

# Community Connection

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

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# Licking Memorial Medical Campus Addition Grand Opening

In early June, Licking Memorial Health Systems (LMHS) hosted a ribbon-cutting ceremony and guided tours for the addition to the Licking Memorial Medical Campus, located at 1717 West Main Street in Newark. More than 400 community members attended the event. The 32,210-square-foot expansion sits on nearly 14 acres of property that was originally purchased in 2004. Since the building opened in the fall of 2016, the facility has housed three medical practices: Center For Sight, Licking Memorial Family Practice – West Main and Licking Memorial Orthopedic Surgery.

The Medical Campus addition mirrors the original design of the building, and serves as the new location for Physical, Occupational and Speech Therapy services. Licking Memorial Dermatology and Gastroenterology physician offices, as well as a Wellness Center, also are located in the expanded facility. There are eight unoccupied exam rooms on the second floor for future use. The completed building is more than 66,000 square feet and will employ 80 to 85 staff. In addition, an extended parking area and access road from Terrace Avenue are now available.

“Services in the Medical Campus addition will bring new people to the building” commented Rob Montagnese, LMHS President & CEO. “Due to an increasing population, an aging population, and the desire for people to receive healthcare close to home, LMHS services continue to expand, and this facility reflects our growth. I could not be more pleased with the finished results of this project.”

The Licking Memorial Medical Campus, a two-story building, is conveniently located a half mile west of the Hospital. The grand opening event featured tours of the facility and reception with light refreshments. A variety of LMHS clinical and non-clinical staff were on hand to answer questions and offer information regarding the new facility.

At Licking Memorial Dermatology, physician Thomas J. Hagele, M.D., specializes in the diagnosis and treatment of problems related to the skin, including its structure, functions, and diseases. Dr. Hagele cares for people of all ages and provides a wide range of services, including surgery (MOHS) and office-based and hospital care. Various cosmetic services are also available, such as BOTOX® injections for facial wrinkles. Licking Memorial Dermatology is located in Suite 204. Office hours are Monday and Tuesday, 8:00 a.m. to 4:30 p.m.; Wednesday and Thursday, 7:00 a.m. to 3:30 p.m.; and Friday, 8:00 a.m. to 12:00 Noon. For appointments, please call (220) 564-7955.

Gastroenterology is a subspecialty of Internal Medicine that focuses on the diagnosis and treatment of digestive tract and liver diseases. Acid reflux, peptic ulcer disease, ulcerative colitis, Crohn’s disease, irritable bowel syndrome, colon polyps, and cirrhosis are some of the

diseases treated. Licking Memorial Gastroenterology physicians Frances B. Horenstein, M.D., Sean T. McCarthy, M.D., and David E. Subler, M.D., provide office consultations, hospital care and diagnostic procedures – including colonoscopy – for the early detection and prevention of colon cancer. The office is located in Suite 203 and open Monday through Friday, 8:00 a.m. to 4:30 p.m. Please call (220) 564-4137 to schedule an appointment.

For patients who need continued therapy after medical release from the Hospital, the Rehabilitation Services Department, consisting of physical, occupational and speech therapists and social workers, offers multiple types of therapy. Licking Memorial physical therapists create individualized exercise programs, manual therapy and other approaches, to increase strength and mobility and maximizing functioning. Occupational therapy helps redevelop motor, sensory and cognitive skills to promote maximum independence. Speech and language therapy can help those who are experiencing difficulty swallowing as well as those with disorders such as stuttering, delayed language or voice issues. Pediatric services for children with impaired or delayed speech, language and learning skills are also available. Consultations require a physician referral and can be scheduled by calling (220) 564-4953.

The Licking Memorial Medical Campus offers significantly expanded office space to accommodate patient needs. The convenient location provides adjacent access for patients and physicians to Licking Memorial Hospital – Tamarack, which also features recently renovated, larger outpatient surgery rooms. New offices have been seeing patients since June 3.

# LMH Earns Sixth Consecutive “A” Grade

The Leapfrog Group recognized Licking Memorial Hospital (LMH) as one of the safest hospitals in the United States with a sixth consecutive “A” grade. LMH was included on a list of 832 hospitals nationwide and 46 throughout Ohio to receive an “A” grade in the Spring 2019 release of the newest Leapfrog Hospital Safety Grade report.

The Leapfrog Group is an independent national nonprofit group that compares hospitals’ safety performance. The Leapfrog Hospital Safety Grades provide the most complete picture of patient safety in the U.S. Twice per year, more than 2,600 nationwide hospitals – including more than 150 in Ohio – are assigned letter grades of A, B, C, D or F based on adopted patient safety practices. Developed under the guidance of a Blue Ribbon National Expert Panel, the Leapfrog Hospital Safety Grade uses 28 measures of

publicly available hospital safety data such as: infection prevention activities, serious patient falls, and the percentage of patients who developed blood clots. It is calculated by top patient safety experts, peer reviewed, fully transparent and free to the public. Earning an “A” grade shows LMH has exhibited excellence in the national database of patient safety measures and ranks among the safest hospitals in the United States.

“The Leapfrog Hospital Safety Grade award embodies our dedication to the health and safety of the Licking County residents. The employees exemplify determination and selflessness in treating our patients to achieve the greatest patient safety standards,” Licking Memorial Health Systems (LMHS) President & CEO Rob Montagnese said. “We maintain high expectations for our employees to give the best care and strive to improve the health of the community.”



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

# LMHS Receives Modern Healthcare Recognition

Licking Memorial Health Systems (LMHS) has been named to *Modern Healthcare’s* Best Places to Work in Healthcare, a listing of the nation’s top healthcare-related employers. The recognition from *Modern Healthcare* honors workplaces throughout the healthcare industry that empower employees to provide patients and customers with the best possible care, products and services. LMHS, which includes Licking Memorial Hospital, Licking Memorial Health Professionals and Licking Memorial Health Foundation, has been included in the list for the past five years.

“This award is a great honor for our organization and all of our employees. We are committed to providing a safe and inclusive work environment where

everyone has an opportunity to excel,” said Rob Montagnese, LMHS President & CEO. “The camaraderie throughout our organization supports our ability to provide outstanding patient care.”

The list was compiled after healthcare employers and employees responded to survey questions regarding key measures that are based on the following eight core areas:

- Leadership and planning
- Corporate culture and communications
- Role satisfaction
- Work environment
- Relationship with supervisor
- Training, development and resources
- Pay and benefits
- Overall engagement

LMHS is Licking County’s primary healthcare provider. The *Modern Healthcare* recognition was preceded by additional recent recognition – the Fortune and Great Places to Work Best Workplaces in Health Care award, which was announced in early spring.





# Cardiac Pulmonary Rehabilitation Improving Patient Monitoring with New Technology

Licking Memorial Hospital (LMH) Cardiac Pulmonary Rehabilitation patients work to regain mobility and strength after a cardiac event or suffering from a lung disorder. For patients with concerns about participating in physical activity due to their condition, monitoring is a vital reassurance that they are in no danger while exercising. Previously, staff members attached heart or oxygen level monitoring devices to the patient, and then a staff member had to sit at a central monitoring station to observe and document the monitor feedback from the devices and communicate with other team members in the exercise room. Now, a new integrated system allows staff members to interact with patients while using a mobile device to monitor heart rhythm and oxygen levels.

The system, known as VersaCare, was developed by ScottCare Cardiovascular Solutions – a company dedicated to providing the highest quality technology, service and support to cardiovascular healthcare providers. The system features an integrated program that can collect data on a patient's heart rate and the saturation of oxygen in the blood during the exercises used to assist in the patient's rehabilitation. The data can be linked to the patient's electronic health record. It also can be used to create a daily report to graph progress and trends. Staff members

are able to spend more time with the patient gathering more personal feedback such as how the patient is feeling, if they are experiencing pain, and if they feel the level of exercise intensity is appropriate. This one-on-one interaction is beneficial in offering the most specialized and individualized care for each patient while building trust between the staff and patient.

For staff members, the new technology offers ease in finding needed reports. The information is processed quickly and documented. Physicians can obtain a clear and concise monthly assessment of a patient. As the patient completes the rehabilitation process, these assessments can be used for a detailed discharge summary where the patient can see their progression. The data also is compiled and instantly sent to the American Association of Cardiovascular and Pulmonary Rehabilitation registry. The registry is a tool for tracking patient outcomes and program performance in meeting evidence-based guidelines for secondary prevention of heart and vascular disease. Work continues to interface the program with the hospital electronic medical record system so that reports can be viewed instantly by those involved with the patient's care

and eliminate additional workload with the need to scan and print reports. Depending on the diagnosis, patients receiving rehabilitation generally spend 4 to 12 weeks in Cardiac Pulmonary Rehabilitation. The staff consists of experienced respiratory therapists, certified exercise physiologists and nurses, with a cardiologist and pulmonologist providing oversight. In addition to offering a safe environment to begin an exercise routine, the team teaches patients how heart and lung disease affect their bodies and how to recognize developing symptoms before they worsen and require hospitalization. Patients receive an array of tools to help them manage their condition, and improve their habits including education on healthy eating, risk factor modification, exercising and smoking cessation.



## Preparing for Baby A Resource Fair

The Licking Memorial Hospital Development Council will host Preparing for Baby – A Resource Fair on **Thursday, September 19, from 4:00 to 6:00 p.m.**, in the **LMH First Floor Conference Rooms**. New or expecting parents, or those considering pregnancy, are invited to attend and learn about all of the services that Licking Memorial Health Systems offers. A safe nursery will be on display, as well as a car seat check station. Light refreshments will be available. Guests also will receive a variety of giveaway and informational items. This event is free to the public, and registration is not required. For more information regarding this event, please call the LMH Development Office at (220) 564-4102.

# Corporate Breakfast Features New Call Light System

Community leaders recently gathered at the Licking Memorial Hospital (LMH) Development Council's Corporate Breakfast. Licking Memorial Vice President Acute Care Services Heather Burkhart, M.H.A., B.S.N., R.N., discussed the newly implemented call light system. The upgraded system offers numerous new features, enhancing patient care.

Notable facts regarding the new call light system include:

- 31 miles of cable used
- 2,414 call light devices installed, such as dome lights, patient stations, toilet call stations, staff terminals and consoles
- 978 custom workflow buttons programmed
- 1,300 overhead audio pages recorded

Completed nearly three months ahead of schedule, the project involved a multi-disciplinary team, including Information Systems, clinical managers and directors, LMHS Director of Contract Management, Bio-medical Engineering, and Data Talk, a Columbus telecommunications service provider. Early results demonstrate improvements in call light response times as well as increased ratings on surveys for patient care.

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



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



Shari L. Gallup, M.S., CHWC

## Community Education – Dining with Diabetes

**Date:** Thursday, August 8  
Thursday, August 15  
Thursday, August 22  
Thursday, August 29

**Location:** LMH First Floor Conference Rooms

**Time:** 5:30 p.m.

**Speakers:** Annmarie Thacker, M.S., R.D., L.D., C.D.E.  
Shari L. Gallup, M.S., CHWC

Making smart meal choices is an important part of diabetes management, but healthy eating can be challenging. Dining with Diabetes is a four-part cooking school program for individuals with diabetes and their families that offers healthy alternatives in food preparation. The program – presented by Registered Dietitian Annmarie Thacker, M.S., R.D., L.D., C.D.E., and Shari L. Gallup, M.S., CHWC – will include healthy meal demonstrations, taste-testing, 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. Space is limited, and advance registration is required to attend the four-part program. Please call (740) 670-5315 by Wednesday, July 31, 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.



# LMH Celebrates Cancer Survivorship

In celebration of National Cancer Survivors Day, Licking Memorial Hospital (LMH) hosted the ninth annual Cancer Survivors Picnic on May 23 to acknowledge and honor cancer survivors for serving as an inspiration to the community by facing each day with courage and dignity. Approximately 200 Licking County residents, including cancer survivors and their families, caregivers and friends, gathered on the LMH Front Lawn for the event.

At the event, Licking Memorial Health Systems President & CEO Rob Montagnese, welcomed the guests, and shared news about the battle against cancer. According to the American Cancer Society, the survival rate has risen to 70 percent with the increase of new technology to treat cancer. "Cancer survivors show strength and dedication against a debilitating disease, and are an inspiration to all around them by

demonstrating that the battle can be won," Rob said.

D'Anna Mullins, M.D., of Licking Memorial Hematology/Oncology, shared that in 2018, LMH provided care for 325 patients with newly diagnosed malignancies, averaging approximately 26 new patients every month. Approximately 14 percent of the new patients were enrolled in clinical trials, which provide access to the newest and most advanced treatments available. She also congratulated the survivors, and offered information regarding genetic testing and the Oncology Navigation team. Dr. Mullins thanked the survivors' families for their continued support and emphasized the importance of continuing to find joy to re-energize our daily lives.

Following Dr. Mullins' presentation, Director of Pastoral Care Jeff Smith discussed the topic of joy. "Our society

is incredibly busy, and busy individuals often forget the importance of finding joy on a daily basis to maintain a healthy, happy life," Jeff said. "Most think joy and cancer are opposites; however, finding joy in difficulty is vitally important to fighting the toughest battles." Jeff also explained that studies have shown that those who are more optimistic in their lives have higher survival rates when compared to pessimistic individuals. Following Jeff's presentation, attendees were invited to participate in the traditional aerial photo to recognize the camaraderie among cancer survivors and celebrate their survivorship.

