did an amazing job making me feel comfortable and caring for me."

The staff was able to stabilize Earl's condition using several different treatments including an antiviral medication and antibodies. He recovered quickly and was released from the Hospital within five days. While Earl was beginning to feel better, he experienced a setback due to elevated blood sugar levels and had to spend another few days at LMH.

"It felt like it was just one thing after another," Earl said. "I was thankful for the care I received. Everyone was very supportive and worked to educate me about how the treatments I received were affecting my body. I even had the opportunity to discuss healthy protein intake for bodybuilding with the Hospitalist in charge of my care."

In the first week of January 2021, Earl returned to Maximum Fitness and began leading personal training groups and sessions again. He lost 35 pounds – most of it muscle – during his battle with the illness.

"I work very hard to be in tune with my body, and things still do not feel quite the same as it did before I became ill," said Earl. "I am taking it day by day and just enjoying sharing health and fitness information with others."

Earl was born and raised in Washington Court House where he discovered his love for fitness. He longed to be a professional bodybuilder and began training at the age of 23. He moved to Westerville in order to receive instruction from a man who had already reached the professional level. In 1995, he won the Mr. Ohio Bodybuilding Competition. Even while focusing on his body building career, Earl was determined to share his knowledge and abilities with others and worked to become a personal trainer at the age of 26. After taking a few years off from bodybuilding competitions to spend time with his son, Landon, Earl returned to the sport and obtained Pro status. He last competed in 2018 at the age of 51.

Owning a fitness center was one of Earl's lifelong dreams, and Maximum Fitness Center was opened in 2014. "I believe touching and changing lives is more important than just reaching personal goals," Earl disclosed. "Teaching health and fitness and leading others to a better lifestyle is a wonderful thing."

While not at the gym, Earl enjoys spending time with his fiancée, Stacy, and his family, including his son, Landon, and daughter, Jhera. He and Stacy hope to marry this year.

COVID-19 and Sepsis

The immune system protects the body against illnesses by fighting bacteria, viruses and other dangerous microorganisms that may cause harm. Sometimes, a person's immune system can go into overdrive as it tries to fight an infection. The condition is known as sepsis, which is a life-threatening organ dysfunction that occurs when an infection triggers an extreme reaction throughout the body. It can be caused by bacterial, fungal, protozoal, or viral infections, including the virus that causes COVID-19. Left untreated, sepsis can rapidly lead to tissue damage, organ failure, and death. Early recognition and treatment of sepsis are required for survival.

Sepsis affects 1.7 million adults in the U.S. and results in nearly 270,000 fatalities in the United States each year. Individuals who are at a higher risk of sepsis include adults 65 or older, people with weakened immune systems or who have chronic medical conditions such as diabetes, lung disease, cancer or kidney disease, individuals with recent severe illness or hospitalization, and sepsis survivors. Sepsis is most often a result of infections that start in the lungs, urinary tract, skin or gastrointestinal tract.

COVID-19 is a virus that affects the respiratory system, and it also can impact multiple organs, including the lungs, brain, kidneys, heart, and liver. Symptoms of COVID-19 include fever and chills, shortness of breath or difficulty breathing, which are similar to the early signs of sepsis, making it difficult to diagnose. Other

symptoms of sepsis include confusion or disorientation, rapid heart rate or low blood pressure, and extreme pain or discomfort. Individuals who do not seek treatment for severe symptoms of COVID-19 are at risk for sepsis. Because severe COVID-19 is characterized by the body's extreme reaction to the infection, it could be considered viral sepsis which requires immediate medical attention.

Unlike bacterial sepsis that can be treated with antibiotics to stop the progression, there are limited treatments for COVID-19 sepsis. Therapies used to treat patients hospitalized with COVID-19, including corticosteroids, antivirals such as remdesivir, anticoagulation, and monoclonal antibodies, have been shown to decrease morbidity or improve patient outcomes, as well as help to reduce the risk or slow the progression of sepsis.

Individuals who suspect that they or another person may have sepsis should seek medical care immediately. The national public awareness campaign, "It's About TIME," was an initiative launched in 2018 by Sepsis Alliance to help people recognize the most common symptoms of sepsis and provide people with knowledge to suggest sepsis to their physician when they arrive at the emergency department.

- The acronym TIME stands for:
- Temperature – higher or lower than normal
 - Infection – individual may have signs and symptoms of infection
 - Mental decline – patient is confused, sleepy or difficult to rouse
 - Extremely ill – severe pain or discomfort

Preventing infection is the best way to reduce the risk of sepsis. Layered interventions, such as wearing masks when proper social distancing cannot be obtained, thorough hand washing with soap and water or hand sanitizer, avoiding people who are sick, and staying home when ill, are effective practices for preventing COVID-19 and other infectious diseases. Managing chronic health conditions and getting recommended vaccines aid in maintaining a strong immune system. It also is important to seek medical care for infections that worsen or do not improve over time.



New Appointments



Andrea M. Lewis, APRN-CNM
joined Licking Memorial Women's Health – Newark



Tara Menon, M.D.,
joined Licking Memorial Gastroenterology



Christopher S. Meyer, M.D.,
joined Licking Memorial Surgical Services



Courtney N. Rengel, APRN-CNP,
joined Licking Memorial Anesthesiology

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 to benchmark measures. Then, we publish the information so you can draw your own conclusions regarding your healthcare choices.

