



Licking Memorial Health Systems

# Community Connection

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Spring 2021

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

See pages 18-29 for Quality Report Cards in this issue.



**Please note:** Social distancing guidelines were observed for all photographs featured in this issue of *Community Connection*. Several of the group photos were taken prior to the COVID-19 pandemic, while others – such as the one featured here – were compiled into a single image using Photoshop after the individuals were photographed separately.

# LMHS Announces Award Winners

## Lifetime Achievement Award – Thomas A. Mullady



Licking Memorial Health Systems (LMHS) is pleased to announce that Thomas A. Mullady is the 2020 recipient of the prestigious Lifetime Achievement Award. The annual award recognizes individuals for contributions that

reflect LMHS' mission to improve the health of the community. Nominees must be of good moral character, show that their work has provided a better quality of life for Licking County citizens, and have provided strong leadership in more than one organization or activity. The Lifetime Achievement Award was created in 1989 and is the highest award that LMHS confers each year.

Tom is extremely supportive of the Licking County community and LMHS, generously giving his time and resources in countless ways through a variety of volunteer leadership roles. "Tom's experience and passion for building a strong community have been a valuable resource for us," said LMHS President & CEO Rob Montagnese. "We are grateful for the time he spends working to educate others about the value of having a community hospital." Tom has dedicated himself to making Newark and Licking County a better place to live and work since moving to the area 36 years ago.

Tom was born in Flushing, New York, and earned his Bachelor of Science degree in chemical engineering from Manhattan

College in Bronx, New York. He also served in the United States Marine Corps Reserves. In 1976, he began working with Owens Corning and, after serving in several locations, was transferred to Newark and became the Safety, Medical and Industrial Hygiene Leader. He retired from the company in 2002. Tom and his wife, Ann, remain Newark residents.

Since moving to Newark, Tom has dedicated himself to working for the Licking County community. He has served as the Chairman of the Newark Township Zoning Committee since 1992, and has been a member of a number of volunteer committees for the Newark City School District and the Babe Ruth World Series. In addition, Tom has served on the Boards of the Licking County Board of Health and Licking Memorial Hospital (LMH). Currently, he is an LMH Development Council member serving on the Community Relations and Golf Gala committees.

Tom also is dedicated to raising funds for area nonprofits and not-for-profit organizations including LMH, the United Way of Licking County, the Licking County Salvation Army and the Licking County Aging Program. He was awarded the Ken Johnston Volunteer of the Year award in 2013 and served the United Way as Vice President of Community Impact in addition to various other committee leadership roles. As an active member of the Newark Rotary Club, Tom also has led numerous committees and campaigns, and was recognized twice as the Rotarian of the Year for his efforts. To recognize his volunteer hours throughout the

community, the Heath Sertoma Club twice honored Tom with the Service to Mankind award, and Owens Corning recognized him as the Retiree Volunteer of the Year for 2008.

### Past Recipients of the Lifetime Achievement Award

- 1989 – John W. Alford\*
- 1990 – Howard E. LeFevre\*
- 1991 – Ernestine W. Spencer\*
- 1992 – J. Gilbert Reese\*
- 1993 – John H. Weaver\*
- 1994 – Norman R. Sleight\*
- 1995 – Robert H. Pricer\*
- 1996 – Carl L. Petersilge, M.D.\*
- 1997 – Clarissa Ann Howard, B.S.N.
- 1998 – Rev. Dr. Charles W. Noble, Sr.
- 1999 – Calvin E. Roebuck\*
- 2000 – John J. Kutil\*
- 2001 – Mary Jane McDonald\*
- 2002 – William T. and Jane C.\* McConnell
- 2003 – Raymond Guy Plummer, M.D.\*
- 2004 – Robert N. Kent
- 2005 – Robert A. Barnes, Ph.D.
- 2006 – Stuart N. Parsons
- 2007 – Lewis R. Mollica, Ph.D.
- 2008 – Glenn F. Abel
- 2009 – C. Daniel DeLawder
- 2010 – Robert H. McCaughy
- 2011 – John J. O'Neill\*  
Dell Christine Warner Powell\*  
(posthumously)
- 2012 – Gerald K. McClain
- 2013 – Eschol Curl, Jr.
- 2014 – Patrick M. Jeffries
- 2015 – David Shull  
Judith B. Pierce\* (posthumously)
- 2016 – Sarah Reese Wallace
- 2017 – William N. Mann
- 2018 – Christopher (Chris) Meyer
- 2019 – Michael and Barbara Cantlin

\* Deceased

## A Lifetime of Care

LMHS also recently honored Henry D. Rocco, M.D. (left), and Claude R. Rousseau, M.D. (right), with A Lifetime of Care recognition. The award was created in 2018 to honor physicians for their extended service to the Licking County community. Physicians who have served on the LMH Active Medical Staff for 35 years or more, or have 50 years or more of service combined between the Active Medical Staff and Honorary Medical Staff, are featured on a display near the LMH Main Lobby.

Both Dr. Rocco and Dr. Rousseau were orthopedic surgeons and began serving the Licking County community in January 1970. "LMHS is appreciative of the years of dedicated service offered by both Dr. Rocco and Dr. Rousseau," said Rob. "We are fortunate the two chose to practice in our community and offer in orthopedic care to the community." Dr. Rocco retired in 2000 while Dr. Rousseau retired in 1995. Both physicians remain members of the Honorary Medical Staff.







Pictured left to right: Jennifer White, C.N.P., Emergency Department; Jessica Adamson, Medical Staff Office; Jean Glaser, Pharmacy; Drew Link, Human Resources; Mary Bonham, Environmental Services; Nick Keisel, Safety & Security; Sheryl Hayes, Intensive Care; Jerry Heddleson, Coding; Lorei Kraft, Laboratory; Ken Justice, Respiratory Therapy; and Rob Montagnese, LMHS President & CEO.