National Cancer Survivors Day is an annual celebration of life that is held in hundreds of communities throughout the United States, Canada and other countries. Participants unite to show the world that life after a cancer diagnosis can be meaningful and productive.



# Request Mammogram Appointments through the LMH Patient Portal

Patients who have a signed physician order for a mammogram now have access to an easy and quick method for scheduling an appointment with the Licking Memorial Hospital (LMH) Women's Imaging Department. Recent updates to the LMH Patient Portal allow users to request a mammogram appointment from their smartphone, tablet or computer.

Patients with an existing account may log in to the Patient Portal by visiting My.LMHealth.org online or using the Meditech MHealth app. To begin the scheduling process from the home screen,

click the Appointments icon, select "mammogram" as the desired appointment type, then indicate a preference for a morning or afternoon appointment by checking the boxes next to each weekday. Choosing the next available appointment also is an option. Finally, patients are required to provide a phone number in order to receive the confirmed date, time and location of the appointment. The appointment details also will be available in the LMH Patient Portal. The new service is available Monday through Friday, from 8:00 a.m. to 5:00 p.m.

More information about setting up or troubleshooting access to an LMH Patient Portal Account is available at [www.LMHealth.org](http://www.LMHealth.org). Click the Medical Records link at the top of the page, then select from a variety of information about the LMH Patient Portal in the left column, including forms, guides and frequently asked questions. Patient Portal Specialists also are available to provide assistance Monday through Friday, from 8:00 a.m. to 4:30 p.m., by calling (220) 564-4030 or emailing [PatientPortalQuestions@LMHealth.org](mailto:PatientPortalQuestions@LMHealth.org).

# Behind the Scenes – Case Management

Because, a hospital stay may be a challenging and frightening situation, Licking Memorial Hospital (LMH) Case Management works on behalf of patients to advocate for the best treatment options and services. The multi-disciplinary team's goal is to facilitate a treatment plan, develop and support care transitions, and work to reduce the financial burden for patients and families. It is vital from the very beginning that each patient admitted to LMH obtains the proper medical status in order to safeguard payment for services. For many of the patients, the LMH Case Management team will meet with each individual to discuss the care plan, determine the needs of the patient and assist in focusing on the next level of care whether it be going home or to another facility.

The Case Management team consists of registered nurses, social workers and registered dietitians. The registered nurse (R.N.) Case Managers begin working with the patient from the point of admission gathering information in order to evaluate the entire situation. They assist the physicians in determining the correct level of care for the patient including inpatient care and observation, which requires a hospital stay, and outpatient care, which releases a patient following treatment. During a patient's

stay in the Hospital, the R.N. Case Manager will monitor the quality of care the patient receives and make recommendations to assure the highest standard of care. The goal is to maintain the patient's treatment within national standards to ensure the care will be covered by insurance, Medicare or Medicaid. Information about the treatment course is communicated with the insurance company throughout the hospitalization. If a payer denies the need for hospitalization or other treatments, the R.N. Case Manager appeals the insurance company's decision by demonstrating why the treatment was in the correct level of care. Once the patient is discharged, an R.N. whose role is to follow up with patients, will contact the patient to review the continued treatment plan, medications and upcoming appointments.

Social workers on the Case Management team also serve as advocates for the patients with the primary goal to create a formalized discharge plan. In some cases, a patient is unable to return to their home, so the social worker makes referrals to other care facilities including nursing care, often referred to as extended care facilities, acute rehabilitation facilities, or home

health agencies. They also can secure equipment needed for the home. The social workers also offer information on community services available to assist families in caring for aging family members or those with mental health or substance abuse issues. "The social workers at LMH have a wide span of experience that ranges from three to 20 years in the field. This experience benefits the patients greatly, because the team knows many people in this community and there is a sense of connection to the patients," said Director of Case Management Tracy Peek. The Case Managers generally carry between 18 to 20 cases.

Case Management is a specialized team who are skilled in leading the patient through their treatment course from start to finish. Those employed at LMH are knowledgeable about the disease process, acute care needs and treatment planning throughout transitions from one treatment environment to the next. Each offers leadership skills that they utilize to ensure patients receive the best quality of care. Case managers support the patients and serve as an advocate while pursuing the Licking Memorial Health Systems' mission of improving the health of the community.





# Supporter Spotlight – Zonta

Zonta International is a leading global organization of professionals empowering women worldwide through service and advocacy. The group focuses on improving legal, political, economic, health, educational, and professional status of women locally as well as globally. The members of Zonta of Newark have been serving the women in Licking County since 1972. Each year, the group raises funds to address women's issues including health concerns. They are generous supporters of Licking Memorial Hospital (LMH), annually donating funds to support women's health since 1998. In 2017, LMH recognized Zonta as a Benefactor level donor in honor of the more than \$50,000 that Zonta has donated to LMH.

Zonta International was started in 1919 by a group of women who wanted to give back to the community. Zonta is derived from a Native American word meaning honest and trustworthy. The members of Zonta of Newark organize a number of service projects throughout the year to support the Licking County community. For example, the Zontians worked to collect items to offer shelters for battered women. Often, the women in the shelters are in need of daily

necessity items such as towels and toiletries. The club members gathered and donated shampoo, soap and feminine items to the shelters. "This is an amazing group that has formed a sisterhood and cares very deeply about the women in our community," said President Judy DeBevoise. As another service project, the Zonta members collected fans to donate to senior women who live without air conditioning. In addition to service projects, the group also offers a scholarship for young women who want to attend The Ohio State University at Newark or Central Ohio Technical College.

While working to support local women, Zonta of Newark also participates in service projects to support Zonta International programs. The members send birthing kits – including a sterile razor blade, soap, gloves, gauze, antibacterial wipes, thread, plastic sheeting, a newborn hat and blanket, and an instructional pictorial – to developing countries around the world. These essential items assist in reducing infant deaths due to infection. Zonta International also works to educate and advocate to end practices such as human trafficking and childhood marriages.

Zonta's largest fundraising event, the annual Champagne Luncheon, Silent Auction & Style Show, typically is held in May. Area women are invited to enjoy lunch, socialize and learn more about Zonta. Making an appearance at this year's event, Zonta of Newark's first male associate donned a tuxedo to play the role of Father of the Bride for the Style Show. "We are thrilled to welcome our first man into the 'he for she' program," said Judy. "We hope his participation in the organization will spur other men to join and assist us in teaching young men to respect women." Later this year, Zonta plans to host the Christmas Tour of Homes. A portion of the funds raised from both events will benefit women's health at Licking Memorial Health Systems.

In the past, the \$72,000 in donations from Zonta benefited such projects as women's imaging equipment, assisting in the purchase of better radiological technology for mammograms and sonography. The partnership between LMH and Zonta will continue to improve the health of women in the Licking County community.

# Interns Graduate from Project SEARCH Program

The 11 interns who participated in the 2018-2019 Project SEARCH program recently celebrated their graduation in a special ceremony at Licking Memorial Hospital (LMH). Each graduate was given a certificate and took the podium to explain the departments with which they worked, what they learned, and their favorite aspects of the program. Licking Memorial Health Systems (LMHS) staff members who worked with the interns, as well as the students' families, attended the event.

Project SEARCH, which began in Licking County during the 2016-2017 school year, is a business-led collaboration that enables young adults with disabilities to gain and maintain employment through training and career exploration. Aiming to achieve competitive employment, the students participated in a one-year internship program where they rotated through three different LMH departments to acquire a variety of skills. Participating departments included: Cardiology, Concierge Services, Culinary Services, Engineering Services, Environmental Services, Human Resources, Labor and Delivery, Oncology, Purchasing, Rehabilitation Services, and Sterile Processing. LMHS managers

collaborated with Project SEARCH staff and job coaches to support the interns.

"We were pleased to offer the Project SEARCH program for a third year so that these students could gain confidence in their abilities while developing their employment and life skills. I am certain these dependable young men and women will have outstanding careers in whatever they choose to do," LMHS President & CEO Rob Montagnese said in congratulating the graduates. "Our employees and our leadership benefit tremendously from the Project SEARCH program, and I sincerely appreciate the interns' invaluable contributions to our organization."

The goal of the program, upon completion, is competitive employment utilizing the skills learned during the internships and throughout the program. The local organizations that partnered with LMHS to make Project SEARCH possible include: Licking County Board of Developmental Disabilities, Opportunities for Ohioans with Disabilities, Licking County Educational Service Center and Greenleaf Job Training Services, Inc.



# Zonta Supports LMHS with Donation

After raising funds through the Champagne Luncheon, the Newark Area Club of Zonta International 704 made a generous \$5,000 donation to benefit women's healthcare services at Licking Memorial Health Systems (LMHS). Director of Development Sheila Miller (not pictured) accepted the contribution from (left to right) Phylis Penick, Pam Froelich, Rachel Campbell, Lois Antritt, Sue Ann Campbell, Joan Wine, Joetta Eskew, Nasie Gallagher, Connie Rutter and Debbie Scafide at the Club's annual Summer Picnic in June. President Judy Debevoise was unable to attend. The Newark Area Club of Zonta International 704 is a Benefactor level donor and has contributed a portion of the funds raised from its Champagne Luncheon to LMHS since 1998.



LMHS President & CEO Rob Montagnese (standing, far left) with the 2018-2019 Project SEARCH graduates: (seated, left to right) Mathew Avery of Newark High School, Maria Rodriguez Betancourt of Northridge High School, Bryanna Osborne of Newark High School, Jordyn Hubert of Granville High School, Michaela Ford of Heath High School, and MacArthur Croom of Heath High School, and (standing, left to right) Lukas Ingram of Licking Heights High School, Gregory Stumbo of Licking Heights High School, Marcus Henderson of Licking Heights High School, Scott McDaniel of Northridge High School, and William Carter White of Granville High School.



# LMHS Celebrates National Hospital & Healthcare Week

In an annual observance of National Hospital & Healthcare Week, Licking Memorial Health Systems (LMHS) paid tribute to the 2,000-plus employees who contribute to LMHS' award-winning care. The five-day celebration in May included exercise demonstrations, healthy eating tips, an employee health fair, ice cream deliveries to outbuildings, award reception, and cookout that featured miniature golf, corn hole, caricature drawings, and a sundae bar. Additionally, LMHS held its annual Employee Recognition Event mid-week.

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

## 50th Annual LMHS Employee Service Recognition Event

LMHS employees who are observing anniversaries in five-year increments in 2019 were invited to The J. Gilbert Reese Center at The Ohio State University at Newark Campus for the annual LMHS Employee Recognition Event, which featured a game show theme and offered honorees the opportunity to win prizes. The 248 honored employees, represented 2,790 combined years of service.

Among the notable honorees were two employees with 45 years of service – Maryann Hurt, Community Case Management, and Rhonda Shaw, Oncology, and one employee with 50 years of service – Steve Snow, Surgery. Each received a framed proclamation and gift to mark their special employment anniversary.

Top photo: Two employees were honored for providing 45 years of service by LMHS President & CEO Rob Montagnese (far right): Maryann Hurt (second right) and Rhonda Shaw (center). LMHS Board Chair Linda Dalgarn (second left) and LMH Board Chair Joyce Malainy (far left) assisted with the presentation.

Bottom photo: Steve Snow (middle right) was recognized for 50 years of service to Licking Memorial Hospital in the Surgery Department.

## Manager of the Year

Rob also presented the Manager of the Year Award during the Employee Recognition Event. Established in 1987, the award recognizes a management employee who has demonstrated fair and consistent leadership in his or her area of responsibility. The nominee should demonstrate an ability to inspire his or her employees beyond the ordinary requirements of their jobs. Two managers were honored this year – Jean Glaser, R.Ph., PharmD, and Ian Bolden.

Jean was hired as a Pharmacist in 2002 and became the Director of Pharmacy in 2007. She imbedded pharmacists in the Emergency Department and other patient care departments long before it became a standard practice. Jean established the Medication Therapy Clinic in 2004, and it has grown to serve more than 1,100 patients per month. Through Jean's leadership, LMHS has been recognized by several schools of Pharmacy in Ohio by serving as a clinical site for pharmacy residents and students.

Jean is sensitive to the needs of her staff, stepping in to cover shifts and holidays when needed. She has a strong work ethic and is highly regarded among the clinical staff and leadership.

Ian started his career at LMHS in 2007 as a Senior Systems Analyst in Information Systems (IS) and became a manager in November of 2012. His focus on providing outstanding customer service is evidenced by a proactive initiative he implemented in 2018 to improve communication between Health Professionals offices and the IS Department. Rather than simply reacting to issues and concerns brought to the department through the IS Issue System, Ian tasked his team with reaching out to every office on a weekly basis to check-in on computer-related issues.

Ian demonstrates a passion for patient care and challenges his team to think in terms of how the work they do behind the scenes impacts the providers' ability to care for patients. He has led countless initiatives to improve patient care through the use of technology, while also improving the providers' experience. He also has established a software developer internship program with local schools to help bridge gaps in finding local talent.

## Clarissa Ann Howard Nursing Award for Clinical Excellence

The Clarissa Ann Howard Nursing Award for Clinical Excellence is presented annually to recognize nurses who are respected by their peers for their expertise, professionalism and clinical excellence while providing patient care. The 2019 award recipients are Shannon Huntsman, R.N., B.S.N., and Staci Otten, R.N., B.S.N.