1. The Institute of Medicine published a report in 2000 that highlighted the stunning effects of medication errors. The report set forth a national agenda for reducing errors and improving patient safety by designing a safer health system. 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 1,142,514 doses of medication in 2020.

	LMH 2018	LMH 2019	LMH 2020	National ⁽¹⁾
Medication errors per 1,000 doses	0.014%	0.014%	0.010%	0.310%

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

	LMH 2018	LMH 2019	LMH 2020	National ⁽²⁾
Urinary tract infection rate for ICU patients with urinary catheters, per 1,000 days of usage	0.0	0.4	0.0	0.6
Urinary tract infection rate for patients outside of ICU with urinary catheters, per 1,000 days of usage	0.49	0.78*	0.48	0.48
Bloodstream infection rate for ICU patients with central venous catheters, per 1,000 days of usage	0.0	0.0	1.0	1.1
Bloodstream infection rate for patients outside of ICU with central venous catheters, per 1,000 days of usage	0.0	1.08*	0.0	0.18

*Throughout a period of 1,000 days of device usage in 2019, two individuals were diagnosed with a urinary tract infection, and one individual was diagnosed with a bloodstream infection.

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

	LMH 2018	LMH 2019	LMH 2020	Goal
Inpatient falls, per 1,000 patient days	2.9	3.8	3.9	less than 3.0

4. 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. Sepsis is a body's overwhelming and life-threatening response to an initial infection of microbes that can be bacterial, viral or fungal. It can be difficult to diagnose. LMHS has safety measures in place to detect early signs of sepsis. Lower rates are preferable.

	LMH 2018	LMH 2019	LMH 2020	National ⁽³⁾
Inpatient mortality	1.34%	1.24%	2.24%*	3.18%
Sepsis mortality rate, per 1,000 patients	10.3%	9.3%	15.1% [^]	State⁽⁴⁾ 14.9%

* In 2020, the number of patients receiving acute care increased due to the COVID-19 pandemic.
[^] In 2020, the sepsis mortality rate increased due to the COVID-19 pandemic.

5. During the annual influenza (flu) season, keeping the LMHS employees healthy by providing flu vaccinations can, in turn, protect patients from potential influenza infections. LMHS is committed to encouraging and providing free, easily accessible flu vaccines to all employees.

	LMHS 2018	LMHS 2019	LMHS 2020	LMHS Goal	National ⁽⁵⁾
LMHS employees receiving the seasonal influenza vaccine	95%	95%	94%	greater than 80%	80.6%

6. Warfarin (also known as 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. Note: Patients who visit the Licking Memorial Medication Therapy Clinic are not included as LMHP patients.

	LMHP 2018	LMHP 2019	LMHP 2020	LMHP Goal
LMHP patients on warfarin having a current PT/INR within recommended guidelines	94%	97%	N/A*	greater than 90%

*An insufficient amount of data was available for comparison.

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. LMHP has adopted this recommendation as a safety measure.

	LMHP 2018	LMHP 2019	LMHP 2020	LMHP Goal
LMHP patients on Metformin with a renal function test within last year	93%	92%	89%	greater than 90%

Data Footnotes: (1) *To Err Is Human – Building a Safer Health System*, National Academy Press, Washington D.C., 2000. (2) *CDC National Healthcare Safety Network pooled median (ICU only) from January 2006-December 2007*, issued November 2008. (3) *Comparative Data from the Midas Comparative Database*. (4) *OHA*. (5) *Centers for Disease Control and Prevention (CDC), Interim Results: Seasonal Influenza Vaccination Coverage Among Health-Care Personnel, MMWR April 2, 2010 / 59(12): 357-362.*

Increasing Immunity

A person's immune system defends their body against a variety of illnesses and infections. There are a number of factors that determine how well the immune system functions, many of which are simple lifestyle habits that can help bolster immunity and strengthen the body's natural defenses to fight harmful pathogens and disease-causing organisms.

- **Maintain a healthy diet** – fruits, vegetables, legumes, whole grains, lean protein, and healthy fats provide the body with energy and sufficient amounts of micronutrients, such as Vitamin C, E and B6, which are needed to maintain a healthy immune system.
- **Exercise regularly** – 30 minutes of moderate to vigorous exercise every day can help stimulate the immune system. Physical activity boosts circulation making it easier for immune cells and other infection-fighting molecules to travel more easily throughout the body.
- **Stay hydrated** – water aids in the movement of lymph, a fluid in the circulatory system that carries infection-fighting immune cells throughout the body. Health experts commonly recommend eight 8-ounce glasses of water each day.
- **Get plenty of sleep** – during sleep, the immune system releases proteins called cytokines, which stimulate the movement of cells toward areas of inflammation, infection and trauma. Sleep deprivation can decrease the production of cytokines. The optimal amount of sleep for most adults is seven to eight hours each night.
- **Manage stress levels** – long-term stress promotes inflammation and can cause an imbalance in immune cell function. Activities such as meditation, journaling, yoga, and other mindfulness practices can help an individual minimize stress levels.
- **Practice good hand hygiene** – hand washing is one of the most effective ways to keep from getting sick. It also is important to avoid touching the eyes, nose or mouth with unwashed hands or after touching surfaces.
- **Keep current with all recommended vaccines**, which prepares a person's immune system to fight off an infection before it can affect the body.