## Mary Jane McDonald Building a Healthier Community Award – LMHS Employees

The Mary Jane McDonald Building a Healthier Community Award was presented to LMHS employees in recognition of their selfless devotion to the community during the COVID-19 pandemic. The LMH Development Council created this award in 2005 to honor an individual, group or organization in Licking County with an ongoing work or project that reflects LMHS' mission to improve the health of the community.

The dedicated LMHS employees consistently served above and beyond their regular duties to care for patients and provide a safe environment for visitors. "The pandemic reminded the world and the community how much we depend on healthcare workers," Rob said. "Working on the front lines, their diligent efforts to provide outstanding care to their neighbors, friends and families proved invaluable during this unprecedented time." Within a few days, mostly over the weekend, a team of LMHS employees proactively and tirelessly worked together to establish one of the first drive-through clinics in the Central Ohio region. Effective March 16, 2020, the Clinic, located at 131 McMillen Drive, opened for patients experiencing symptoms of COVID-19. As of February 26, 2021, the LMHS staff provided testing to over 24,000 people.

Employees from a variety of departments assisted with 12-hour shifts to provide needed services, including 24-hour N95 mask distribution, drive-up pharmacy assistance, testing transport and more.

They continually anticipated the needs of the staff and community and implemented procedures to limit the possible spread of COVID-19. A safe environment was created throughout LMHS facilities through visitation policies, screening, frequent sanitization, and additional personal protective equipment utilized by staff in contact with patients and visitors. Staff established isolation areas for COVID-19 patients and provided caring medical support to those individuals, without regard to personal risk.

A COVID-19 Committee, which included physicians, the Director of Safety, the Director of Infection Prevention, and Administration was formed and met routinely to discuss processes and procedures as well as coordinate and implement visitation guidelines. Staff and leadership planned an extensive strategy that adapted a variety of hospital areas and other locations for a potential surge of coronavirus-stricken patients. Employees also provided leadership and insight to other organizations, such as schools and local businesses, regarding best safety practices during the pandemic.

LMHS acted proactively to provide pervasive antibody testing, not only to staff, but also first responders. Employees willingly accepted the high risk associated with facilitating testing. Employees organized and completed an antibody population-based study in Licking County. The study aimed to estimate the proportion of the population exposed. Serological surveys are a valuable tool

to assess the extent of the pandemic in a given area, thus better enabling the community to prepare and respond together.

Mary Jane McDonald was a member of the LMH Board of Directors from 1981 to 1987, and a member of the LMHS Board of Directors from 1988 to 1999. She was elected as the first female chair of the LMHS Board in 1991 and received the Lifetime Achievement Award in 2001. Mary Jane dedicated her time and talents to enriching the lives of countless Licking County residents through her charitable and selfless acts of volunteerism.

### Past Recipients of The Mary Jane McDonald Building a Healthier Community Award

- 2005 – TWIGS of Licking Memorial Hospital
- 2006 – Newark Rotary Club
- 2007 – The Salvation Army of Licking County
- 2008 – Hospice of Central Ohio
- 2009 – Granville High School Key Club
- 2010 – Twentieth Century Club
- 2011 – American Red Cross of Licking County
- 2012 – Licking County Coalition of Care
- 2013 – Look Up Dental Clinic
- 2014 – The Thomas J. Evans Foundation
- 2015 – Big Brothers Big Sisters of Licking and Perry Counties
- 2016 – Food Pantry Network of Licking County
- 2017 – Ben Franklin Walking Club
- 2018 – Fostering Further
- 2019 – West Licking Special Olympics

# Ben Broyles Receives Public Health Guardian Award

The Licking County Health Department recently presented the 2020 Joe Ebel Public Health Guardian Award to Licking Memorial Health Systems (LMHS) Vice President Community Health & Wellness Ben Broyles. The award recognizes an individual, agency or program that has made a significant contribution to the promotion and protection of public health in Licking County.

Ben received the award due to his integral role in the LMHS response to COVID-19. He worked closely with senior leadership to lead a team of LMHS staff who were instrumental in implementing immediate measures to ensure Licking Memorial Hospital (LMH) and all other LMHS facilities remained safe places for patients to receive care. The team expeditiously incorporated new safety guidelines and practices to prepare for the possible threat to the Licking County community.

“Ben and his staff adapted quickly to the situation and accepted new responsibilities within the organization to bolster safety precautions by testing and screening employees, patients and visitors for COVID-19 symptoms,” said LMHS

President & CEO Rob Montagnese. “We had to close our Community Wellness Centers, and the employees who staffed those facilities soon joined our frontline response to prevent the spread of the virus.”

As the pandemic emerged, new safety protocols were established for the protection of the staff and community. LMHS leadership provided the opportunity for LMHS employees to receive fitted N95 masks for personal protection. Special cleaning practices also were established that targeted frequency and detail in the general clinical and reception areas to critically reduce the risk of spreading the virus within LMH and other LMHS facilities. Ben and LMHS leadership also established a Drive-through Clinic to test patients with COVID-19 symptoms and helped LMHS to become one of the first organizations in Central Ohio to begin antibody testing, which identifies potential carriers of COVID-19.

Ben also provided leadership for a COVID-19 Committee, which included physicians, the Director of Safety, the Director of Infection Prevention, and

Administration. The group met routinely to discuss processes and procedures, as well as coordinate and implement visitation guidelines. Staff and leadership planned an extensive strategy that adapted a variety of hospital areas and other locations for a potential surge of coronavirus-stricken patients. Isolation areas for COVID-19 patients were created and caring medical support is provided to those individuals, without regard to personal risk.