Shannon graduated from Central Ohio Technical College with her associate degree in nursing in 2007 and started her nursing career as a staff nurse in the Cardiac Care Unit (CCU) at Licking Memorial Hospital (LMH) in 2008. In 2010, in pursuit of continuing her love for heart patients, Shannon joined the Cardiovascular Cath Lab/IR team. In 2017, Shannon received her Bachelor of Science in Nursing from Ohio University and was promoted to Clinical Nurse Supervisor for Cardiac Services and in 2018 she received the LMHS MVP Award. She and her husband, Adam, reside in New Albany and have one daughter, Jayden, and dog, Tyson.

Staci started her career at LMH in September 2011 as a nurse on 5-South. In February 2016, she transferred to her current role as a staff nurse with Women's Health – Pataskala. Staci received her bachelor's degree in nursing from Mount Vernon Nazarene University in 2011. Staci is involved with City Campus Church where she teaches preschoolers and helps to lead a small group. Staci and her husband, Andrew, have two children, Aliyah, 4, and Isaiah, 9 months.



Pictured left to right: LMHS President & CEO Rob Montagnese; Vice President Allied Health Services, and Community Health & Wellness Debbie Young; Vice President Acute Care Services Heather Burkhart; Shannon Huntsman, R.N., B.S.N.; Clarissa Ann Howard; Staci Otten, R.N., B.S.N.; and Vice President Physician Practices Greg Wallis.

## MVP Awards

As part of Hospital & Healthcare Week, LMHS recognized 32 MVP Award recipients who were selected for their consistent demonstration of LMHS' values: compassion, accountability, respect and excellence. The 2019 MVPs are featured on [pages 32 through 35](#).



# Special Care Nursery Reunion

Licking Memorial Hospital (LMH) hosted a Special Care Nursery Reunion in May to offer families and staff members an opportunity to reconnect and socialize. For the fourth annual event, LMH provided a picnic on the front lawn of the Hospital. Approximately 21 families participated, enjoying massage therapy and a delicious meal while the children played games such as a ring toss, bean bag toss and miniature golf.

During the dinner program, Licking Memorial Health Systems President & CEO Rob Montagnese shared more information about the Special Care Nursery with the families. The Nursery provides a safe, secure environment in which specially trained registered nurses provide care for ill

newborns. Pediatricians are available 24 hours, seven days a week to direct the care of infants born prematurely – as early as 32 weeks gestation – or infants who require medical assistance. Rob introduced the guest speakers for the evening, Pediatrician John Lazar, M.D., and Kristin Musik, a mother of three. Dr. Lazar expressed his gratitude for the staff in the nursery and praised their high-level of care and kindness. He also thanked the parents for setting an example of self-sacrifice and assisting in the healing of the newborns. “Your dedication and love make all the difference for these little lives. It is healing to be surrounded by love,” Dr. Lazar told the families. He earned his Medical Degree from The Ohio State University College of Medicine in Columbus and completed a pediatric residency at Nationwide Children’s Hospital in Columbus. Dr. Lazar joined Licking Memorial Inpatient Pediatrics in 2017 and takes special interest in the care of newborns.

A lifelong resident of Licking County, Kristin Musick is a realtor with HER Realtors. She and her husband, Tyler, live in Heath with their

children – Madison, 7; Mallory, 5; and Maxton, 1. Maxton received care in the LMH Special Care Nursery for five days after birth due to fluid on his lungs. During his treatment, he also had difficulty eating and required a feeding tube. Kristin thanked the staff for their support during Maxton’s stay. She said it was lactation specialist Rachel Calhoun who noticed Maxton was not breathing properly. Rachel suggested that Kristin allow the pediatric hospitalist on duty, Obiaghanwa Ugbana, M.D., to examine him. Dr. Ugbana discovered the fluid on Maxton’s lung and he was moved to the Special Care Nursery where he recovered. “Everyone’s goal was to get Maxton home. The physicians and nurses explained everything to me and to my girls so they would not be afraid for Maxton. It was a very positive experience,” said Kristin. After taking Maxton home, Kristin had to be readmitted for complications. Again, the LMH staff took time to explain to the children what was happening to their mother, and Kristin was soon sent home to be with her family.

The Special Care Nursery Reunion is an event that LMH hosts annually in the spring. The event provides an opportunity for patients and staff members to reconnect and celebrate the children, and offers additional education for continued recovery.



# Caring for Aging Parents

A Resource Fair

The Licking Memorial Hospital (LMH) Development Council will host Caring for Aging Parents – A Resource Fair on **Thursday, August 1, from 4:00 to 6:00 p.m.**, in the **LMH First Floor Conference Rooms**. To assist families who are caring for aging parents, local vendors will be on site to provide information on available community resources and several speakers will offer short presentations. Light refreshments will be available. Guests also will receive a variety of giveaway items. The event is free to the public, and registration is not required. For more information regarding this event, please call the LMH Development Office at (220) 564-4102.



# Camp Feelin’ Fine Provides Asthma Education and Summer Fun



To help local children care for their asthma, Licking Memorial Hospital (LMH) sponsors Camp Feelin’ Fine, an annual day camp comprised of educational games and activities. Thirty children attended this year’s event on June 7 at Infirmary Mound Park south of Granville. The event included *Survivor*-themed activities and presentations designed to help youth learn more about asthma, manage their symptoms and interact with others who also have the condition.

Licking Memorial Pediatrician Richard Baltisberger, M.D., members of the Licking Memorial Respiratory Therapy Department, and other Licking Memorial Health Systems (LMHS) staff taught participants ways to avoid common “triggers” of an asthma attack, such as pollen, strenuous exercise, dust and pet dander. The Respiratory Therapy Department at LMH is staffed with state-licensed respiratory care professionals who work under the direction of a physician and assist with the diagnosis, treatment and management of patients with pulmonary disorders.

Asthma is a condition that inflames and obstructs the airways in the lungs. Acute attacks, in which airflow is severely restricted, can be life-threatening if left untreated. Symptoms of an asthma attack include: coughing, irregular or labored breathing, wheezing, frequent clearing of the throat, and chest tightness. If a child who has not previously been diagnosed with asthma exhibits these symptoms, consult a pediatrician or family physician for a complete evaluation.



# LMHS Youth Summer Camps



**Camp Courage**, August 2, 9:00 a.m. – 3:00 p.m., Infirmary Mound Park Youth, ages 7 to 12, who have had an encounter with cancer, whether personally or through a family member, are welcome to attend this camp, designed to reduce stress and anxiety due to the uncertainties of the disease. The event schedule will include activities, crafts, presentations and more. Camp Courage is free; however, space is limited and registration is required. To register, please call (220) 564-1890.



# Active•Fit Events and Prize Winners

Active•Fit Youth Wellness Program participants and their families recently enjoyed two annual events, both held in Pataskala. On May 24, families joined Licking Memorial Health Systems (LMHS) at the Pataskala Health Campus for an evening of active play on a variety of inflatable fun areas, as well as healthy snacks, prizes and health screenings. Afterward, attendees enjoyed an outdoor showing of the Disney/PIXAR animated film, *The Incredibles 2*. Over 700 community members joined LMHS for the event.



LMHS and the City of Pataskala sponsored the Active•Fit Mini-triathlon event for youth, ages 6 to 12, in June. The event offered an opportunity to complete a 2.5K bike ride, 1K run and 1-lap swim at the Pataskala Municipal Park. Nearly 60 participants received a special certificate to recognize their accomplishment.



Additionally, LMHS recognized the Active•Fit prize winners from Period 2 at the Family Movie Night event in May. Participants in the program who completed their fitness goals between January 1 and April 30 were entered into a special drawing. Winners and their families received their prizes from LMHS as special recognition for their achievements.

## Period 2 Prize Winners

### Nintendo Switch & fitness software

Cole Back, Etna Elementary  
 Kyle Golden, Etna Elementary  
 Laylah Oswald, Etna Elementary

### Bicycle

Eliana Balawajder, Kirkersville Elementary  
 J.J. Holloway, Stevenson Elementary  
 Gracelyn Richey, Northridge Intermediate

### Athletic Shoes

Owen Painter, Blessed Sacrament School  
 Braeden Thomas, Etna Elementary

### iPod Touch & fitness software

Logan Epperson, Etna Elementary  
 Isaiah Klontz, Garfield Elementary  
 Zoey Miller, Etna Elementary  
 Hydel Stokes, Stevenson Elementary

### \$100 Dick's Sporting Goods Gift Card

Jolie Caplin, Licking Valley Elementary  
 Domonic Ghiloni, Licking Valley Elementary  
 Alexis Gould, Etna Elementary  
 Cayden Mealick, Etna Elementary  
 Jayden Ridenbaugh, Licking Valley Elementary  
 Prabat Satsankhar, Etna Elementary  
 Evan Senter, Etna Elementary  
 Gabriel Varnum, Etna Elementary  
 Marissa Weber, Etna Elementary  
 Kady Wycuff, Etna Elementary

### \$50 Dick's Sporting Goods Gift Card

Jeremy Bambu, Etna Elementary  
 Leighonna Blankenship, Etna Elementary  
 Jacob Dickover, Etna Elementary  
 Georgia McDaniel, Licking Valley Elementary  
 Jessa Miller, Homeschool  
 Anna Stewart, Etna Elementary  
 Connor Swihart, Etna Elementary  
 Cammi Tanzillo, Etna Elementary  
 Madalynn Vance, Etna Elementary  
 Claire Wierzbicki, John Clem Elementary



The Active•Fit Program has registered more than 6,000 participants who select health-related goals and track their progress at [www.ActiveFit.org](http://www.ActiveFit.org). Each period of the Active•Fit program features exciting events and opportunities for children to get active and learn about their health. Period 3 for 2019 began May 1 and continues through August 31. All Active•Fit events are open to youth ages 6 to 12. To register for an event, please call LMHS Public Relations at (220) 564-1560. For more information, or to register for the Active•Fit Program at any time throughout the year, please visit [www.ActiveFit.org](http://www.ActiveFit.org).

# UPCOMING EVENT

## Active•Fit

# FIELD DAY

Thursday, August 8 • 3:00 to 5:00 p.m.  
 Alford-Reese Park (NASA Fields)  
 600 Baker Boulevard in Newark

Local youth are invited to join Licking Memorial Health Systems for Active•Fit Field Day. The event will include activities such as soccer, flag football, kickball and freeze tag. Bring a towel for fun water games at the end of the event. Youth must be accompanied by an adult. Healthy snacks and beverages will be provided.



**Registration is required and must be completed by August 1.**

For more information or to register for this free community event, please call LMHS Public Relations at (220) 564-1560.



## Dr. Govier Retires

Licking Memorial Health Systems (LMHS) recently honored Anesthesiologist Ann V. Govier, M.D., for her 15 years of service to the Licking County community with a retirement celebration for colleagues and family. Dr. Govier joined LMHS in 2004 and previously served as the Division Chief and Vice Chief of the Department of Anesthesiology and Pain Management at LMH.

Dr. Govier earned her Medical Degree from the University of Nebraska Medical Center in Omaha, Nebraska, where she was awarded the Regents of Scholarship. She completed an internship and residency at the University of Washington School of Medicine in Seattle, Washington. She also completed a fellowship in cardiovascular anesthesia at the University of Alabama School of Medicine in Birmingham, Alabama. Dr. Govier was named the Lifeline of Ohio Physician of the Year in 2013. In addition, she was selected by her peers as the Licking Memorial Hospital Physician of the Year in 2010.

LMHS President & CEO Rob Montagnese presented Dr. Govier with a plaque in honor of her service to LMHS. Her son, Steven, and daughter, Laura, also made a presentation. Laura framed her commencement program alongside Dr. Govier's program because they both attended the University of Nebraska Medical Center. Steven gave his mother flowers.



## citizenAID Brings Lifesaving Training to Licking County Schools

In the crucial minutes immediately following an incident before emergency services arrive, simple actions such as opening an airway or stopping bleeding have been vital in saving people's lives. Many people across the country have prepared themselves to know what to do when someone collapses with a heart attack, but being able to act effectively after serious injury from an accident or an intentional act requires different knowledge and skills. citizenAID™ teaches people to be citizen responders and act effectively in situations before emergency responders are available to provide medical support.

Licking Memorial Health Systems (LMHS), along with four other local companies – Park National Bank, The Boeing Company, The Energy Cooperative and Atrium – have joined with citizenAID to bring life-saving training to Licking County schools. This partnership marks the first corporate sponsorship for citizenAID and will provide public treatment kits in all 1,300 Licking County classrooms, as well as high visibility wall stations that

hold multiple kits in high-traffic areas at all schools across the county. The Prepared Schools Initiative also includes safety, security and trauma care online training for all school staff members. Additionally, every purchased training program through the partnership includes an educational one-for-one match from citizenAID. Combined, more than 1,000 Licking County teachers will be trained through the program.

"LMHS is pleased to partner with other community-minded organizations to offer this essential training in the Licking County community," said Rob Montagnese, LMHS President & CEO. "The citizenAID program aligns with our mission to improve the health of the community by preparing teachers to confidently provide effective support during a medical emergency."

In 2018, Newark schools were the first in the country to partner with citizenAID, which is the exclusive Emergency and Bleeding Control partner of The School Superintendents Association. Currently, it is available in more than 50 school

districts and four states. "In those rare instances when we cannot prevent a crisis, basic medical treatment can make all the difference in keeping our students safe before EMTs and paramedics arrive on the scene. That is why we chose to partner with citizenAID. Their kits and curriculum will provide our staff with both the knowledge and tools required to make an immediate impact," commented Doug Ute, Newark City Schools Superintendent.