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





Quality Reporting to the Community

Patient Story and Benchmarks for Heart Care

Patient Story – Thomas Walser

Thomas Walser found out in early 2020 that not everyone who experiences a heart attack feels pain in the chest. He had just awakened to begin his day when he felt a tight knot between his shoulder blades. After unsuccessfully attempting to loosen the knot, the pain grew more severe. He then asked his wife to call Emergency Medical Services (EMS) because he was unsure what was causing the pain and felt immobilized. The emergency medical technicians (EMTs), who had quickly arrived at his home, performed an electrocardiogram (EKG). Within minutes, they knew for certain that Thomas was experiencing a heart attack.

Licking Memorial Health Systems (LMHS) has been working with local EMS departments for nearly two decades to equip crews with EKG machines. EKG readings are sent directly to the Licking Memorial Hospital (LMH) Emergency Department where the cardiac response team is alerted and readied to perform lifesaving procedures within minutes of the patient's arrival. For Thomas, the EMTs determined there was a blockage in the left anterior descending artery – a condition often referred to as the 'widowmaker.' This particular type of heart attack can be fatal due to that particular artery's significant role in providing blood to the heart.

"The team of EMTs were very knowledgeable and treated me kindly while I was in transit," Thomas said. "They kept in constant communication with LMH while keeping me informed of the steps being taken to prepare the operating room for an emergency cardiac catheterization." During a cardiac catheterization, a physician guides a flexible tube through a blood vessel to the heart to diagnose or treat certain heart conditions, such as blockages or irregular heartbeats.

Thomas remained alert throughout the trip from his home in Thornville to LMH and was aware of his surroundings when LMH staff and the EMTs began moving him to the catheterization laboratory. "I recognized the hallway, and then I just passed out," Thomas said. Cardiology Services Nurse Practitioner Leslie Solomon, APRN-CNP, was assisting in the transport when Thomas' heart stopped beating. She quickly activated a code blue – an emergency response that alerts a team of responders to assist in providing life-saving care. The team works in complete coordination to revive the patient. In this instance, they had to twice use a defibrillator to administer a controlled electric shock in order to allow restoration of the normal rhythm of Thomas' heart.

After regaining consciousness, Thomas noticed an LMH staff member was shaving his wrist. "I had undergone a catheterization procedure 15 years ago, and the physician had accessed the heart through a vein in my groin," Thomas said. "I was pleased to discover the procedure could be performed by utilizing the radial artery, located in the wrist." Radial access to the arteries in the heart offers quicker recovery time and decreases the risk of bleeding. Hassan Rajjoub, M.D., performed the procedure placing a stent in Thomas' heart to unblock the artery and restore blood flow. Thomas was taken to the Intensive Care Unit to recover.

The discomfort of intubation and being immobile made Thomas determined to regain his strength. "It did not take me long to start walking," Thomas remembered. "The corridors form a natural circle, so I would loop around the ICU. As I walked past a few of the nurses, I overheard one proclaim her disbelief that I was the same patient who had nearly died in the hallway just the day before." Thomas was able to recover quickly and was released from LMH four days after his catheterization.

Dr. Rajjoub recommended that Thomas visit the Licking Memorial Cardiac Pulmonary Rehabilitation Clinic to receive physical therapy. Staff members at the Clinic closely monitor patients as they exercise to ensure no undue stress is placed on the heart. Thomas visited the facility for four weeks until stay-at-home orders were issued due to the COVID-19 pandemic. "The staff members at the Rehabilitation Center were very caring," Thomas shared. "They relate to every patient on a personal level, and are able to interact with all types of personalities. It was a wonderful experience." Even after just a few weeks at the Clinic, Thomas felt well enough to continue exercising on his own at home using a treadmill.

Not long after his heart attack, Thomas returned to his law practice and work as a magistrate with the Perry County Juvenile Court. "I cannot express enough thanks to God, to my wife, Su, my son, my brother, my pastor, his wife, and other very close friends who immediately activated prayer chains and comforted my wife at the Hospital. They are certainly prayer warriors. I absolutely believe God worked a miracle through Dr. Rajjoub, the EMTs and the staff at LMH, and I also cannot express enough thanks to them," Thomas said. "Dr. Rajjoub told me that he knew my condition was potentially fatal when he saw the EKG readings. I feel blessed to have survived and received care from such knowledgeable and caring professionals. They saved my life."

Thomas continues to work to better his health by walking with his wife of 42 years, Su, and spending time with his six grandchildren. He also enjoys playing golf when he has the opportunity and cheering for The Ohio State Buckeyes. Thomas is an OSU graduate and alumnus of The OSU Marching Band.

Heart Failure Clinic

Heart failure is a serious medical condition where the heart does not efficiently pump blood throughout the body, depriving it of enough oxygen and nutrients to function normally. It is a major health problem that affects nearly 5.7 million people in the United States and is the leading cause of hospitalization in people older than 65 years. Heart failure often develops from an existing medical condition affecting the heart, such as coronary artery disease, high blood pressure, cardiomyopathy, or heart attack. For most individuals, heart failure is a long-term condition that can be managed with medication and healthy lifestyle changes. With treatment, many people with heart failure continue to live an enjoyable life.