Lastly, Ben, along with other leaders and employees, provided direction and insight to other organizations, such as schools and local businesses, regarding best safety practices during the pandemic. He provided regular updates to the Licking County COVID Defense Team and led the formation of the Post-acute Care Coalition. LMH formed the coalition early in the pandemic to support and assist local congregate care facilities and partnered with the Licking County Health Department, Emergency Management Agency and congregate care leadership. The group offered clinical and mitigation guidance, resource support, infection prevention strategies, advice on personal

## Walk with a Doc

Licking Memorial Health Systems continued the virtual Walk with a Doc events in recent months. In February, Kenneth Parker, M.D. (left), of Licking Memorial Otolaryngology, provided information about thyroid nodules. David Subler, M.D. (center), of Licking Memorial Gastroenterology, discussed

colon cancer as part of Colon Cancer awareness month in March. April's featured topic was cancer risk and healthy diet with Audrey Bennett, M.D. (right), of Licking Memorial Pathology. The events were streamed live on Facebook, and participants were encouraged to walk in their

neighborhood, at a park, on a walking path or treadmill as they viewed the presentation. The physicians also answered questions regarding each topic that were submitted through Facebook.

The monthly Walk with a Doc events are an opportunity for community members

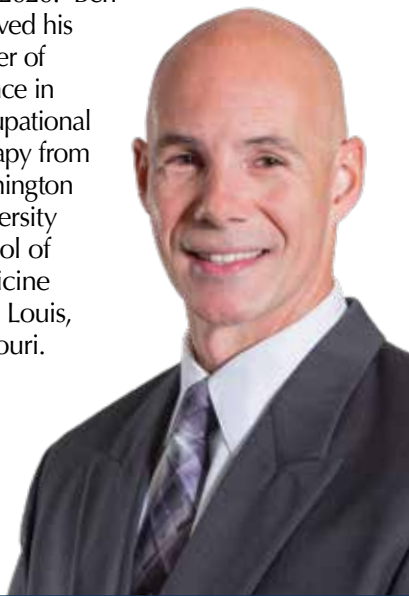




# an Award

protective equipment (PPE) utilization and management, and grief counselor identification.

Ben Broyles, OTR/L, joined LMHS in 2014 as the Director of Rehabilitation Services, Home Care and Community Case Management. He was promoted as Assistant Vice President Community Health & Wellness in August 2019 and Vice President Community Health & Wellness in May 2020. Ben received his Master of Science in Occupational Therapy from Washington University School of Medicine in St. Louis, Missouri.



to learn from a member of the Licking Memorial Hospital Active Medical Staff during a casual walk. Upcoming walks during the summer months will be held at outdoor locations throughout Licking County. For more information, visit [LMHealth.org/Calendar](http://LMHealth.org/Calendar).



# LMH Recognized as Most Breastfeeding-friendly Hospital

Licking Memorial Hospital (LMH) recently was recognized as the most Breastfeeding-friendly Hospital by the Ohio Lactation Consultant Association (OLCA). Additionally, LMH Lactation Consultant Marcia Fisher, B.S.N., RNC-MNN, IBCLC (pictured), was recognized as the OLCA Most Supportive Healthcare Professional. The awards were announced at the OLCA Annual Breastfest Conference, which was held virtually in March.

LMH was the only hospital in Ohio to receive the award and the only community hospital to achieve and sustain the highly esteemed status of Baby-Friendly Designated Birth Facility. Baby-Friendly USA, Inc. is the U.S. authority for the implementation of the Baby-Friendly Hospital Initiative, a global program sponsored by the World Health Organization (WHO) and the United Nations Children's Fund (UNICEF). The initiative encourages and recognizes hospitals and birthing centers that offer an optimal level of care for breastfeeding mothers and their babies. LMH first achieved the Baby-Friendly designation in 2016.

Marcia was recognized as the 2021 OLCA Most Supportive Healthcare Professional for her dedicated service to advance knowledge and support regarding breastfeeding. She facilitates program and staff development at LMH, provides patient education, and offers inpatient and outpatient support to breastfeeding mothers. Marcia was nominated by Kayla Williams for her instrumental guidance to LMH and the community.



LMH stands out among all of the hospitals in Ohio for its commitment and encouragement of families who choose breastfeeding for their infant's nutrition. "The Hospital's dedication and support to breastfeeding families reinforces a community culture that will have a long-term positive effect on the health of Licking County," said Licking Memorial Health Systems President & CEO Rob Montagnese.

The Licking Memorial Outpatient Lactation Clinic provides support, education and assistance to breastfeeding mothers through individualized consultations with an International Board Certified Lactation Consultant. Support services are available to all mothers, including those who delivered at other facilities. Services include assistance with latch difficulty, low milk production, insufficient weight gain, issues related to breastfeeding an older infant, and more. To speak with the lactation consultant or to schedule an appointment in the Clinic, please call (220) 564-4334.



# LMH Café Renovations to Enhance Customer Experience

Extensive remodeling to the Licking Memorial Hospital (LMH) Café, which serves guests with delicious, healthy and comforting meals, began in May. The project includes upgrades to the serving and dining areas and will provide an enhanced experience for all visitors. Renovations will address the ever-growing needs of the Hospital and community and are focused on creating a more accommodating space for a growing customer base, improved work flow and functionality for the staff, and providing a comforting atmosphere for employees, families and visitors who need relieve during stressful times.