The fundamental resources of citizenAID are available to the public and are free to access and use. Additional optional training is available for those who work in jobs where there is a perceived higher threat or increased likelihood of encountering multiple casualties.

citizenAID was developed by civilian and military clinicians with decades of experience in trauma medicine, mass casualty incident management, and battlefield casualty triage and treatment in collaboration with the medical industry to improve public resilience.

## Physician Spotlight

**Shelley A. Gittens, M.D., FAAP**, received her Medical Degree from Wright State University School of Medicine in Dayton, Ohio. She also has a Bachelor of Arts degree from Hunter College in New York, New York. She completed a pediatric residency at the University of Connecticut Health Center in Farmington, Connecticut. Dr. Gittens is board certified in pediatrics and certified in Pediatric Advanced Life Support. She is a member of the American Medical Association and the American Academy of Pediatrics. Dr. Gittens was appointed to the Licking Memorial Hospital (LMH) Medical Staff in the Pediatrics Department in August 2000. She also is a physician member of the multidisciplinary team at Kids Place – a facility that cares for abused children in Licking County.

Dr. Gittens resides in New Albany with her husband, Richard, and their three children – Dellon, Richelle and James. She has served as a Captain in the Ohio National Guard since 2014.



### Ask a Doc – Immunizations for School with Shelley A. Gittens, M.D.

**Question:** Which vaccinations are required for children to attend or start school?

**Answer:** With a new academic year quickly approaching, it is imperative that children obtain the state-required vaccines to attend school. Immunizing children protects the health of the child and supports the health of friends, family and fellow community members by decreasing the opportunities for the spread of vaccine-preventable diseases. Students who have not been vaccinated are required to present proper exemption forms to their school districts in order to attend classes. However, those with exemptions still may be excluded from school if there is an outbreak of a vaccine-preventable disease. In recent years, outbreaks of measles, mumps, hepatitis A and whooping cough have been reported throughout the United States.

Vaccines utilize the body's natural defense system to help it safely develop immunity to certain diseases, and are the most effective way to protect individuals from those diseases. Some vaccine-preventable diseases can be deadly, or result in serious and long-term complications.

The following vaccines are required for every student entering school beginning in kindergarten:

- DTaP (diphtheria, tetanus, pertussis) – four or more doses
- Polio – three or more doses
- MMR (measles, mumps, rubella) – two doses
- HEP B (hepatitis B) – three doses
- Varicella (chickenpox) – two doses

Diphtheria, tetanus and pertussis are diseases that can potentially lead to death. Diphtheria is an infection caused by bacterium. Complications from diphtheria include swelling of the heart muscle, heart failure, coma or paralysis. Since immunization against the disease began in the early 1920s, cases of diphtheria have all but disappeared in the United States.

Tetanus also has become extremely rare due to vaccinations. This disease is caused by bacteria that enters the body through cuts in the skin and affects the nerves. It causes painful muscle contractions, particularly in the jaw, neck and back and can interfere with the ability to breathe.

Concerns about a resurgence of whooping cough or pertussis cases began in 2010 with the peak of 48,777 reported cases in 2012. Since then, reported cases have declined. Pertussis, which is recognized by the violent cough that sounds like a "whoop," is a highly contagious respiratory disease that can lead to pneumonia, which can be fatal.

Polio, a crippling and potentially deadly infectious disease, is caused by the poliovirus transmitted through contaminated water and food or contact with an infected person. Polio has been eradicated in the U.S. since 1979 due to immunizations, clean water and food inspections.

The other vaccine-preventable diseases – measles, mumps, rubella, hepatitis B and chicken pox – often are considered

common illnesses that cause no real damage. However, each has the potential to lead to deadly complications. The immunizations for the disease assist in creating the antibodies needed to help fight infection should the child become exposed to the disease.

Ohio is working to protect older students from pneumococcal disease – an infection that can cause meningitis, the inflammation of the brain and spinal cord membranes. For the 2016-2017 school year, the state began requiring students in 7th grade to receive one dose and students in 12th grade to receive two doses of the meningococcal vaccine. The requirement is being enforced progressively adding students in the 8th, 9th and 10th grades for the coming school year. Students entering the 11th grade will be required to have the vaccine in 2020.

The Centers for Disease Control recommend a number of additional vaccines for children. It is important to follow the vaccination schedule very carefully. There is no medical benefit to delaying vaccines, and doing so may pose various health risks to themselves and others around them. Many insurance companies cover most immunizations, and financial assistance may be available. The Licking County Health Department also provides vaccines at little to no cost. Contact your primary care physician immediately to ensure your child has received the recommended vaccines. Remember – vaccines are preventive and do not cause diseases.





# Quality Reporting to the Community

## Patient Story and Benchmarks for Stroke Care

### Patient Story – Sharon Sinsabaugh

Sharon Sinsabaugh suffered from chronic migraines for over 20 years and began to experience balance issues during the last few years. “One morning last October, my left arm and hand went completely numb. It seemed odd, so I started to talk aloud to myself and realized my speech was extremely slurred,” Sharon explained. Fortunately, her husband was home at the time and also recognized the severity of her speech impairment, so they immediately sought care at the Licking Memorial Hospital (LMH) Emergency Department.

Upon her arrival, Sharon was evaluated by a nurse. By this time, her symptoms had begun to subside, but the physician on call ordered a magnetic resonance imaging (MRI) scan to assess blood flow and brain tissue for signs of stiffening, blockage or blood vessel abnormalities. Much to her relief, the tests showed that Sharon had not suffered any permanent damage. She was admitted to the Hospital for further observation.

Sharon had experienced a transient ischemic attack (TIA). Often labeled as “mini-strokes,” TIAs can be relatively benign in terms of immediate consequences. But the term “warning stroke” is more appropriate for these temporary episodes because they can indicate the likelihood of a coming stroke. Like most strokes, TIAs are caused by a clot or blockage in the brain and should be taken very seriously. Blockage is short-term or temporary during a TIA. The symptoms are similar to an ischemic stroke, but TIA symptoms usually last less than 24 hours. When a TIA is over, that particular blockage usually causes no permanent injury to the brain.

Brandon Chandos, M.D., of Licking Memorial Neurology, evaluated Sharon the next morning. Reviewing her history of migraines, he inquired if she had ever had an echocardiogram – a cardiac ultrasound – with a bubble study to detect a heart

defect. In cardiac care, ultrasound helps assess the condition of the heart. It uses a device called a transducer to transmit high-frequency sound waves through the body. As the waves bounce (or echo) off structures in the body, the ultrasound transducer translates the sound waves into images on a monitor. An echo can help measure the amount of blood the heart pumps out with each beat. A bubble echocardiogram is the same procedure as an echocardiogram, except an IV placed in the patient’s arm injects saline with bubbles into a vein during certain portions of the imaging. This enables the cardiologist to see if there is a tiny hole between the upper chambers of the heart known as a PFO (patent foramen ovale) or ASD (atrial septal defect). The test often is completed when the patient is experiencing neurological symptoms, such as migraines and stroke-like symptoms. Sharon’s test showed that she had PFO, which had been the cause of her migraines and TIA episode.

Sharon spent one night in the Hospital. “From the time I arrived to the time I was discharged, everyone was very professional and helpful. I felt like I was in very capable and caring hands with the nurses, technicians and physicians,” she shared. “The food was amazing and the culinary staff was courteous, as were the technicians who transported me for testing. I was very impressed.”

Sharon commented that Dr. Chandos’ intuition regarding her chronic migraines and the connection to the possible heart defect was lifechanging. The PFO defect is actually very common, affecting approximately 25 percent of individuals, although most people are unaware that they have it. Physician research is beginning to reveal more connections between chronic migraines and PFO. Additionally, the defect puts individuals at a 70 percent higher risk for stroke.

After her diagnosis, Sharon reached out to an interventional cardiologist and had

the defect repaired in January. She is still recovering, as it takes about six months for the tissue to grow over the hole in the heart muscle. “I am so thankful. I went from averaging 20 migraines a month to almost none. My migraines kept me from work and volunteering and made functioning on a daily basis a struggle,” said Sharon. “I had tried multiple medications, botox treatments, basically everything that is available for migraines and nothing consistently prevented the issue without intense side effects,” she continued. “It is incredible. Now, all I take is a precautionary low-dose aspirin daily.”

Sharon applauds Dr. Chandos for his expertise and excellent bedside manner. “The combination of these qualities is exceptional. He treats every patient like an individual. He does not have a one-size-fits-all method,” Sharon noted. “Dr. Chandos really cares, taking the time to understand each patient’s symptoms and needs.”

She also emphasized that a very positive experience resulted from a frightening situation. “We are very fortunate to have LMH as a resource here in Licking County. It really is a gift to our community,” Sharon expressed. “Licking Memorial Health Systems has provided both routine and non-routine care such as blood work, mammography, infusion treatments, and emergency services to my family and to me and we are all appreciative for their care.”

A resident of Licking County for 21 years, Sharon lived all over the country growing up. “I love Central Ohio. The people here are the most genuinely warm people I know,” Sharon said. She and her husband, Joe, an airline pilot, have a daughter who is currently a junior at the University of Michigan. Sharon enjoys spending time with family, friends and her Shiloh Shepherd dogs at their farm in St. Louisville. She is looking forward to volunteering again, now that her migraines are under control.

# Stroke Care – How do we compare?

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

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

	LMH 2016	LMH 2017	LMH 2018	LMH Goal
Eligible stroke patients who received timely thrombolytic drugs in the ED	83%	78%	88%	85%

2. Tissue plasminogen activator (tPA) is a FDA-approved medication for acute ischemic strokes. tPA is given through intravenous therapy (IV) in the arm and works by dissolving clots and improving blood flow to the part of the brain being deprived. tPA can help reduce damage to the brain and the long-term effects of stroke. Lower numbers are preferable.

	LMH 2016	LMH 2017	LMH 2018	LMH Goal
Median time from arrival to administration of tPA	80 Minutes	60 Minutes	79 Minutes	60 Minutes

3. Quick access to brain scan results is critical to physicians when treating a patient with a suspected stroke. Clot-buster medications can be administered, but only for a short period of time after the patient’s stroke symptoms begin, and the medications may not be given until a brain scan is completed. Quick completion of a brain scan upon the patient’s arrival can reduce the amount of time elapsed before these important medicines can be given, which then increases the patient’s chance for improved recovery from a stroke.

	LMH 2016	LMH 2017	LMH 2018	National <sup>(1)</sup>
Stroke patients in the ED with brain scan results within 45 minutes	74%	88%	86%	73%

4. Ischemic stroke is a type of stroke that results in damage to the brain caused by an interruption or blockage in blood flow. It is the most common type of stroke. A stroke can result in death, so seeking medical attention quickly is vitally important. Licking Memorial Hospital measures the rate of in-hospital death from patients suffering an ischemic stroke. Prompt and comprehensive stroke treatment can reduce the risk of death and long-term complications. Lower percentages are preferable.

	LMH 2016	LMH 2017	LMH 2018	National <sup>(3)</sup>
Ischemic stroke – inpatient mortality rate	0.85%	1.03%	0.00%	2.25%

5. The “incidence rate” is a measure of how often ischemic strokes occur in our community, as compared to national averages. It is measured as the number of patients that are admitted with a stroke, out of every 1,000 admitted patients. Rates higher than average mean that more patients are admitted to the Hospital with strokes than national average, while lower rates indicate fewer strokes occur in the community than national average. Lower numbers are preferable.

	LMH 2016	LMH 2017	LMH 2018	National <sup>(3)</sup>
Incidence rate	20.73	16.42	21.28	18.35

6. Atrial fibrillation, also known as “AFib,” is a condition in which the heart does not pump blood effectively. Patients with AFib are five times more likely to suffer a stroke than the general population, and many patients may be unaware that they have it. Patients with AFib are at risk of having blood clots form inside their heart, which can travel to the brain, causing a stroke. This measure reflects the percentage of patients, diagnosed with stroke who had underlying AFib. Patients with AFib typically are treated with blood thinners to help reduce the likelihood of clots forming inside the heart. Lower percentages are preferable.

	LMH 2016	LMH 2017	LMH 2018	National <sup>(3)</sup>
Ischemic stroke – percentage with AFib	25.64%	14.43%	25.00%	24.86%

Stroke Care – How do we compare? (continued on page 20)



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



**7.** In some cases, after the immediate crisis is stabilized and the patient no longer requires hospital care, ongoing care may be needed depending on the needs of the patient. Patients may be transferred to post-hospital care settings such as inpatient rehabilitation, skilled nursing facilities or home health agencies. The LMH goal is for the patient to return to baseline functioning and be discharged directly home from the Hospital.

	LMH 2016	LMH 2017	LMH 2018	National <sup>(3)</sup>
Ischemic stroke – percent discharged home	41.03%	47.42%	54.55%	50.47%

**8.** Licking Memorial Health Professionals (LMHP) office-based physicians use evidence-based measures in order to provide excellent, quality care to patients. The American Stroke Association and American Heart Association recommend the use of blood-thinning medication in order to prevent clots from forming and to improve blood flow.

	LMHP 2016	LMHP 2017	LMHP 2018	National <sup>(2)</sup>	LMH Goal
% LMHP coronary artery disease patients seen receiving blood-thinning medication	93%	94%	94%	>80%	>85%

**Data Footnotes:** (1) Comparative data from [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov). (2) American Heart Association/American Stroke Association/National Committee for Quality Assurance Heart/Stroke Recognition Program. (3) Comparative data from the Midas Comparative Database.