Symptoms of heart failure can vary depending on the type of heart failure and the seriousness of the condition. One of the first symptoms people may notice is shortness of breath after climbing stairs or other physical activities. In addition, symptoms of left-sided heart failure may include difficulty breathing, cough, fatigue, general weakness, bluish color in fingers and lips, sleepiness, trouble concentrating, and inability to sleep lying flat. People who have right-sided heart failure may have symptoms such as nausea, loss of appetite, pain in the abdomen, swelling in the lower extremities, abdomen and veins in the neck, frequent urination, and weight gain.

People with heart failure need to follow a treatment plan for the rest of their life, as complications can arise if the condition is not treated properly. The Licking Memorial Hospital (LMH) Heart Failure Clinic helps patients to manage their condition and experience a higher quality of life. The Clinic is staffed by a team of cardiac nurses and pharmacists, with medical oversight provided by a cardiologist. The team teaches patients how heart failure affects their bodies and

how to recognize developing symptoms before they worsen and require hospitalization. The Clinic focuses heavily on patient education that is customized for each patient to meet their specific needs and health goals.

Most patients who come to the Heart Failure Clinic are newly diagnosed with the condition, either from an inpatient or outpatient setting. Patients are seen once a week for the first month after diagnosis. During their visits, they receive a full health assessment from a nurse, and a pharmacist will perform a detailed medication reconciliation for all drugs that the patient is taking. Patients receive education on self-care, such as diet, exercise, and medication adherence. The convenient location of the Clinic inside the Hospital allows for labs to be ordered and intervention by a cardiologist, if necessary.

The Clinic encourages patients to bring a support person with them to their appointments in order to help with encouragement and information processing. Patients receive an array of tools to help them manage their condition, including a customized management plan, a pill box to organize their medications, a bathroom scale for

monitoring their weight, and a calendar to record their weight and symptoms. After their first month of visits to the Clinic, patients return for a follow-up visit after three months and then every six months for the rest of their lives.

The LMH Heart Failure Clinic utilizes a variety of resources to ensure accessibility of care for patients with heart failure. The Clinic offers telehealth visits and the LMH Ride program for patients who cannot easily get to the Hospital for appointments. A heart failure nurse will attempt to visit patients in the Hospital who are being treated for the condition to provide additional education, and if eligible, will set up an appointment at the Clinic within three to five days after discharge.

A diagnosis of heart failure can be a frightening experience for individuals and their families. The medical team at the LMH Heart Failure Clinic works to ensure that patients have the education, resources and support that they need to live a healthy, fulfilling life. People who are concerned about their heart health should visit their primary healthcare provider to discuss preventive measures and treatment options.



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 to benchmark measures. Then, we publish the information so you can draw your own conclusions regarding your healthcare choices.

- The first step in heart attack treatment is to confirm that the patient is truly experiencing the symptoms of a heart attack. An electrocardiogram (EKG) measures the electrical activity of the heart and is one diagnostic tool used to determine if a heart attack is occurring.

	LMH 2018	LMH 2019	LMH 2020	National Average ⁽¹⁾
Median time from arrival to completion of EKG	5 minutes	3 minutes	3 minutes	8 minutes

- 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 2018	LMH 2019	LMH 2020	National Goal ⁽²⁾
Mean time from arrival until balloon angioplasty performed	58 minutes	55 minutes	58 minutes	90 minutes
Time to balloon within 90 minutes	100%	99%	98%	95%

- 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 2018	LMH 2019	LMH 2020	National Goal ⁽²⁾
Medical contact to reperfusion	79 minutes	75 minutes	78 minutes	Less than 90 minutes

- Licking Memorial Health Professionals (LMHP) physicians also monitor the usage of anti-platelet drugs, such as aspirin or an anti-thrombotic 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 2018	LMHP 2019	LMHP 2020	LMHP Goal ⁽³⁾
LMHP CAD patients with aspirin and/or anti-thrombotic prescribed	94%	93%	93%	Greater than 85%

- 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 2018	LMHP 2019	LMHP 2020	LMHP Goal ⁽³⁾
LMHP CAD patients with LDL less than or equal to 100 mg/dl	67%	78%	84%	Greater than 50%

- When performing certain heart procedures, such as a catheterization, a cardiologist may choose to access the heart through the radial artery, located in the wrist, or the femoral artery, located in the upper thigh. A growing body of evidence supports adoption of transradial artery access to improve acute coronary syndrome-related outcomes, to improve healthcare quality and to reduce cost. Accessing the radial artery requires advanced skill; however, radial access offers quicker recovery time by eliminating the need for the patient to remain flat on their back in bed for several hours after the procedure. Also, the risk of bleeding is decreased. Although radial access is routinely utilized, it may not be an option for some patients due to a risk of spasms or the size of the artery. LMHS' cardiologists possess the advanced skills needed for the procedure and have been offering the safer alternative to patients.

	LMH 2018	LMH 2019	LMH 2020	LMH Goal
Heart catheterization procedures	599	593	550	
Percentage of radial access	83%	89%	91%	83%

Data Footnotes: (1) Hospitalcompare.hhs.gov national benchmarks. (2) American Heart Association website (3) Benchmark indicates LMHP Goal.