When considering what updates to pursue, the benefits to customer experience were top-priority. “It is exciting to brainstorm new ideas. It is exceedingly rewarding to then have those ideas come to fruition in a way that brings joy and provides improved service to our guests,” said Licking Memorial Health Systems (LMHS) Vice President Human Resources & Support Services Anne Peterson. In 2021, the Café Renovation Project will be the main construction project at LMHS, and contributions to Licking Memorial Health Foundation will be directed toward the project.

Since the last renovation in 2007, the Café has seen a steady growth in the number of visitors. “Over the past several years, not only has the number of employees and Hospital visitors using the Café increased, but we also have served a significant number of outside guests,” said LMHS Director of Culinary Services Brian Merritt. “Individuals come to LMH specifically to patronize the Café as they would a traditional restaurant.” COVID-19 pandemic restrictions currently limit the number of guests allowed in the facility. However, Brian anticipates an increase in foot traffic once restrictions are lifted, and hopes that many of the planned updates will treat visitors to a more aesthetically pleasing and easier-to-navigate Café.

Updates to the dining area will provide a welcoming environment for guests to relax while enjoying an appetizing meal. The employee entrance will be rerouted and the Ground Floor conference room will be shifted to the south side of the building to allow for an expansion of the area. “The dining area offers a great deal of natural light that creates an inviting atmosphere,” said Brian. The dining area also will receive new furnishings that will resemble a traditional restaurant. Guests visiting the Café will find a variety of seating options, including tables and booths. Two new restrooms and the addition of a vestibule to the patio entrance will complete the dining area remodel.

Renovations to the Café serving area will improve functionality and workflow, including an increase in open space for customers and staff maneuverability, and the existing salad bar will be merged into a sandwich, soup, and salad station with made-to-order meals. A new cashier stand will offer one line for queuing at multiple registers. The additional space also will give staff more room to stock Grab and Go items, which will feature a wide range of convenient, ready-to-eat fresh foods.

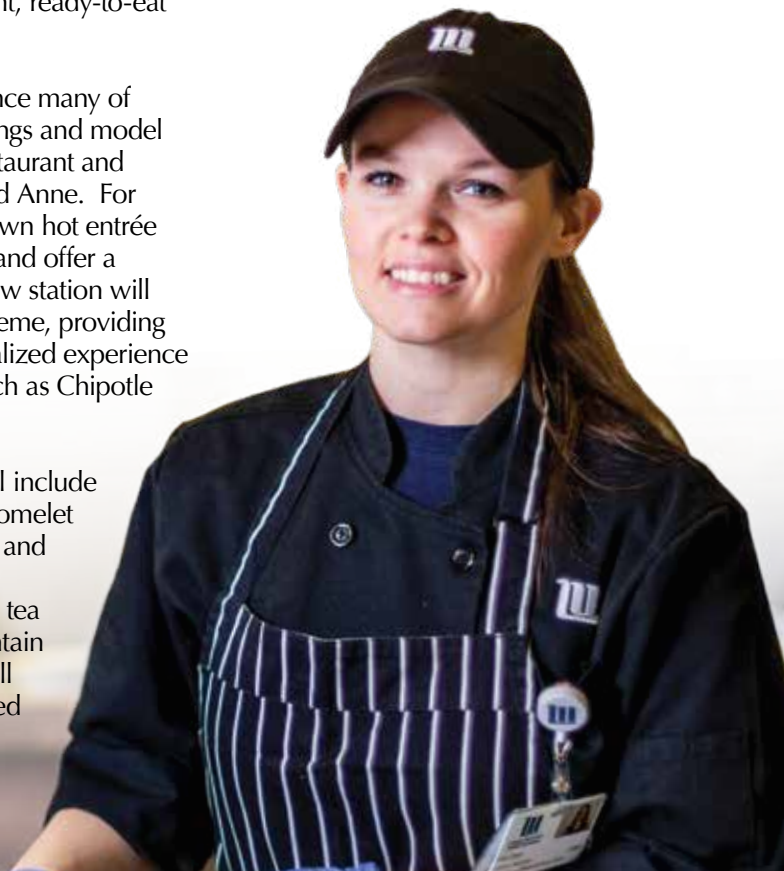
“The updates will enhance many of our familiar menu offerings and model current trends in the restaurant and hospitality industry,” said Anne. For example, a build-your-own hot entrée station will be installed and offer a variety of items. The new station will offer a rotating menu theme, providing guests with an individualized experience similar to restaurants such as Chipotle or Piada.

In addition, the Café will include an upgraded pasta and omelet station as well as a new and improved hot sandwich station. Two coffee and tea bars will be added, fountain drinks and ice cream will be conveniently relocated

to the south wall of the Café, and more visually-appealing electronic menu boards will provide guests with a better understanding of menu items when ordering. “I look forward to seeing the reaction of customers and staff when the project is complete,” said Anne. “It is about making people happy and offering a higher level of hospitality.”

“We continually are looking for ways to better serve our patients and visitors,” said LMHS President & CEO Rob Montagnese. “This project is one more way we effectively tend not only to the needs of our visitors, but also to our employees who spend 36 to 50 hours a week at the Hospital.”

During the construction phase, changes to the Café’s overall hours are not expected, but the availability of certain stations and food options will be impacted due to limited access to equipment and space. However, the Culinary Services staff will strive to maintain a variety of offerings. The anticipated completion date of the project is early December.





# LMHS Off to a Strong Start with Epic

Licking Memorial Health Systems (LMHS) strives to implement new technologies and software that optimize efficiency and offer patients the highest quality of care and the most convenient forms of communication. In February, LMHS transitioned to a new unified electronic health record (EHR) designed by Epic Systems Corporation. The new EHR has been received positively by LMHS employees, and many of the staff have reported on Epic's ease of use and the discovery of features within the system that help facilitate their jobs, enhance patient care and maximize productivity.