## A Healthy Lifestyle is Key to Preventing Stroke

Stroke is the leading cause of serious, long-term disability and is the fifth-leading cause of death in the United States; however, the majority of stroke incidents are considered preventable. A number of health-related risk factors including high blood pressure, diabetes and high cholesterol can be controlled in order to prevent a stroke. Creating healthy habits, such as exercising regularly and eating healthy will reduce the chances of having a stroke and increase overall wellbeing. Also, choosing to quit smoking and consume alcohol in moderation lowers the risks significantly.

A stroke occurs when the blood supply to part of the brain is blocked or when a blood vessel in the brain bursts. The brain cells are deprived of oxygen and then begin to die. A stroke can cause lasting brain damage, long-term disability or even death. High blood pressure is the number-one cause of stroke. Blood pressure is the force of blood pushing against the walls of the arteries. High blood pressure causes the heart to pump harder and can weaken blood vessels leading to damage in the major organs including the brain. Another medical cause of stroke is high cholesterol. Cholesterol is a fatty substance that can block the arteries, restricting normal blood flow to the brain.

A healthy diet helps to maintain a healthy weight and improve high blood pressure and high cholesterol. Limiting sodium in your diet works to lower blood pressure. Consuming foods high in fiber and low in saturated fats, trans fat and cholesterol is helpful in preventing high cholesterol. When making food choices, include the following recommendations:

- A variety of vegetables
- Fruits
- Grains, at least half of which are whole grains
- Fat-free or low-fat dairy, including milk, yogurt, cheese, and/or calcium fortified soy beverages
- A variety of protein foods, including seafood, lean meats and poultry, eggs, legumes (beans and peas), and nuts, seeds, and soy products
- Healthy oils, such as olive or avocado oil
- Limit saturated fats, trans fats, added sugar and sodium

In addition to making healthy dietary choices, it is recommended that adults participate in 150 minutes of moderate-intensity activity per week which is equivalent to 30 minutes a day for five days a week. The intensity of an activity varies for each individual. To measure exercise intensity, consider the perceived level of exertion experienced during the activity.

Moderate-intensity activity requires a moderate amount of effort in which the heart and breathing rate should noticeably increase. Breathing quickens, but conversation is still possible. The effort should lead to the development of a light sweat after about 10 minutes of activity. Examples of moderate-intensity exercise include brisk walking, dancing, water aerobics and bicycling. If there are time constraints during the day, it is possible to divide the 30 minutes of exercise up into 10-minute segments. Any and all physical activity has health benefits.

Other healthy choices that can greatly reduce the risk of stroke include tobacco cessation and limiting alcohol consumption. Consuming alcohol can raise blood pressure. It is recommended that men should have no more than two drinks per day and only one for women. Cigarette smoking increases the chance of blood clot formation by thickening the blood and increasing the amount of plaque buildup in the arteries. Nicotine is highly addictive making the choice to stop smoking difficult. Many who have quit smoking did so only after several attempts. Licking Memorial Health Systems does offer a Tobacco Cessation Program, Quit for Your Health. Discuss the program with a physician or call (220) 564-QUIT (7848).



On the morning of January 21, Darrin Logan and his son, Daniel, headed to Newark High School for their morning workout. Darrin kept active with regular CrossFit and cardio exercise. However, part way through their session, he noticed he was not feeling well and knew something was wrong.

“After completing the CrossFit portion of our workout, I started on the treadmill and did not feel well. I had a feeling in my chest I had never felt before – not like heartburn or indigestion,” Darrin explained. “I did not make the connection then, but I had experienced that same feeling in my chest just a few days earlier. I also had tingling in both of my arms from my shoulder to my elbow.”

Daniel, Newark High School Athletic Strength and Conditioning coach, noticed the red flags of his father’s symptoms and watched him closely as they headed home. “Fortunately, we live right down the street, and I just kept telling myself, ‘I can make it back home, it is not that far,’” said Darrin. His vision began to blur just as they reached the driveway. He put the car in park, passed out and suffered a seizure. Daniel immediately called 911.

Darrin lost consciousness for approximately 20 seconds. When he awoke, he was aware of his surroundings and could hear his son talking to Emergency Medical Services (EMS). “I was making a concerted effort to tell Daniel how I felt, so he could relay as much information as possible about my condition and symptoms. This reaction was natural due to my position. I knew that the more information we could provide, the better the outcome,” Darrin stated.

When EMS arrived, there was an immediate recognition between Darrin and the

# Quality Reporting to the Community

## Patient Story and Benchmarks for Emergency Care

### Patient Story – Darrin Logan

paramedics. While they did not know one another personally, they were familiar with one another from working together. “I could see the overwhelming concern in his eyes and I knew they were going to do everything in their power to help me, including something as simple as helping me remove my favorite sweatshirt, so that it would not have to be cut off,” shared Darrin.

He remembers an oxygen mask being placed over his nose and mouth before losing consciousness again, this time waking up in the Licking Memorial Hospital (LMH) Emergency Department (ED) trauma room. His heart stopped in the squad and paramedics performed CPR and used a defibrillator to attempt to regain a heart rhythm, but there was no heartbeat for the entire trip to LMH. Usually, there are two EMS staff on an ambulance, one of them the driver. Fortunately, for Darrin, there happened to be four on board that day, and the extra hands available provided much-needed treatment. EMS alerted physicians in advance and also performed an EKG in transit.

“Upon my arrival at the Hospital, an LMH employee jumped on my gurney as they were rolling me in and continued CPR,” said Darrin. “There were so many staff ready to help me and I saw them gathered around me when I awoke. In fact, I regained consciousness so suddenly and with such force, that I knocked the employee performing CPR completely off of me, sat up and spoke to the staff,” he explained. This experience was not only dramatic and alarming for Darrin, but also for the employees, since his heart had been stopped for such an extended period of time. “Several members of the trauma team came to visit me the next day and see with their own eyes that I was alright. Their care and concern was amazing.” Even though Darrin was coherent, in his mind he could not understand what was

happening. He recalls telling himself, “‘If I could just remember how I got here then I would know what was going on.’ But I could not piece it together; nothing was making sense,” he shared.

While Darrin was being moved to the Catheterization Lab, physicians offered his wife and son the opportunity to talk with him for a few moments. “Coleena and Daniel explained the situation to me multiple times and finally it clicked. The next thing I remember is waking up in the Intensive Care Unit (ICU). I took a deep breath and I felt great!” he said. Hassan Rajjoub, M.D., and Leslie Solomon, APRN-CNP, of Licking Memorial Cardiology, and the Cath Lab team had performed a life-saving procedure. Darrin had a full blockage in his main artery. The clot was removed and two stents were placed, to restore oxygen-rich blood flow back to the heart muscle. “The entire Cath Lab Team is incredibly skilled and took outstanding care of me,” he said. “Remarkably, the only noticeable evidence is a small scar on my wrist from the incision marking the entrance used for the procedure.”

Darrin spent three days at LMH. “I could not be more pleased with my care, from the moment I arrived in the ED to the day I was discharged home. The staff was attentive, kind and respectful,” he shared.

Darrin realizes he missed several signs leading up to his cardiac event. “For approximately the past two years, I noticed workouts had become more difficult. I figured that I was getting older, and just needed to work harder, not that I had a problem with my heart,” he admitted. He is very grateful for the life-saving care he received in the ED as well as the Cath Lab. Darrin is recovering well. After completing 20 sessions of cardiac rehabilitation, he has started running and regular workouts again.



A Newark native, Darrin is a 1984 graduate of Newark High School. He has served 25 years with the Newark Police Department and was promoted to his current role as Deputy Chief of the Detective Bureau in 2016. Darrin served his country for four years in Germany with the Army. He has three children – Daniel, who also is a Newark City Schools Elementary Linkage Coordinator; Brandon, a University of Cincinnati biomedical engineering student; and Mylaura, a senior at Newark High School.

The LMH ED managed 52,879 patient visits in 2018. The Department is open 24 hours a day, seven days a week, for patients who have serious or life-threatening injuries and illnesses.

## Emergency Care – How do we compare?

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

**1.** During 2018, there were 52,879 visits to the Licking Memorial Hospital (LMH) Emergency Department (ED).

	LMH 2016	LMH 2017	LMH 2018	Goal
Median length of stay in the ED for all patients*	175 min.	171 min.	193 min.	<b>191 min. National</b>
Median length of stay in the ED for patients discharged home*	161 min.	158 min.	174 min.	<b>162 min.<sup>(2)</sup></b>
Median length of stay in the ED for patients admitted to the Hospital*	230 min.	248 min.	274 min.	<b>302 min.<sup>(2)</sup></b>
Median length of time from arrival until seen by a physician*	23 min.	22 min.	24 min.	<b>22 min.<sup>(2)</sup></b>
Median length of time from the ED physician's decision to admit a patient until the patient arrives in their Hospital room	56 min.	71 min.	86 min.	<b>118 min.<sup>(2)</sup></b>
Percentage of patients who are in the ED for more than 6 hours	3.9%	3.7%	4.8%	<b>5.7%<sup>(1)</sup></b>

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

**2.** In 2018, LMH operated three Urgent Care facilities: Licking Memorial Urgent Care – Pataskala, Licking Memorial Urgent Care – Granville and Licking Memorial Urgent Care – Downtown Newark. Patients are encouraged to visit Urgent Care rather than the ED when they have illnesses and injuries that are not life-threatening, but need immediate attention, such as ear infections, minor fractures and minor animal bites. Urgent Care visits usually require less time and lower costs than visits to the ED. During 2018, there were 17,000 visits to Licking Memorial Urgent Care – Granville, 7,469 visits to Licking Memorial Urgent Care – Pataskala and 18,002 visits to Licking Memorial Urgent Care – Downtown Newark.

	LMH 2016	LMH 2017	LMH 2018	Goal
Urgent Care - Downtown Newark time to see physician	N/A	24 min.	21 min.	<b>Less than 30 min.</b>
Urgent Care - Granville time to see physician	21 min.	16 min.	13 min.	<b>Less than 30 min.</b>
Urgent Care - Pataskala time to see physician	19 min.	18 min.	17 min.	<b>Less than 30 min.</b>
Urgent Care - Downtown Newark average length of stay	N/A	54 min.	50 min.	<b>Less than 60 min.</b>
Urgent Care - Granville average length of stay	50 min.	43 min.	42 min.	<b>Less than 60 min.</b>
Urgent Care - Pataskala average length of stay	47 min.	45 min.	46 min.	<b>Less than 60 min.</b>

**3.** Emergency angioplasty restores blood flow in a blocked heart artery by inserting a catheter with a balloon into the artery to open the vessel. The procedure has been proven to save lives during a heart attack, and it is most effective when performed within 90 minutes of the patient's arrival to the ED to minimize irreversible damage from the heart attack.

	LMH 2016	LMH 2017	LMH 2018	Goal
Average time to opened artery	53 min.	54 min.	56 min.	<b>61 min.</b>
Percentage of patients with arteries opened within 90 minutes	100%	97%	100%	<b>96%</b>
	<b>LMH 2016</b>	<b>LMH 2017</b>	<b>LMH 2018</b>	<b>National<sup>(2)</sup></b>
Median time from arrival to completion of EKG	1 min.	2 min.	2 min.	<b>8 min.</b>

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

	LMH 2016	LMH 2017	LMH 2018	Goal
ED patients who return to the ED within 24 hours of discharge	1.4%	1.2%	1.1%	<b>Less than 2%</b>

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

	LMH 2016	LMH 2017	LMH 2018	Goal
Patients admitted to the Hospital within 72 hours of ED visit	0.7%	0.6%	0.7%	<b>Less than 1%</b>

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

	LMH 2016	LMH 2017	LMH 2018	Goal
ED patients who leave before treatment is complete	4.4%	4.7%	5.6%	<b>Less than 3%</b>

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

	LMH 2016	LMH 2017	LMH 2018	Goal
Assessment of pain completed	96.3%	96.8%	95.4%	<b>Greater than 95%</b>

**Data Footnotes:** (1) Comparative data from the Midas Comparative Database. (2) Hospitalcompare.hhs.gov national benchmarks.

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



## Case Management in the Emergency Department

The Emergency Department (ED) at Licking Memorial Hospital (LMH) is open around the clock to offer immediate care for patients who have serious or life-threatening injuries or illnesses. The ED staff performs an evaluation to determine the patient's treatment during the visit. LMH Case Management staff members also assess individual cases to assist in establishing the patient's needs following discharge and ensure they are placed in the correct billing status – inpatient or observation – if they are staying in the hospital. A visit to the ED can be costly for patients as insurance providers, such as Medicare and Medicaid, often require justification for immediate treatment. Case Management staff serve as advocates for the patients in both situations.

The members of the Case Management team who work in the ED are licensed social workers and registered nurses. Their roles

are different with some occasional coordination between the two disciplines. High risk patients are screened prior to leaving the ED to determine if they need a formalized discharge plan. Planning for the next step in care can include referrals for equipment, nursing homes, acute rehabilitation, home healthcare, specialists or to address other needs where the community provides resources. The social workers also are prepared to assist patients facing mental health or substance abuse issues. Serving in the ED allows the social workers the opportunity to educate patients and offer emotional support when needed.

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. Patients with no 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, Case Management 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. Case Management staff considers the age, condition and needs of the patient when offering such education and support. Case Management staff assist with setting up appointments or may refer patients to a follow-up clinic for those who meet certain criteria and have no primary physician. The goal of Case Management is to provide patients a smooth transition through the different phases of recovery when experiencing a crisis such as an illness, serve as a patient advocate, and to offer information on the resources and services available to each individual based on the individual's needs.