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

Health Benefits of Micro-workouts

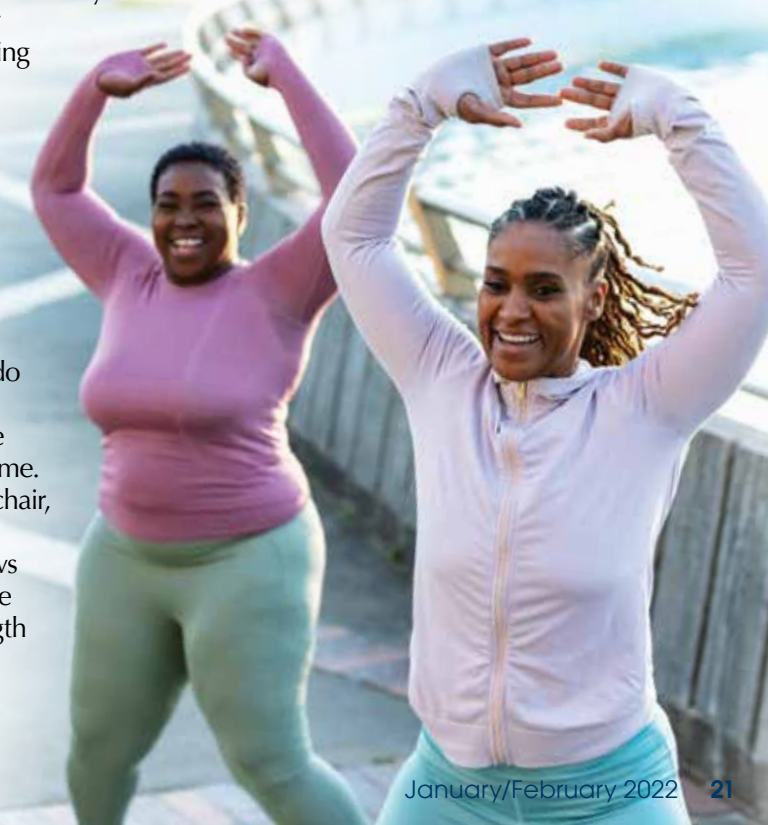
Physical activity is important for a person's overall health. It aids in weight loss or weight management, improves heart health, controls blood sugar levels, and reduces the risk of depression. Current exercise guidelines recommend 150 minutes of moderate intensity exercise per week for adults; however, many people find it difficult to incorporate a workout routine into their busy schedules while trying to balance work, family, and daily activities. Research has shown that doing several 10-minute workouts of high intensity throughout the day can have similar health benefits and be as effective as one 30- to 45-minute exercise session.

Micro-workouts are brief periods of exercise that last 10 minutes or less that focus on cardiovascular exercise or weight lifting. Short bursts of intense physical activity increase a person's cardiorespiratory fitness, which can help lower the risk of heart disease and type 2 diabetes. An example of a 10-minute workout includes performing exercises such as jumping jacks, wall sits, push-ups, burpees, and crunches for

30 seconds each with a 10-second rest between each move. Micro-workouts are beneficial for sedentary individuals because the short nature of the exercise helps to break up periods of inactivity throughout the day and are easy to incorporate into a busy schedule. Accomplishing a 10-minute workout helps with motivation, increases self-confidence and makes it easier for people to establish a consistent workout routine.

Most micro-workouts do not require specialized equipment to complete and can be done at home. Using items such as a chair, a wall, and a person's own body weight allows for a total body exercise that can develop strength and improve cardiac health. Individuals who are beginning a

new exercise routine or have a chronic health condition, such as heart disease, diabetes or high blood pressure, should consult with their physician to determine if this type of exercise is best for them.



Licking Memorial Health Foundation Recognizes New Donors

Contributions to Licking Memorial Health Foundation (LMHF) assist Licking Memorial Hospital (LMH) in providing excellent, quality healthcare for the community with state-of-the-art technologies and facilities. Several donors recently were recognized for pledging their financial support.

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.

Melissa Warner Bow

LMHS President & CEO Rob Montagnese and Vice President Development & Public Relations Veronica Patton welcomed Melissa Warner Bow as the newest Founder level supporter following her latest donation to LMHF. She has a long and generous history of contributing to LMHS' mission to improve the health of the community both personally and through her work with the Lindorf Family Foundation.

Melissa's generosity continues the legacy that her parents, John and Christine Warner, began when they established the Lindorf Family Foundation to give back to the community by supporting charitable organizations and projects throughout Licking County. In 2006, the Foundation

made a Founder level donation to LMHF to finance the construction of the decorative water wall that is now a key feature of the Surgery Department waiting area on the second level of the John and Mary Alford Pavilion at LMH.

Melissa was born and raised in Licking County. She served as Secretary of the Lindorf Family Foundation before accepting the position of President in 2014. Her son, Andy, also helps to carry on the organization's philanthropic mission as Chair of the Foundation.



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 over a 10-year period, a donor affirms John W. Alford's belief in the need for quality healthcare at the local level.

Val and May Mbah, M.D.

May Mbah, M.D., accepted two glass recognition pieces from LMHS President & CEO Rob Montagnese and Vice President Development & Public Relations Veronica Patton in appreciation of her family's continued generosity toward LMHF. Dr. Mbah and her husband, Val, recently became members of The John Alford Fellowship after fulfilling their contributions to the Caduceus Society. In addition, the Mbahs made a second Caduceus pledge to support the acquisition of the da Vinci Robotic Surgical System.

Dr. Mbah joined Licking Memorial Hospitalists in October 2010. She earned

her Medical Degree from the University of Port Harcourt in Port Harcourt, Nigeria. Dr. Mbah completed an internal medicine internship and residency at Good Samaritan Hospital in Cincinnati. She is board certified in internal medicine. She is a member of the American Medical Association.