"A project of this magnitude takes massive coordination and collaboration across all departments of the Hospital," said LMHS President & CEO Rob Montagnese. "The fact that we were able to implement Epic with no critical issues highlights the dedication and capabilities of our entire staff and specifically our Information Systems Department."

Employees are becoming acclimated with the product and increasing their familiarity with workflows in the post-live phase of implementation. The Anesthesiology Department at Licking Memorial Hospital (LMH) has seen significant progress with the transition from paper to electronic records, and a number of physicians and clinical staff have volunteered their time assisting

peers with the new system. Licking Memorial Heart Center has experienced an increase in patient visits, and the sharing of health information allows for improvement in the accuracy of coding and diagnosis.

Care Everywhere is a tool within the Epic EHR that is used to share patient records with other healthcare providers, giving them secure electronic access to medical information that may have previously been unavailable, and improving patient care and medical outcomes. Within the first week of activating the Epic system, thousands of health records were sent and received between LMHS and other healthcare facilities. In just over a month, patient data sent and received through Care Everywhere has provided complete medical information for nearly 44,000 patients.

LMH soon will enter the Optimization phase, and Epic representatives will return to the Hospital to provide more in-depth training on the software. Principal trainers will provide Thrive training – specialized instruction that focuses on areas tailored to each department to reinforce and expand knowledge on the basic training users initially received.

There also has been great success with individuals signing up for MyChart, LMHS' new patient portal. 1,065 patients registered for MyChart within the first two days of the portal being

active. "MyChart is a fantastic tool that can help people play an active role in managing their health," said Rob. "The application streamlines communication between patient and provider and allows people to view their medical information any time of the day or night, right at their fingertips."

MyChart allows patients to link accounts from various medical organizations, giving them access to their complete health information in one convenient location. Other benefits include secure online bill pay, requesting prescription refills, accessing test results, post-visit summaries, telehealth visits and more.

Individuals may enroll in MyChart by visiting [MyChart.LMHealth.org](http://MyChart.LMHealth.org) or downloading the free MyChart app on their smartphone or tablet from the Apple App Store or Google Play. Click "Sign up Now" and follow the on-screen instructions to create an account.

## Opt Out of Paperless Billing in MyChart

**Please note:** Paperless billing is the default setting for MyChart accounts, but users are able to resume receiving paper statements by following a few simple steps:

- 1) Log in to MyChart via the mobile app or website ([MyChart.LMHealth.org](http://MyChart.LMHealth.org)).
- 2) Select Menu.
- 3) Scroll to the Billing section and select Billing Summary.
- 4) Click the "cancel paperless billing" hyperlink at the bottom of the page.
- 5) Follow the prompts, then click the Cancel Paperless button to confirm the change to paper statements.

For questions about your bill or to receive assistance with making this change, contact Licking Memorial Patient Financial Services at (220) 564-1500 between 7:30 a.m. and 5:00 p.m., Monday through Friday.



# 2021 Board of Directors Announced

Licking Memorial Hospital (LMH) is pleased to announce the recent addition of community leaders C. Daniel Hayes, Esq., André M. Sarap, Jack A. Treinish, Jr., and Philip H. Wagner, Ph.D., to the Board of Directors. In addition, the LMH Board of Directors elected the following officers for 2021-2022: David E. Doney, Chair; Jaqueline H. Parrill, Ed.D., Vice Chair; Sharad Thakkar, Ph.D., Secretary; and Paul M. Thompson, Treasurer.



A lifelong resident of Licking County, Dan practices law at Hayes Law Offices, Inc., in Pataskala. He earned a Bachelor of Science in business administration from Bowling Green State University in Bowling Green, Ohio, and graduated from Capital University Law School in Columbus. Dan and his wife, Suzanne, reside in Pataskala with their three children, Will, James and Claire. He is a member of the Licking County and Ohio Bar Associations, as well as the Christian Legal Society. Dan also attends Tri-Village Christian Church and is a member of the Pataskala Rotary Club.



André, also a lifelong resident of Licking County, owns and operates the Red Oak Pub in Newark with her husband, Michael. In 1998, she received a Bachelor of Science in business

administration from Mount Vernon Nazarene University in Mount Vernon, Ohio. She is a member of the Licking County Chamber of Commerce and a supporter of The Works Ohio Center for History, Art and Technology. She has four children, Justin, Devon, Michael and Amelia.



Jack has lived in Licking County for 21 years. He is the Assistant Chief of Personnel Development and Resource Allocation for the West Licking Joint Fire District and is a member of the Ohio Fire Chiefs Association. In 2001, Jack earned an associate of applied science degree in fire science from Columbia Southern University in Orange Beach, Alabama. He coached football for 30 years and is involved in the community through the Watkins Memorial Athletic Association, the Watkins Memorial Drug Free Club, Tri-Village Christian Church, and the Harrison Township Board of Zoning

Appeals. Jack and his wife, Janie, have three children, Justin, Jack III and Jessica.



Philip has served as superintendent of Licking Heights Local Schools since 2011. Originally from Wilmington, North Carolina, he resides in Lewis Center with his wife, Maureen.

They have three adult children, Margaret, Thomas and Andrew. Philip attended Kent State University in Kent, Ohio, where he earned a Bachelor of Arts in psychology and sociology, a Master of Education and Educational Specialist degrees in school psychology, and a Doctor of Philosophy in educational leadership (minor school psychology and cognate education law). He is a member of the Pataskala Rotary Club, and the Pataskala and New Albany Chambers of Commerce. Also, he serves on numerous subcommittees for the Ohio Department of Education and the Buckeye Association of School Administrators.