# Donors Recognized for Contributions to Licking Memorial Health Foundation

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

### 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 Licking Memorial Health Systems (LMHS) employees who have pledged a minimum of \$10,000 to LMHF over a period of 10 years. William Schaffner was the first Chairman 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.

### Brad Copley

Director of Emergency Services Brad Copley (left) accepted a glass recognition piece from LMHS President & CEO Rob Montagnese in honor of his commitment to the William Schaffner Society. In his current role, Brad oversees the Emergency Department and Outpatient Clinic at LMH, as well as three Licking Memorial Urgent Care locations.

A native of Gallipolis, Ohio, Brad now resides in Heath. He received his associate degree in law enforcement technology from Columbus State Community College in 1995 and an associate degree in nursing from Central Ohio Technical College in 2005. He is working to earn his Bachelor of Science in

Nursing degree from Chamberlain College of Nursing in Columbus. Since joining LMHS in 2005, Brad was named an MVP in 2009 and Manager of the Year in 2013.

Brad is a member of the Emergency Nurses Association. He serves the community on the Mental Health America Board of Trustees, the Central Ohio Trauma System Board of Trustees, the Licking County Quick Response Team, the Licking County Prescription Drug Overdose Prevention Coalition, and the Licking County Addiction Taskforce.



### Kim and John Frick

LMHS President & CEO Rob Montagnese honored Kim (left) and John (not pictured) Frick for their generous support of LMHF as members of the William Schaffner Society. Kim is a 40-year employee of LMHS who serves as Nurse Informatics Manager in Nursing Administration, and John is a former LMHS employee. The Fricks live in Newark and have three adult sons, one granddaughter, and a grandson due in September.

Kim is a lifelong Licking County resident who graduated from Newark High School before attending Mount Carmel School of Nursing in Columbus to become a Registered Nurse. In 2013, she earned her Bachelor of Science in Nursing from Ohio University in Athens.

In her current position, Kim supports nursing and order entry applications in Meditech, LMH's electronic medical record. She is a member of the Medical Users Software Exchange (MUSE), a community of Meditech users and related professionals who interact to learn and share their knowledge and experience. She also has participated in Harvard University's Nurses' Health Study since 1984.

Kim received an LMHS MVP award in 2006. She serves as an elder at First Presbyterian Church in Newark and is pursuing certification as a REFIT® instructor.



### 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 health care at the local level.

### Dr. David and Pamela Subler

LMHS President & CEO Rob Montagnese (right) and LMH Board Chair Joyce Malainy, Ed.D. (left), honored David Subler, M.D., and his wife, Pamela, as members of the John Alford Fellowship with a glass recognition piece. The Sublers reside in Worthington and have four adult children – Ashley, Anna Marie, Andrew and Abigail.

Pamela earned her bachelor's degree from Miami University in Oxford, Ohio, and a master's degree from Eastern Michigan University in Ypsilanti, Michigan. As a speech pathologist, she provides speech and language therapy services to preschool and elementary school-aged children. Pamela has been an active volunteer in the Worthington City School District with the Band Boosters and Orchestra Boosters, and the Worthington Educational Foundation recognized her as the Thomas Worthington High School Volunteer of the Year for her service.

Dr. Subler joined Licking Memorial Gastroenterology in 2004. He received his Medical Degree from The Ohio State University College of Medicine. Dr. Subler completed his internship and residency in Internal Medicine at the University of Michigan Medical Center in Ann Arbor, Michigan, and fellowship training in Gastroenterology at University Hospitals and Case Western Reserve University in Cleveland. He is board certified in gastroenterology and has a professional interest in inflammatory bowel disease.

Dr. Subler was recognized as the LMH Physician of the Year in 2009. He enjoys running marathons

and recently participated in an event in London, England, to raise money for Crohn's disease and colitis research.



### The Caduceus Society

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

### Rachel DeMita, M.D., and Family

LMHS President & CEO Rob Montagnese (right) and LMH Board Chair Joyce Malainy, Ed.D. (left), presented a glass recognition piece to honor Rachel DeMita, M.D., as a member of the Caduceus Society. Dr. DeMita was hired in December 2018 as the first physician to join Licking Memorial Infectious Disease.

Dr. DeMita received her medical degree from the Medical College of Ohio in Toledo. She completed an internal medicine residency at Riverside Methodist Hospital and a fellowship in infectious disease at The Ohio State University Wexner Medical

Center, both in Columbus. She is board certified in internal medicine and infectious disease, and a member of the Society for Healthcare Epidemiology of America, the Infectious Diseases Society of America, and the Infectious Diseases Society of Ohio.

Dr. DeMita resides in Pickerington with her husband, Andy Barrowcliff, who retired from the National Guard at the rank of Major. They have three children – Hadley, 6; Reese, 4; and Rowan, 2.





**Hinsta A. Tewoldemedhin, M.D., and Family**

Hinsta Tewoldemedhin, M.D., of MidOhio Nephrology & Hypertension, and his wife, Tsion, accepted a glass recognition piece from LMHS President & CEO Rob Montagnese (right) to commemorate their pledge to the Caduceus Society. The Tewoldemedhins reside in Pickerington with their three sons – Emmanuel, 16; Nahon, 14; and Adonias, 8.

Dr. Tewoldemedhin received his medical degree from Addis Ababa University in Ethiopia. He completed a fellowship in nephrology at the University of Kansas Medical Center in Kansas City, Kansas, and an internal medicine residency, clinical

observation and clinical externship at Beth Israel Medical Center in New York City. He is board certified in nephrology, and a member of the American Society of Nephrology. Dr. Tewoldemedhin has a professional interest in hypertension, kidney stones and chronic kidney disease.



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.

**Donors**

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

**Capital Improvement**  
TWIGS 6

**Caduceus Society**  
Dr. Shawn L. Reed

**Community Cornerstone Club**

Tony and Rita Adams  
Brandon and Ellie Akey  
Mr. and Mrs. Kyle Alford  
Ron Alford  
Anomatic Corporation  
Jerry L. Ashcraft  
Patricia C. Athan  
Stephanie and Alex Athan  
Jill & Joe Bending  
Larry E. & Diann Caudill  
Mr. and Mrs. Lee and Melody Crader  
Doug's Far Side Catering  
Jon and Marcia Downes  
Roger and Mary Ann Draa  
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Bradley and Taylor Feightner  
Judy Franklin  
E. Elliott and Barbara Gerber  
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Larry Harer  
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Lew Huston and Family  
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Andrea Taylor Agency – State Farm  
Trevor and Becky Thomas  
Larry and Joyce Thorp  
John and Jan Tomlinson  
Patty Whisman, M.D.

**Cradle Roll**

In honor of Adrian Michael Andrews  
By: Licking Memorial Health Systems  
In honor of Cecilia W. Greib  
By: Licking Memorial Health Systems  
In honor of Britton Sue Bailey  
By: Licking Memorial Health Systems

**General**

Anonymous  
Garfield Elementary School

**Grants**

Licking County Foundation  
Ohio Network of Children's Advocacy Centers

**Honorary**

In honor of Christine V. Fulton  
By: Larry E. and Diann Caudill

**Memorial**

In memory of Michael Bulas, M.D.  
By: Licking Memorial Hospital Medical Staff  
In memory of James R. Fulton, Sr.  
By: Larry E. and Diann Caudill  
In memory of Harold Greten, Jr.  
By: Linda Ailes  
Patricia Arant  
Jerry Brannon  
Fannie Brill  
Walter C. Gemmell  
Bob and Joan Kent  
Dr. Robert and Ruth Owen  
Nellie Pallagi  
Jim and Chris Patin  
Robert Tague

**Paving Our Future**

In honor of LMH Rehab Staff  
By: Carol and Patrick Guanciale

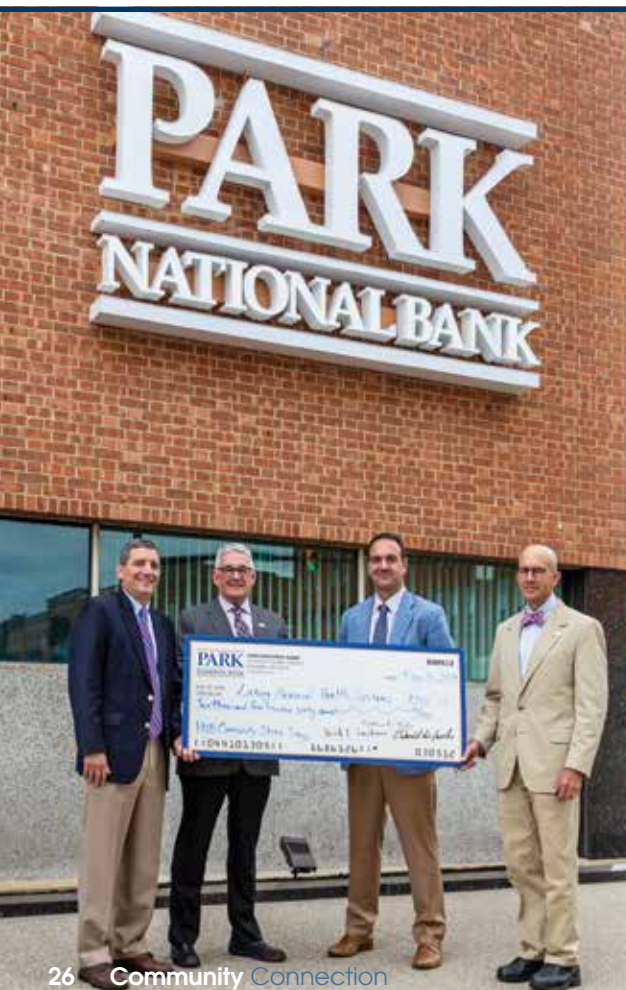
In honor of Steve Snow  
By: Diane Snow and Family

In memory of Raymond & Thelma Arthur  
By: Mark & Leslee Arthur

In memory of Blanche Fowler  
By: Shirley Kagle

**William Schaffner Society**

Jessica Clark and Family  
Sandra D. Hanlon



**Shred Day Donation Benefits LMH**

In May, Licking County residents had the opportunity to safely dispose of sensitive documents at the annual Community Shred Day. During the event at Park National Bank's (PNB) Downtown Newark office, truck-mounted equipment from Shred-it – a secure document destruction company – shredded personal records and information into confetti-like strands for recycling.

“Each year, Community Shred Day allows area residents to discard personal documents

and sensitive information securely and easily,” said Licking Memorial Health Systems President & CEO Rob Montagnese (far left). “Protecting personal information has never been more important, and we appreciate PNB and Shred-it providing this vital service to our community.”

Although there was no fee for the shredding services, donations were accepted to benefit new technology at Licking Memorial Hospital. The members of PNB's Executive Team (left to right) – Executive Committee Chairman Dan DeLawder, President Matt Miller and Chairman & CEO David Trautman – recently presented Rob with a check in the amount of \$2,460 for the donations that were received.

**Development Spotlight – Brad Feightner, Jr.**

A lifelong resident of Licking County, Brad Feightner, Jr. joined the Licking Memorial Hospital (LMH) Development Council Community Relations Committee in November 2018. He was invited to join by John Gard, Chair of the Development Council's Education and Membership Committee, and accepted the opportunity. Brad also had heard about the Development

Council through his involvement on the Big Brothers Big Sisters Board of Directors alongside Veronica Patton, Licking Memorial Health Systems (LMHS) Vice President Development & Public Relations.



Brad previously has had a positive experience with LMH and is seeing

first-hand the variety of resources offered as he and his wife anticipate the arrival of their first child. “We recently had the opportunity to participate in a newborn class that LMH hosted for the community,” Brad said. “The class was very instructional, and we both were impressed by the amount of resources that LMH provides to the community. Being involved in the Development Council allows me to see all of the additional services LMH offers to community members.”

Brad believes that LMH not only improves the health of the community through medical services, but also through community involvement. “LMH's volunteerism and generosity are recognizable in Licking County, which contributes to a healthier community,” Brad said. He believes LMH's work to maintain communication with area residents allows Development Council members to distribute important information from LMH to the community.

Brad graduated from Newark Catholic High School in 2005 and later received a Bachelor of Arts degree in Political Science from Otterbein College in 2009. After graduating from college, Brad worked in a variety of roles at Park National Bank and PNC Bank in Licking County. In 2017, he became an independent insurance agent for Associated Insurance Agencies of Newark. His role represents over 25 regional and national insurance carriers to assist in properly insuring assets of Licking County families and businesses.

In addition to his career and service within the Development Council, Brad is involved in the community through Big Brothers Big Sisters of Licking County, Young Leaders of Licking County, the Licking County Chamber of Commerce and Newark-Heath Rotary. He previously was a member of the Boards for the Licking County Historical Society and Newark Area Jaycees. He also enjoys coaching junior high basketball at St. Francis de Sales School.



# Annual “For Your Health” 5K Run/Walk & 1-mile Fun Walk Scheduled July 27

The Licking Memorial Hospital (LMH) Development Council is collaborating with The Dawes Arboretum, the Licking County Family YMCA and Park National Bank to present the 12th annual “For Your Health” 5K Run/Walk and 1-mile Fun Walk on Saturday, July 27. Participants may choose to run or walk the 5K course or complete the 1-mile Fun Walk course on the scenic grounds of The Dawes Arboretum, which will not charge admission for the community event.