Dr. Mbah's personal interests include traveling, cooking, reading, and dancing. She and Val live in Pickerington with their three children.



The William Schaffner Society

Created in memory of William Schaffner, who dedicated his life to assure the availability of quality healthcare services to our community, The William Schaffner Society is comprised of community members and LMHS employees who have pledged a minimum of \$10,000 to LMHF over a period of 10 years. William Schaffner was the first Chair of the Licking County Hospital Commission in 1961 and was instrumental in the passage of the county bond issue that financed the current location of LMH.

Jim and Amy Matesich

LMHS President & CEO Rob Montagnese and Vice President Development & Public Relations Veronica Patton recognized longtime supporters Jim and Amy Matesich for a generous contribution to the William Schaffner Society to benefit the purchase of the da Vinci Robotic Surgical System. The couple previously served as joint Chairs of the LMHF Major Gifts Committee and made a Founder level donation to construct the Rod Callander Memorial Aquarium, which is named for Amy's father, in the lobby of the LMH Oncology Department.

Jim, CEO of Matesich Distributing Company, recently received the 2021 Lifetime Achievement Award from LMHS in recognition of his service and leadership to organizations throughout Licking County. He is a former member of the LMH Board of Directors and Development Council. In addition to his current role as

a Trustee for Ohio Dominican University, Jim was a founding Board Member of the Community Agency Partnership of Newark, and has served on the Boards of Hospice of Central Ohio, the United Way of Licking County, Licking County Alcohol Prevention Program, and Youth Advocate Services.

Prior to her retirement, Amy worked as an acquisition specialist for Callander Communications. During her career, she received numerous service, communication and leadership awards, including the Wireless Telecommunications Achievement Award from BellSouth Personal Communications Service, the Outstanding Performance in Acquisition Award from Gearon Communications, and the American Tower Corporation Service Award. Amy previously

served as a Board Member for the Midland Theatre, Licking County Humane Society, and Big Brothers Big Sisters of Licking & Perry Counties.

Jim and Amy make their home in New Albany and Naples, Florida. They have three adult children and eight grandchildren.



Lynda and Joe White

Lynda and Joe White's financial support of LMHS was recently commemorated with a glass recognition piece from President & CEO Rob Montagnese. The Whites, who are both longtime Information Systems (IS) employees at LMHS, made a commitment to join the William Schaffner Society.

Lynda has served the organization for nearly 34 years. As a Project Manager in the IS department, she works to ensure the successful implementation of new technologies by discovering and documenting technical requirements and assisting with defining and recording the goals and objectives of each project. She also provides end user support. LMHS acknowledged Lynda's contributions with a CARES Award in 1993 and an MVP Award in 2014.

A lifelong resident of Licking County, Lynda graduated from Lakewood High School before receiving a Bachelor of Science in business administration from The Ohio State University. Her hobbies include painting and sewing.

Joe joined the IS department in 2001. He currently works as a Server Administrator with primary responsibilities to provide reliable and accessible storage and backups of images from the Radiology and Cardiology departments.

Also a lifelong Licking County resident, Joe graduated from Newark High School, then earned a Bachelor of Science in chemistry from Youngstown State University in Youngstown, Ohio. He enjoys watching Ohio State football games, riding his motorcycle, working

out at the Licking County Family YMCA, and woodworking.

The couple resides in Newark and share an interest in scuba diving. As a blended family, they also enjoy spending time with their nine adult children and all of their grandchildren.



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 Licking Memorial Health Systems' (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.

Lydia Cortes-Betancourt, M.D., and Nathaniel Substanley

LMHS President & CEO Rob Montagnese and Vice President Development & Public Relations Veronica Patton presented a glass recognition piece to Lydia Cortes-Betancourt, M.D., and her husband, Nathaniel Substanley, in appreciation of their membership in the Caduceus Society. The couple resides in Blacklick, Ohio.

Dr. Cortes-Betancourt joined Licking Memorial Rheumatology in July 2020. She earned her Medical Degree from the University of Puerto Rico School of Medicine in San Juan, Puerto Rico. Dr. Cortes-Betancourt completed an internal medicine residency at the Veterans Affairs Caribbean Healthcare System in San Juan and a rheumatology fellowship at The Ohio State University.

She is board certified in internal medicine. Her professional interests include osteoarthritis, rheumatoid arthritis, giant cell arthritis, polymyalgia rheumatica, and myositis.

Dr. Cortes-Betancourt is fluent in Spanish and English, and also has a basic knowledge of French, Italian, and sign language. In her free time, she enjoys shopping, hiking, art, classical music, and walking her dog.

Nathaniel has worked as an architect for Keiser Design Group since 2013. He received a master's degree in architecture from the University of Cincinnati after earning Bachelor of Science degrees in construction systems

management and architecture from The Ohio State University.

Nathaniel serves on the Board for YMCA Camp Tippecanoe as head of the Property Committee, and is on the Advisory Committee of the Eastland Architecture and Construction Management Program. His personal interests include home renovation and residential design.



Michael Sniderman, M.D., and Samantha Gendelman, M.D.