The Licking Memorial Health Systems (LMHS) Board of Directors oversees all aspects of three corporations – Licking Memorial Hospital, Licking Memorial Professional Corporation and Licking Memorial Health Foundation. It is comprised of eight community leaders who set policies and guide LMHS through its day-to-day operations. The LMHS Board of Directors elected Patrick Guanciale as Chair and Nancy Neely as Vice Chair following the annual elections. Secretary/Treasurer Michael Massaro will continue his term for 2021-2022. Joyce Malainy, Ed.D., previously a member of the LMH Board of Directors, has joined the LMHS Board of Directors.

Members of both Boards are dedicated individuals who volunteer their time to guarantee the best health care and services are available for the community.





# LMHS Among the Nation's Best Workplaces in Health Care

## 2021 LMH Board of Directors

David E. Doney, Chair  
Jacqueline H. Parrill, Ed.D., Vice Chair  
Paul M. Thompson, Treasurer  
Sharad Thakkar, Ph.D., Secretary  
James R. Cooper, Esq.  
Marcia W. Downes  
C. Daniel Hayes, Esq.  
Scott Hayes  
David L. Hile, Ed.D.  
Alexander R. Miller, Ed.D.  
Mark A. Mitchell, M.D.  
André M. Sarap  
Jack A. Treinish, Jr.  
Philip H. Wagner, Ph.D.  
Robert A. Montagnese, Ex Officio

## 2021 LMHF Board of Directors

Nancy G. Neely, Chair  
Judge Craig R. Baldwin, Vice Chair  
Michael J. Massaro, Secretary/Treasurer  
Eschol Curl, Jr.  
Linda K. Dalgarn  
Patrick D. Guanciale  
Patrick M. Jeffries  
Joyce L. Malainy, Ed.D.  
William N. Mann  
Brian J. Mortellaro  
Gordon Wilken  
Robert A. Montagnese, Ex Officio

## 2021 LMHS Board of Directors

Patrick D. Guanciale, Chair  
Nancy G. Neely, Vice Chair  
Michael J. Massaro, Secretary/Treasurer  
Judge Craig R. Baldwin  
Eschol Curl, Jr.  
Linda K. Dalgarn  
Joyce L. Malainy, Ed.D.  
Brian J. Mortellaro  
David E. Doney, LMH Board Chair  
Robert A. Montagnese, Ex Officio

For the fourth consecutive year, Licking Memorial Health Systems (LMHS) has been recognized as one of the nation's Best Workplaces in Health Care & Biopharma by Fortune and Great Place to Work®. The list honors hospitals, health systems, healthcare companies, and biopharmaceutical companies that foster a people-first environment, promote diversity within the workforce, and encourage employee engagement and professional growth, while also fulfilling their mission statements, creating outstanding cultures and offering competitive benefits to their employees. The 2021 list also celebrated healthcare companies that provided exceptional support to their team during the COVID-19 pandemic.

"We are honored to once again receive recognition of our efforts to provide a supportive and welcoming workplace for all employees." LMHS President & CEO Rob Montagnese said. "Our ability to provide quality medical treatment to our patients and improve the health of the community is attributed to the talent, camaraderie and dedication of our staff."

LMHS was recognized for its commitment to facilitate an atmosphere where employees are proud of the organization's

accomplishments and contributions to the community. LMHS also was acknowledged for ensuring staff have the resources and equipment needed to fulfill their job requirements and offering programs that promote a work/life balance.

Great Place to Work, a consulting and research firm, analyzed team members' responses to over 60 survey questions about their experience on the job, including satisfaction in the organization's community impact, confidence in management, and a sense of fellowship among colleagues. The top companies get the highest marks for developing values, leadership, and a foundation of trust that provides a consistently positive experience for employees. Great Place to Work based its ranking on a data-driven methodology applied to anonymous Trust Index™ survey responses representing over 825,000 employees working in the Health Care & Biopharma industries.

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2021





# Hematology/Oncology Bell Celebrates Patient Milestones

Licking Memorial Hematology/Oncology patients now have the opportunity to mark the completion of chemotherapy and commemorate a cancer-free diagnosis with the ringing of a bell. The worldwide tradition of ringing a bell to mark the end of cancer treatment has a positive impact on patients and caregivers as they transition to life after treatment. Peggy Fogt, who recently completed chemotherapy at Licking Memorial Hematology/Oncology, and her husband, James, recommended the purchase and installation of the bell.

"It really was my husband's idea," said Peggy. "He wanted a way for me and other patients at Licking Memorial Hospital (LMH) to celebrate the completion of our treatment, as they do at many other cancer facilities." Cancer treatment varies depending on the type and stage of the cancer and can involve time in the hospital, multiple trips to the clinic for radiation and debilitating side effects that disrupt the lives of the patient and caregivers. Peggy, who recently underwent approximately three months of chemotherapy, described the feeling of reaching the end of such strenuous treatment as pure joy. "I could not stop smiling," she said.

Ring a bell allows patients to memorialize such a monumental milestone while providing hope and determination as they finish treatment. Since its arrival, several Licking Memorial Hematology/Oncology patients have had the opportunity to ring the bell. Many times, friends, family and caregivers have participated in the occasion.

Peggy expressed that small gestures such as the "Tin of Happiness," – a small container filled with candy that a Licking Memorial Hematology/Oncology staff member made available to patients at her recent appointment – are important in encouraging patients and providing a sense of community throughout treatment. The bell is another way in which LMH can provide inspiration and support to patients.

Located in the Oncology Clinic, patients can chime the bell after completing their final infusion treatment. Licking Memorial Hematology/Oncology is in the process of purchasing smaller bells for patients to take home from their Oncology Office appointment on the same day as their last treatment.