This year, the 5K course will run in the traditional direction, but with a modified finish line that has been relocated to the center row of the parking lot. All participants who complete the course will receive a participation medal. RacePenguin will provide chip timing service to determine the awards for the top three male and female finishers overall, and the top three males and females in each age division.

Registration to participate in the 5K with a timing chip is \$15, if received by 5:00 p.m., on Friday, July 19, or \$20 thereafter. There is no fee to run or walk the 5K course without a timing chip or to enjoy the 1-mile Fun Walk, but registration is required. Advance registration for all events is available online at [racepenguin.com/events/foryourhealth/](http://racepenguin.com/events/foryourhealth/).

Each registrant will receive a shirt and goody bag. Participants who register by July 19, at 5:00 p.m., may pick up their packets in the LMH First Floor Conference Rooms on Friday, July 26, between 3:00 and 6:00 p.m. Packets also may be picked up at The Dawes Arboretum on the day of the event after registration begins at 7:30 a.m. The 5K Run/Walk is scheduled to start at 8:30 a.m., with the 1-mile Fun Walk following shortly thereafter. Participants will group themselves in self-seeded starting corrals based on estimated finish times prior to the event.

**Honorary Chairs**  
**Thomas Hagele, M.D., and Family**  
 Thomas, Courtney, Helena and James

Thomas Hagele, M.D., his wife, Courtney, and their children, Helena and James, are serving as the Honorary Chairs for this year’s event. Dr. Hagele joined Licking Memorial Dermatology in July 2016, and his practice is located in the newly expanded Licking Memorial Medical Campus at 1717 West Main Street in Newark. He received both his Doctor of Medicine degree and Master of Business Administration degree with a focus in health care at Wright State University Boonshoft School of Medicine in Dayton, Ohio. Dr. Hagele completed an internship in internal medicine at The Ohio State University Wexner Medical Center and a residency in dermatology and served as chief resident at University of South Florida College of Medicine in Tampa, Florida. He is board certified in dermatology and has a special interest in complex skin cancer, dermatologic surgery and cosmetic dermatology. Dr. Hagele is a member of the American Academy of Dermatology, the American Society of Dermatologic Surgery, the American Society of Mohs Surgery, the American Society of Pediatric Dermatology, and the American Medical Association.

Courtney Hagele also is employed at LMHS and has served as a Risk Manager in the Process Improvement Department since January 2017. She received her Bachelor of Arts in Psychology and Criminology from The Ohio State University, and her Juris Doctorate from the University of Dayton School of Law before passing the Ohio Bar in 2010. Courtney is a member of the Ohio State Bar Association, the American Bar Association, the Licking County Bar Association and the Ohio Society of Healthcare Risk Managers.



Community leaders who previously served as Honorary Chairs of the “For Your Health” 5K Run/Walk & 1-mile Fun Run include:

- 2018** – Sally and Lee Heckman, and their children – Will, Everett and Mae
- 2017** – The Reeves Family: Howard Reeves, D.O., his wife, Sara, and their son, Brackyn
- 2016** – The Cummiskey Family: Tom Cummiskey, his wife, Kate, and their children, John, Emma, and Megan
- 2015** – Pattye Whisman, M.D.
- 2014** – Diane and Dan DeLawder
- 2013** – Dr. Garth and Mrs. Marci Bennington
- 2012** – Marcia and Jonathan Downes
- 2011** – Cara and Jim Riddell
- 2010** – The Fondriest Family: Joseph Fondriest, M.D., his wife, Jean, and their children, Joe, Sara, Jacob and Steven
- 2009** – Karen Smith-Silone, D.O., and James Silone Jr., D.O.
- 2008** – Christy and Kevin Plaugher

## Retiree Spotlight – Jacqueline Jones, M.D.

**Jacqueline Jones, M.D.**, grew up in Camp Hill, Alabama. She earned her Medical Degree from the University of Florida in Gainesville, Florida. She completed her medical residency in internal medicine at St. Louis University Hospitals in St. Louis, Missouri, and a fellowship in hematology/oncology at the University of Florida. She also holds a Bachelor of Science degree in food administration from Tuskegee Institute in Tuskegee, Alabama. She moved to Ohio because her husband, Gene, had accepted a position as a tenured associate professor in Agricultural Economics at The Ohio State University. In 1991, she joined the consulting section of Licking Memorial Hospital (LMH) Medical Staff, then became a member of the Active Medical Staff in 1993 through her retirement in 2018. During Dr. Jones’ 27 years of service, she cared for patients as a member of the Hematology/Oncology Department, and served as Chief of Staff from 2008 to 2009, and Chief of the Department of Medicine from 2006 to 2007. Her peers selected her as LMH Physician of the Year in 2002.

Dr. Jones was drawn to LMH when she witnessed the willingness of patients to pursue cancer care from a community hospital. “The patient-oriented atmosphere provided exceptional medical care, and the support from the administration was excellent,” she remembered. While assisting in the establishment of the Hematology/

Oncology Department, Dr. Jones worked to ensure the highest quality of care by meeting the standards set by the American College of Surgeons’ Commission on Cancer. LMH has been continuously accredited by the organization since 2000 and is the proud recipient of the Commission on Cancer’s Outstanding Achievement Award. “I am most proud of the efforts made by the staff to remain certified by meeting and exceeding the standards set,” she said. LMH also is certified by the American Society of Clinical Oncology.

During her career, Dr. Jones enjoyed watching the Department grow and believes the level of care improved greatly. Medical and technological advances changed the way patients were treated for cancer and blood disorders. The addition of oncologists Aruna Gowda, M.D., and D’Anna Mullins, M.D., Ph.D., also was vital in the improvement of care for LMH patients. Dr. Jones said, “It was wonderful to work with colleagues who are like-minded and invested in achieving the highest standards of care.” Dr. Jones assisted in moving the Department from 4-South to 5-North where the entire floor is now dedicated to caring for patients battling cancer.

In the months before Dr. Jones’ retirement, she suffered with pain in her back and neck. Soon after retirement, she underwent spinal surgery. “I am doing much better now. I am able to continue to serve others by being active in my church,” she said. “The best part of retirement is being able to spend time with my family and stay, if needed.” She and her husband recently traveled back home to Camp Hill to assist in caring for Gene’s mother. The couple also visited Memphis, Tennessee, to celebrate their grandchild’s third birthday party. They have three grown daughters – Lauren, who resides in Chicago; Kristen, who works in New York City and lives in Philadelphia; and Nicole, who resides in Memphis – and four grandchildren. Dr. Jones looks forward to more visits with all of them.



## New Appointments



**Marco De Santis, D.O.**, joined Licking Memorial Endocrinology.



**Brad T. Pfau, M.D.**, of American Health Network, joined the LMH Medical Staff.



**Shawn L. Reed, M.D.**, joined Licking Memorial Internal Medicine.



**Scott W. Rossio, D.P.M.**, of Foot and Ankle Specialists of Central Ohio, joined the LMH Medical Staff.



**Rajive Tandon, M.D.**, joined Licking Memorial Hospitalists.



# walk WITH a DOC

Local residents were invited to exercise and learn at the Walk with a Doc events in April, May and June. Participants were able to visit a variety of Licking County parks and trails with the opportunity to ask various questions relating to each event topic.

In April, Suewlyn Stewart, M.D., of Licking Memorial Family Practice – Johnstown, discussed dehydration while leading participants on the Evans Foundation Bike Path in Johnstown. In May, Andrew J. Terlecky, D.O., of Licking Memorial Orthopedic Surgery, discussed treatment options for knee arthritis on the Wildwood Park Bike Path in Granville. Participants enjoyed a walk through Geller Park in Heath at the June Walk with a Doc event while Debra Heldman, M.D., of Licking Memorial Heart Center, discussed healthy eating and exercise.

The monthly program gives participants an opportunity to ask general health questions related to the physician's specialty during a 40-minute walk at various locations in Licking County. The Walk with a Doc series will continue throughout the year with various health topics presented by physicians of Licking Memorial Health Systems.



## Active•Senior Celebration Rewards Healthy Lifestyles

Licking Memorial Health Systems (LMHS) hosted the Active•Senior Celebration in June to mark the conclusion of the 2018-2019 Active•Senior program. Nearly 100 attendees, ages 60 and up, attended the event at the Bryn Du Mansion Fieldhouse. The participants enjoyed a healthy meal, fun activities and an auction with LMHS President & CEO Rob Montagnese serving as the emcee.

Throughout the year, those enrolled in the Active•Senior program earned points for tracking and completing health goals in four categories: physical, nutritional, mental and social. Using the points earned, the participants bid on auction prizes including a Columbus Zoo Membership, a bowling package, bicycles, an iPad and valuable gift cards to local stores and restaurants. Rob also offered a number of door prize drawings for those who attended. Before the auction began, participants enjoyed various games including a ring

toss, fortune wheel and plinko. Health screenings and information tables also were available for the participants to visit.

The Active•Senior program is a goal-oriented health program to benefit seniors in Licking County. The goals of the program are to:

- Encourage adults to stay physically fit and maintain a healthy diet.
- Motivate adults to challenge themselves intellectually and stay connected with friends and family.
- Help adults maintain a lifelong commitment to personal health and wellness.

The Active•Senior program was designed with activities which have been reviewed and approved by medical staff,



physical therapists and dietitians to ensure a well-balanced program. However, individuals should discuss their personal exercise and nutrition goals with their physician.

The 2019–2020 goal program began on May 1 and continues through April 30, 2020. The next event is the Active•Senior Brunch Walk, which is scheduled on Tuesday, August 20, at the Rotary Park Pavilion in Newark. For more information or to register for the Active•Senior program, please visit [www.LMHSActiveSenior.org](http://www.LMHSActiveSenior.org), or call LMHS Public Relations at (220) 564-1560.



## Volunteer Spotlight – Dave Douglas

**Dave Douglas** started his Licking Memorial Hospital (LMH) volunteer experience in April 2017. He serves once per week in various areas of the Hospital. A lifelong resident of Licking County, Dave sought an opportunity for a volunteer experience with a local organization and wanted to help those in the Hospital. "I have always enjoyed being around other people and knew I would get that opportunity at LMH," Dave said. "It is such a joy to help others and make new friends in the Volunteer Department."

Dave spent 19 years teaching and coaching in various school districts and spent 24 years as an administrator in the Lakewood School District.

He retired in 1997 and was able to visit with his family and his beach house in the Outer Banks, North Carolina. "Although I enjoy my time at my beach house, I am always happy to come home and volunteer at the Hospital. I enjoy dedicating myself to the patients, visitors and coworkers to try and create a better day for everyone."

When Dave is not volunteering or relaxing in the Outer Banks, his favorite activity is to be outdoors. He enjoys spending time at Buckeye Lake and watching and participating in water sports.



## Active•Senior

# Brunch Walk

Licking Memorial Health Systems (LMHS) invites seniors ages 60 years and up to the **Active•Senior Brunch Walk** on **Tuesday, August 20, at 9:00 a.m.** Participants will enjoy a walk beginning at the Rotary Park Pavilion and Playground, located on Sharon Valley Road in Newark, as Nishi Patel, M.D., of Licking Memorial Internal Medicine, discusses Alzheimer's Disease. A healthy brunch will follow the walk.

The event is free; however, registration is required. To register for the walk, please call LMHS Public Relations at **(220) 564-1560**.





# Licking Memorial Health Systems' 2019 MVPs

Licking Memorial Health Systems' (LMHS) 2019 MVPs were chosen for their consistent demonstration of the LMHS CARE values: compassion, accountability, respect and excellence.



**Rhonda Allen**  
*Phlebotomy Supervisor*

Rhonda oversees the daily phlebotomy operations in the Licking Memorial Hospital (LMH) Laboratory. A lifelong resident of Licking County, she graduated from Newark High School. Rhonda enjoys visiting the Humane Society and Animal Shelter to donate items and spend time with the dogs, as well as motorcycle rides with her husband, Dale, and shooting. Rhonda has three children – Christopher, Chelsea Nichols and Devyn – and a grandchild, Paisley.



**Autumn Dean**  
*Registered Medical Assistant*

A lifelong resident of Licking County, Autumn has been an employee of LMHS since 2007. She currently assists Dermatologist Thomas Hagele, M.D., with MOHS surgery and day-to-day clinic procedures. Autumn enjoys watching her son, Paul, play lacrosse at Wittenberg University and spending time with her fiancée, Tim Dutiel, and children – Tristen and Olivia.



**Donya Hageman,**  
P.T.A., C-PT, CFNS  
*Physical Therapy Assistant*

Donya has served as a physical therapy assistant at LMH for 25 years and is a certified personal trainer and fitness nutrition specialist. She volunteers at Little Arrows Play café and is involved with other nonprofits in Downtown Newark. Donya enjoys spending time with her husband, Mike, and her grown children and grandchildren, as well as spending time outdoors and painting.



**Jennifer Kelley, RCDS, R.V.T.**  
*Cardiovascular Sonographer*

A six-year employee of LMH, Jennifer earned an associate degree from COTC to become a registered diagnostic cardiovascular sonographer and a registered vascular technician. A lifetime resident of Licking County, she and her husband of 25 years, Dale, have three children – Drew, Kaitlin and Brenden. Jennifer enjoys gardening and spending time with family and friends. Her favorite hobby is training, showing and breeding Akitas.