LMHS President & CEO Rob Montagnese thanked Michael Sniderman, M.D., and his wife, Samantha Gendelman, M.D., for their financial support as members of the Caduceus Society with a glass recognition piece. The couple lives in Bexley, Ohio, with their two children.

Dr. Sniderman joined Licking Memorial Anesthesiology in October 2019. He earned his Medical Degree from the Medical University of Ohio (now the University of Toledo College of

Medicine and Life Sciences). He completed an internship and residency in anesthesiology, and a fellowship in pain management at Loyola University Medical Center in Maywood, Illinois. He is board certified in anesthesiology and pain medicine.

Dr. Sniderman is a member of the Ohio Society of Anesthesiologists and the American Society of Anesthesiologists. His hobbies include running, reading, and cooking.



Drs. Leah and Jesse Thornton

LMHS President & CEO Rob Montagnese welcomed Drs. Leah and Jesse Thornton to the Caduceus Society with a glass recognition piece. Leah Thornton, M.D., joined Licking Memorial Anesthesiology in March 2020.

Dr. Thornton earned her Medical Degree from The Ohio State University

College of Medicine and completed an anesthesiology internship and residency at the University of Cincinnati. She is board certified in anesthesiology and a member of the American Society of Anesthesiologists.



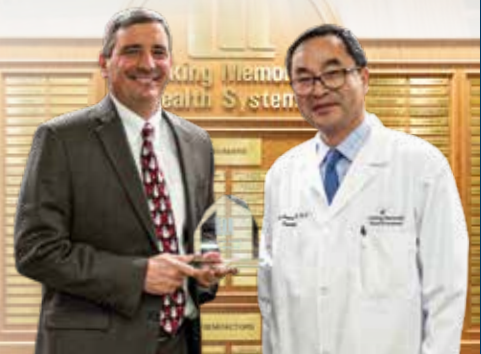
LMHS is proud to acknowledge those who make significant contributions to support its mission to improve the health of the community. Charitable contributions to LMHF are tax-deductible to the extent allowed by law. Contributions are used for capital expansion, renovation projects or equipment needs.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

DeRen Huang, M.D.

DeRen Huang, M.D., received a glass recognition piece from LMHS President & CEO Rob Montagnese for his financial commitment to the Caduceus Society. Dr. Huang began practicing at Licking Memorial Neurology in March 2020.

Dr. Huang received his Medical Degree from Second Military Medical University in Shanghai, China. He completed an

internal medicine and neurology residency at the Cleveland Clinic in Cleveland. He is board certified in neurology. Dr. Huang has a special interest in multiple sclerosis, dementia, and inflammatory/autoimmune neurological disorders. He is a member of the American Academy of Neurology and the Consortium of Multiple Sclerosis Centers.



Andrew Reaven, M.D.

Andrew Reaven, M.D., accepted a glass recognition piece from LMHS President & CEO Rob Montagnese to commemorate his pledge to the Caduceus Society. Dr. Reaven joined Licking Memorial Anesthesiology in August 2019.

Dr. Reaven earned his Medical Degree from Northeast Ohio Medical University in Rootstown, Ohio. He completed an anesthesiology residency at the Cleveland Clinic Foundation in Cleveland and a regional anesthesiology and acute pain medicine fellowship at Wake Forest

Baptist Medical Center in Winston-Salem, North Carolina. He is board certified in anesthesiology.

Dr. Reaven is a member of the American Society of Anesthesiology, the American Society of Regional Anesthesia, and the Ohio Society of Anesthesiology. He has a special interest in regional anesthesia, perioperative pain management, and enhanced recovery after surgery.

A native of Canton, Ohio, Dr. Reaven now resides in New Albany with his wife,

Hallie, and their children, Corey and Jane. In his personal time, he enjoys basketball, biking, camping, fishing, golf, and traveling.



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 received recently.

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Sally Mosier
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William Schaffner Society

Diane & Dan DeLawder
Ray & Barbara Holtz
Kristen & Jeff Stare
Cassie Stonerook

Retiree Spotlight: Audrey Bennett, M.D.

Audrey Bennett grew up in Northeast Ohio and attended Youngstown State University. She attended Physical Therapy school in Cleveland and worked as a physical therapist for nine years. During this time, Audrey and her husband at the time developed an interest in Native American history, and they enjoyed traveling to many historical sites in Ohio finding and collecting artifacts.

Subsequently, Audrey attended medical school at Northeast Ohio Medical University in Rootstown, Ohio. She completed her residency in Pathology as well as a hematopathology fellowship at the University of Virginia in Charlottesville, Virginia. She has many wonderful memories of her time there.

Audrey began her career at Licking Memorial Hospital (LMH) in 2008 as a pathologist. She was familiar with Newark, having been to both the Flint Ridge Native American quarry and the Newark Earthworks. During her time in the Pathology Department, she enjoyed the variety of anatomic and clinical pathology cases and being a part of the LMH community.

Audrey's favorite area in pathology included working with the hematology lab, interpreting peripheral blood smears with clinical correlation, and collaborating with physicians from other specialties.

"It is very rewarding to be able to help the clinicians determine a diagnosis and course of treatment fairly quickly, using complete blood count (CBC) data, other lab findings, and

peripheral blood smear morphology," Audrey explained.