James Holtz (middle) – surrounded by (left to right) his wife; D'Anna Mullins, M.D., Ph.D., of Licking Memorial Hematology/Oncology; and Physician Center Manager Jocelyn Topping, B.S.N., R.N., O.C.N. – became the first patient to ring a new bell in the LMH Oncology Clinic to mark his completion of chemotherapy. Peggy and James Fogt (below) suggested the bell as a way to celebrate and inspire patients after she completed her own cancer treatment at LMH.





# LMHS Resumes Heart to Play Program at Annual Sports Screenings

COVID-19 precautions forced Licking Memorial Health Systems (LMHS) to limit the 2020 Sports Screening Program to free pre-participation physical examinations only. However, the Heart to Play electrocardiograms (EKGs) and echocardiograms and ImPACT (Immediate Post-concussion Assessment and Cognitive Testing) baseline concussion testing are being offered during the 2021 LMHS Sports Screening Program. Now in its 16th year, the program offers comprehensive screenings at no cost to help Licking County youth safely participate in physically-challenging activities. The LMHS Sports Screening Program is open to students entering grades 7 through 12 who are involved in sports, marching band and C-TEC's Criminal Justice, Fire and Physical Therapy programs.

"Unfortunately, it was necessary to scale back the 2020 program due to the pandemic, but we are thrilled to again offer the complete Sports Screening Program to Licking County families this year," said LMHS President & CEO Rob Montagnese. "This annual program is one way that LMHS prioritizes the well-

being of area youth. We are encouraged by the enthusiastic response we have received and that many students are taking advantage of the opportunity to receive heart and baseline concussion screenings, along with state-required physical examinations, at no cost in one convenient appointment."

Because the Heart to Play screenings were not offered last year, all participating students are being offered an EKG and echocardiogram this year. The screenings can identify heart conditions that place an athlete at risk for a sudden cardiac death even when there are no symptoms. The painless EKG displays the heart's electrical impulses, and the echocardiogram screens the functioning of the heart's valves and muscles via ultrasound. Since the Heart to Play screenings began in 2008, serious cardiac abnormalities have been detected and treated in 35 students who previously were unaware of their conditions.

ImPACT testing is available to any student who participates in a contact sport and does not have access to testing at their school. The computerized evaluation establishes a baseline of the brain's cognitive functions, such as memory, attention span and reaction time. If a concussion is suspected, the ImPACT test is re-administered within 72 hours of the injury after a primary care or emergency room physician has evaluated the athlete. When compared to the baseline test, the difference in the scores helps physicians determine the amount of rest and frequency of examinations that will be needed before the student is able to return to competition or activity.

LMHS medical personnel also complete pre-participation physical examinations, which the Ohio High School Athletic Association (OHSAA) requires annually. Students who have had a checkup with a primary care physician within the past year may submit the OHSAA form to the primary care physician's office to have it signed.



# LMH Celebrates 46 Years of Continuing Medical Education

After physicians, nurses and healthcare specialists begin practice following licensure and board certification, continuing medical education (CME) is integral to renew and revive learning. In 1975, Licking Memorial Hospital (LMH) Director of Medical Affairs Ralph M. Pickett, M.D., recognized the value of a CME program to a physician's practice. He and his colleagues applied for and received unanimous approval to become an accredited CME facility, making LMH the first medical organization of any kind in the State of Ohio to be accredited by the Ohio State Medical Association (OSMA) as a CME provider.

CME is crucial to the success of healthcare providers by allowing practitioners to learn and discover viable ways to improve on patient care and effectively manage a career in the ever-changing landscape of the medical industry. CME offers providers an opportunity to gain medical knowledge and improve competency, performance and patient care.

The LMH Medical Education Committee, chaired by Vice President Medical Affairs Craig B. Cairns, M.D., M.P.H., is comprised of multidisciplinary physicians, clinical partners and non-clinical health professionals. The Committee's mission is to provide evidence-based, unbiased, medically sound, relevant and meaningful