**Eric Bell, R.N., C.E.N.**  
*Staff Nurse – Emergency Department*

Eric grew up in Newark and began his career with LMH as a point of care technician in the Emergency Department. He was the second recipient of the Elizabeth Barnhart Award for Nursing Excellence at Central Ohio Technical College (COTC), and is working to earn his Bachelor of Science degree from Ohio Christian University. He also is pursuing Trauma Certification.



**Gabrielle Farkas, D.O.**  
*Hospital Medicine*

Dr. Farkas, received her Doctor of Osteopathic Medicine degree at Kansas City University of Medicine and Biosciences in Kansas City, Missouri. She completed an internship and internal medicine residency at Adena Regional Medical Center in Chillicothe.



**Chad Higgins**  
*Electrician*

A lifelong resident of Licking County, Chad graduated from Granville High School. He earned his associate degree in architectural drafting from COTC and received his Electrician Journeyman Certification from the State of Ohio in 2010. In the past several years Chad has taken the initiative to upgrade the hospital lighting systems to LED, saving resources and reducing LMHS' environmental impact. Chad lives in Hanover with his wife, Nori, and his dog, Zeke. He has two adult children, Marina and Lindsey, and two stepsons, Luke and Drew.



**Debbie Lantz**  
*Health Information Specialist*

Debbie performs chart processing for the Health Information Department. A 19-year employee and Columbus native, Debbie graduated from Canal Winchester High School. She currently resides in Newark with her two dogs – Buffy and Babe. Debbie enjoys shopping, yard sales, walking, biking, watching HGTV, and spending time with her family in her free time.



**Amanda Belsito**  
*COPD Educator*

Amanda educates patients about chronic obstructive pulmonary disease (COPD) and connects them with resources in the community. She earned a Bachelor of Science degree in respiratory therapy from Wheeling Jesuit University in Wheeling, West Virginia, and began working in the LMH Respiratory Therapy Department in 2015. She and her husband, David, live in Pataskala with their two children – Olivia and Joseph.



**Michelle Gilbert**  
*Outpatient Chemical Dependency Nurse*

Michelle works closely with patients in the Medication Assisted Treatment Clinic at Shepherd Hill and is a member of Licking County Drug Court. She currently is pursuing a Bachelor of Science in Nursing degree at Indiana Wesleyan University. Michelle enjoys spending time with her family including her son, Tyler, and daughter, Jessica.



**Nina Hourmouzis, M.D.**  
*Internal Medicine*

Dr. Hourmouzis, received her Doctor of Medicine degree at Northeast Ohio Medical University in Rootstown, Ohio. She completed an internal medicine residency at Akron City Hospital in Akron, Ohio. She currently lives in New Albany with her husband, Zak. Her specific interests are in the therapeutic benefits of dietary and lifestyle modification to treat and prevent chronic disease.



**Ghlee Lyons**  
*Point of Care Technician – Home Health*

Ghlee joined LMHS in 1992 and currently serves as a Home Health point of care technician (POCT). A lifelong resident of Licking County, she was born in Newark and is a graduate of Licking Valley High School. Ghlee and her husband, Nelson, have nine grandchildren and six great grandchildren, including 1-year-old twins. Her hobbies include spending time with family and friends, fishing on Lake Erie, and being outdoors.



**Jennifer Brison, CPhT**  
*Pharmacy Buyer*

Jennifer purchases medication and vaccines for LMHS. After graduating from Heath High School, she attended COTC and began her career at LMHS in 2001. Jennifer enjoys knitting, gardening and spending time with her husband, Michael, and children – Kaylin, Christopher, Peyton and Maximilian.



**Thomas Hagele, M.D., M.B.A.**  
*Dermatology*

Dr. Hagele, received both his Doctor of Medicine degree and Master of Business Administration degree with a focus in health care at Wright State University Boonshoft School of Medicine in Dayton, Ohio. He completed an internship in internal medicine at The Ohio State University Wexner Medical Center and a residency in dermatology at University of South Florida College of Medicine in Tampa, Florida. He is board certified in dermatology.



**Dale Huston**  
*Public Relations Specialist*

Dale joined LMHS in 2014 and is responsible for graphic design and photography. Born in Cambridge, Dale resides in Norwich with his wife of 25 years, Tricia, and their two children – Keegan, 19, and Neleah, 16. Dale received his associate degree in visual communications from the Art Institute of Pittsburgh. He serves as head usher at Christ United Methodist Church. Dale holds five black belt ranks and owns a martial arts school. In his free time, he enjoys spending time with family, photography, and watching Ohio State football and the Cleveland Indians.



**Alissa McConnell, R.N.**  
*Staff Nurse – 5-South*

Alissa joined LMHS in 2016, and works on 5-South as a charge nurse. Born in Columbus, Alissa graduated cum laude from COTC. She will earn a Bachelor of Science degree in Nursing from Muskingum University in August. Alissa served four years active duty in the U.S. Navy and was stationed on the aircraft carrier USS Carl Vinson CVN-70. She is a member of the Nurse Practice Council and resides in Newark with her 7-year-old daughter, Lissy, and their dog, Blondie. Alissa enjoys exploring new areas, cooking, weightlifting, shopping, and spending time with family and friends.





### Tracey Merritt

*Patient Account Representative*

Tracey joined LMHS in 2016. A native of Woodfield, she graduated from Woodfield High School and Kent State University. Tracey and her husband, Quinn, have a daughter, Katelyn, 15. She is a member of St. Francis de Sales Church. In her free time, Tracey enjoys spending time with family, camping and crafting.



### Adiza Okine

*Culinary Assistant*

Adiza joined LMHS in 2016 after moving to Ohio from Ghana. Her responsibilities in the Culinary Services Department include preparing vegetables for a number of the LMH Café stations, maintaining the soup and salad bar, stocking the grab and go area, and sandwich preparation in the deli. In addition to her work, Adiza is pursuing a degree in programming and software. Her hobbies include playing soccer with her family and friends, cooking, reading, and watching movies.



### Tracie Showman

*Registration Specialist – Emergency Department*

An LMH employee since 2015, Tracie works in the Emergency Department. As a registration specialist, she inputs patient information into the electronic medical records system, updates demographics and schedules patient testing. Tracie is a lifelong resident of Licking County, and enjoys baking, spending time with her children and granddaughter, and attending their sports events.



### Jaime Tigner, RDMS

*Ultrasound Imaging Specialist*

Jaime began her service as an ultrasound imaging specialist at LMH in 2014. She graduated from COTC in 2008 with an associate degree in diagnostic medical sonography technology. She recently received her five-year service award at LMH. In her spare time, Jaime enjoys reading, boating, traveling, and spending time with her husband, Brian, her daughter, Mackenzie, and her son, Wyatt.



### Leslie Milner

*Development Coordinator*

Since 2016, Leslie has assisted with various events and Development Council meetings. A native of Oakland, California, Leslie has lived in Licking County for 28 years. She is a graduate of Stratford High School in Nashville, Tennessee, and COTC. Leslie resides in Granville with her husband of 26 years, Randy. In her free time, she enjoys traveling, reading and knitting.



### Courtney Plummer

*Coding Specialist*

Courtney joined LMHS in 2013 and is responsible for Emergency Department charge entry and coding Cardiology and Laboratory Department results. Born at LMH, she is a graduate of Lakewood High School. Courtney earned her Certified Professional Coder certification online through the American Academy of Professional Coders in 2017. She and her husband, Bobby, live in Heath with their three children – Ellie, 17, Elias, 13, and Abbie, 12. She is a certified acrobatic arts instructor and has been teaching for over 10 years at Patty's Dance Center. Courtney enjoys boating with family and camping with friends.



### William Silone

*Licensed Practical Nurse*

Hired in 2017, William works as a licensed practical nurse (LPN) for Donald J. Lewis, M.D., of Licking Memorial Urology. He graduated from the Apollo School of Nursing in 1992 and currently is enrolled in the computer science program at Capella University. William enjoys spending time with his wife and daughters, family vacations and grilling outdoors.



### Mary Van Almsick, R.N.

*Clinical Applications Analyst, II*

Mary began working at LMHS in 2010 and currently serves as a Clinical Applications Analyst, II in Information Systems. She received an associate degree in computer science technology from Ohio University (OU) in 2003 and later received an associate degree in nursing from OU in 2009. Mary enjoys running, hiking, cooking, reading, and spending time with friends and family.



### Maria Molnar

*Case Manager*

A lifelong resident of Licking County, Maria joined LMH in 2010. She is a graduate of Newark Catholic High School and earned a Bachelor of Science in Nursing from Walsh University, in Canton, Ohio. She and her husband, Andrew, have three children – Elizabeth, 6; Gabriel, 4; and Isabel, 1. She assists with Pre Cana mentorship for engaged couples at her church. Maria also enjoys baking and cooking.



### Lori Romshe, R.N.

*Staff Nurse – Coronary Care*

A lifelong resident of Licking County, Lori graduated from Heath High School and earned an associate degree in nursing from Ohio University (OU). Shortly after receiving her degree, she was initially hired at LMH in 1994 and returned in 2016. She currently is enrolled in the Bachelor of Science in Nursing program at OU. Lori and her family are members of St. Francis de Sales church and assist with Watkins Memorial High School athletics. She enjoys traveling to the beach, watching her children play sports, and spending time with friends and family.



### Josie Skillman, B.S.N., R.N.

*Circulating Nurse – Surgery*

Josie began her career at LMH in 2006 as an Emergency Department nurse and later transferred to the Surgery Department as a circulating nurse. She graduated from Kent State University at Tuscarawas in 2006 with an associate degree in nursing. In 2018, she received a Bachelor of Science in Nursing from Western Governor's University. Josie enjoys watching her son play sports and playing outside with her kids.



### Chanda Ward

*Materials Processor*

Chanda began her career at LMHS in 2005 and serves on the Materials Management team in the Purchasing Department. Her work is critical to maintaining the integrity of incoming materials, equipment, and patient supplies. Chanda's interests include playing in euchre tournaments, motorcycle riding and vacations on the beach.



### Emma Nelson

*Point of Care Technician*

A native of Newark, Emma joined LMHS in 2016 and currently serves as a POCT in the Coronary Care Unit (CCU). She graduated from Utica High School and is pursuing a nursing degree at Fortis College. Emma lives in Newark with her husband, Russell. She enjoys camping, bodybuilding, hiking and snowboarding.



### Michelle Shafer

*Imaging Specialist Team Lead*

Michelle began working at LMH in 2007 and has served as an Imaging Specialist in the Cardiovascular Laboratory and Interventional Radiology and was promoted to Team Leader in 2018. She received an associate degree in radiology from COTC in 2001. Michelle's interests include boating, swimming, helping her daughter with 4-H show cattle, and spending time with friends and family.



### Sandy Stark-Rapp

*Imaging Specialist*

A native of Hammond, Indiana, Sandy joined LMH in 1991. She has resided in Licking County for 40 years and was trained at LMH to be an imaging specialist. Soon after she started working, Sandy enrolled in evening classes at COTC for vascular technology and physics, and later received her registered vascular technician certificate. Sandy also worked as an aerobic instructor at the YMCA for 30 years and continues attending the YMCA to participate in a running club before work. She enjoys running, yard work, gardening and visiting Florida different times throughout the year.



### Harold West

*Environmental Services Assistant*

Harold joined LMHS in 2007 as an Environmental Services Assistant. He was born in Lancaster, attended Fairfield Ohio Technical School and currently resides in Thornville. Harold enjoys being outdoors, especially fishing and hunting, and spending time with his grandchildren.





## Licking Memorial Health Systems

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# Community Events

### Camp Courage

Friday, August 2, 9:00 a.m. to 3:00 p.m.  
Infirmary Mound Park, south of Granville

Please see page 13 for details about this free event.

### Active•Fit Field Day

Thursday, August 8, 3:00 to 5:00 p.m.  
Alford Reese Park (NASA Fields),  
600 Baker Boulevard in Newark

Please see page 15 for details about this free event.

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

Saturday, July 27  
Registration opens at 7:30 a.m.  
The Dawes Arboretum,  
7770 Jacksontown Road, south of Newark

The 5K Run/Walk is scheduled to start at 8:30 a.m., with the 1-mile Fun Walk following shortly thereafter. Registration fee required to participate in the 5K with a timing chip. Please see page 28 for more details.

### Active•Senior Brunch Walk

Tuesday, August 20, 9:00 a.m.  
Rotary Park, Sharon Valley Road in Newark

Participants will enjoy a walk beginning at Rotary Park Pavilion as Nishi Patel, M.D., of Licking Memorial Internal Medicine, discusses Alzheimer’s Disease. A healthy brunch will follow the walk. Please see page 31 for more details.

### First Impressions – Maternal Child Classes

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

For more information or to register, call (220) 564-3388 or visit [www.LMHealth.org](http://www.LMHealth.org).

### Community Blood Pressure Screenings

Second and fourth Thursdays of each month, 1:00 to 3:00 p.m.  
No charge. Open to the public.  
Licking Memorial Wellness Center at C-TEC  
150 Price Road in Newark

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

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

Every Wednesday, 12:00 Noon to 2:00 p.m.  
Licking Memorial Diabetes Learning Center  
1865 Tamarack Road in Newark

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

### Ask the Doc

Second and fourth Saturdays of each month, 9:00 to 10:00 a.m.  
No charge. Open to the public.  
Shepherd Hill, 200 Messimer Drive in Newark

A provider will answer questions about chemical dependency and treatment options. Call (220) 564-4878 for more information.

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

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

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

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