The most significant change Audrey noticed at LMH over the past 14 years was the advancement of technology in the lab and in medicine. The LMH Laboratory invested in an automated track system, which performs steps such as sorting, de-capping, re-capping, storing and retrieval of samples, resulting in fewer human errors, more predictable turn-around times, and an increase in sample tracking. Molecular testing of cancerous tumors also is used extensively, contributing to improved diagnosis and treatment planning, including targeted treatments for cancers and improved outcomes for patients.

Audrey lives with her fiancé of 14 years, Chris, and has two dogs and two cats. Her father also has moved in with them, and the house feels very busy.



November Walk with a Doc

In November, Licking Memorial Health Systems (LMHS) hosted a Walk with a Doc event on the indoor track at the West Licking County Family YMCA. Jimisha Patel, M.D., of Licking Memorial Pediatrics, discussed obesity.

The monthly program offers community members an opportunity to ask general health questions related to a physician's specialty during a 40-minute walk at a variety of locations in Licking County. For more information on upcoming Walk with a Doc events, visit LMHealth.org/Calendar.



Development Spotlight – Jane Scott, M.D.

Jane Scott, M.D., a former Licking Memorial Hospital (LMH) Emergency Department (ED) physician, joined the LMH Development Council Annual Support Committee in November 2021. Jane retired in May 2021, as a full-time physician after delaying her retirement due to the COVID-19 pandemic.

"I had planned to retire in early 2020, but I decided to stay as a physician in the Emergency Department to help with the pandemic. We did not know a lot about COVID-19 during that time, but as a physician, I felt it was my duty to help care for patients."

Jane also had planned to participate in medical missions upon her retirement; however, she realized that it was still unsafe to travel with the lingering pandemic. Instead, she decided to offer her expertise as an Emergency Department physician on the Development Council and remained as a part-time physician in the ED.

"Upon joining the Development Council, I wanted to bring insight into the Development Council as a 40-year

physician in the ED. I knew that I could help members to understand the stressors that nurses and physicians face, especially during a pandemic, and provide a voice for those employees on the front lines," Jane said. "I am delighted to serve on the Development Council and excited to learn and provide knowledge for the continual development of our great Hospital for the Licking County community."

Jane was born in Nashville, Tennessee, and later relocated to Northeastern Ohio at a young age. She graduated from Mogadore High School and received a bachelor's degree from Baldwin Wallace University in Berea, Ohio. Jane attended the University of Cincinnati for a graduate degree and completed an internship and residency at the University of Florida in emergency medicine.

"Being an ED physician is a privilege rather than just a job," Jane said. "I am very fortunate and happy to have spent most of my career here at LMH, and I am overjoyed to have the opportunity to continue giving my time and effort to the Hospital as a part-time physician and Development Council member."

Jane and her husband, Richard, moved to Licking County after finishing school, and decided to raise their twin sons in Granville because of their love for the county and its residents. One of Jane's sons, James, currently lives in Philadelphia, Pennsylvania, with his wife, Kara, and their daughter, Olivia, and the other, Ted, lives in Orlando, Florida. She is happy to spend more time with her family, in addition to cooking, gardening, and working on numerous home improvement projects.



Volunteer Spotlight – Terry Lyons

Terry Lyons worked at Licking Memorial Hospital (LMH) for 35 years before retiring and becoming a volunteer in 2019. He performs a variety of tasks during his shift every Thursday, such as transporting linen bags and delivering flowers and cards to patients.

"My favorite task is flower and card delivery to patients. You can tell that patients feel better when they receive flowers or cards from family or friends, and seeing the look of happiness on their face is a great feeling."

During his time as an employee at LMH, he worked as an Environmental Services Assistant and a Culinary Services

Assistant. "I enjoyed my time working here and being around the employees, visitors and patients, so I knew that I wanted to come back to the Hospital. I am grateful for the opportunity to give back to the Hospital and spend time with the people here. One of my favorite things is to be around people and talk to them, so I am always eager for my next volunteer shift."

Terry was born in Lansing, Michigan, and later moved to Licking County. He then relocated to Alabama for five years where he worked at a hospital before moving back to Licking County. Terry has a stepmom who lives in Mansfield, Ohio, and two sisters –

one resides in Lancaster and the other in New Hampshire. Terry enjoys taking care of his freshwater aquarium in his home.





Licking Memorial Health Systems

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Community Education

Dining with Diabetes

Making smart meal choices is an important part of diabetes management, but healthy eating can be challenging. Dining with Diabetes is a four-class cooking school program that offers healthy alternatives in food preparation for individuals with diabetes and their families. The program, presented by Registered Dietitian **Annamarie Thacker**, M.S., R.D., L.D., C.D.E., and **Shari L. Gallup**, M.S., CHWC, will include healthy meal demonstrations and discussions about carbohydrates, fats, sodium, vitamins, minerals, and fiber. In addition, a three-course meal will be served at each session.

Dining with Diabetes is presented by Licking Memorial Health Systems in partnership with The Ohio State University Extension and the Licking County Senior Levy. Advanced registration is required for the four-class program. Please call (740) 670-5315 to register. The cost, which is due at the time of registration, is \$10 for senior citizens (age 60 and over) and \$20 for all other participants. Space is limited to the first 20 registrants – please register by Tuesday, March 1.

Tuesdays, March 8, 15, 22 & 29
5:30 p.m.

Licking Memorial Hospital
Ground Floor Auditorium



Annamarie Thacker,
M.S., R.D., L.D., C.D.E.



Shari L. Gallup,
M.S., CHWC

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

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