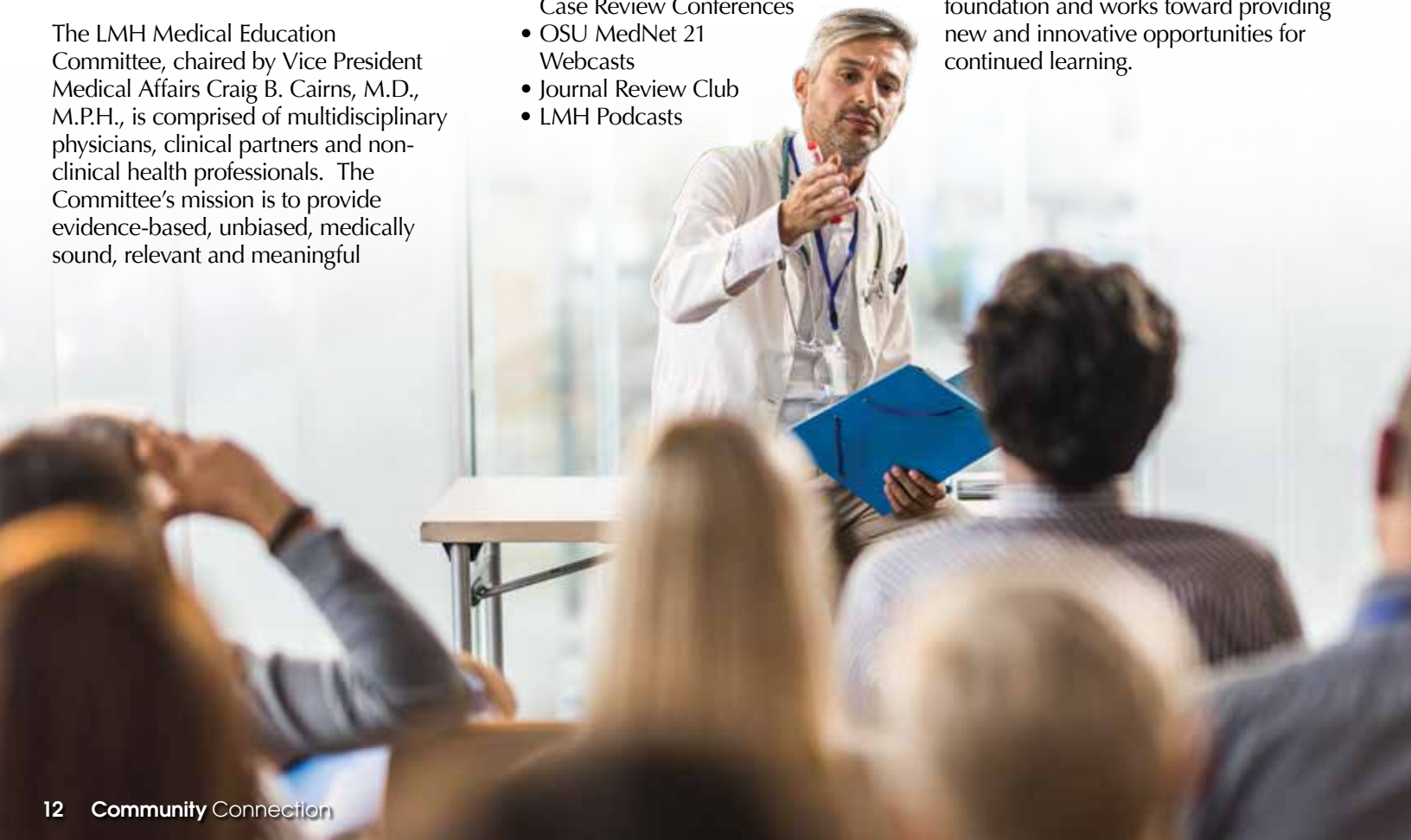
education that addresses gaps in knowledge, provider practice and patient care.

Physicians need a minimum of 50 American Medical Association (AMA) Physician's Recognition Award (PRA) Category 1 CME credits every two years to meet state licensure and board certification requirements. LMH offers more than 90 AMA PRA Category 1 CME credits annually, and providers are awarded credits by participating in the following activities:

- Monday Noon CME Conferences
- Multidisciplinary Cancer Case Conferences
- Anesthesia Mortality and Morbidity Conferences
- ICU Mortality, Morbidity and Improvement Conferences
- Hereditary Genetics Cancer Conferences
- Neonatology Ambassador Conferences
- Cardiology Critical Care Case Review Conferences
- OSU MedNet 21 Webcasts
- Journal Review Club
- LMH Podcasts

Recently, the Committee partnered with the Licking Memorial Information Systems Department to create the LMH CME website, a valuable resource tool for providers. Through the mobile-friendly website, providers have access to the latest information on upcoming educational activities, recordings of past conferences, podcast recordings, resource links referenced in educational activities and more.

In an effort to assist providers in their fight against the COVID-19 pandemic, a portion of the website was dedicated to articles focusing on patient care and treatment of COVID-19, along with resource links to the Center for Disease Control and Prevention (CDC) and Ohio and Licking County Health Departments. Didactic lectures, panel discussions and case reviews were held centering on the diagnosis and treatment of COVID-19. Educational activities were modified so that participants could attend virtually from their home or office. LMH strives to continuously build on our rich CME foundation and works toward providing new and innovative opportunities for continued learning.







# Physician Spotlight

**Mark T. DeFrancisco, D.O.**, joined Licking Memorial Vascular Surgery in February 2020. Dr. DeFrancisco received his Doctor of Osteopathic Medicine degree from Ohio University Heritage College of Osteopathic Medicine in Athens. He completed a general surgery residency and vascular surgery fellowship at Doctors Hospital in Columbus. He is board certified in vascular surgery. He and his wife, Abby, have four children, Luke, Cora, Noel and Jude.

## Ask a Doc – Abdominal Aortic Aneurysm with Mark T. DeFrancisco, D.O.

**Question:** How do you know if you have an aneurysm in the artery near the stomach?

**Answer:** An aneurysm in the artery near the stomach is known as an abdominal aortic aneurysm (AAA), and it occurs when atherosclerosis, or plaque buildup, causes the walls of the abdominal aorta to become weak and bulge outward like a balloon. An AAA develops slowly over time and has few noticeable symptoms. The larger an aneurysm grows, the more likely it will burst or rupture, causing intense abdominal or back pain, dizziness, nausea or shortness of breath. New advances in diagnosis and therapy are dramatically improving the detection and management of the aneurysm.

The aorta is the largest artery in the body and receives all the oxygenated blood pumped out from the left ventricle of the heart. After leaving the heart, the aorta ascends toward the neck, and then descends toward the abdomen. Any part of the aorta can develop an aneurysm; however, most occur in the lower part of the artery as it travels through the abdomen carrying blood to the legs. Over time, as the artery expands and contracts with each heartbeat, the walls may become weak and widen. The pressure of blood pumping through the weakened wall of the aorta may begin to create the balloon-like dilation.

A number of factors play a role in atherosclerosis, the weakening of the wall of the aorta including hardening of the arteries. Atherosclerosis occurs when fat and other substances build up on the lining of the blood vessel. High blood pressure also can damage and weaken the aorta's walls. Blood vessel diseases, infection or trauma also can result in the creation of an AAA. Due to aging, the elastic tissue in the artery walls may wear down and the aorta is unable to replenish or repair this vital material. AAAs are rare before age 55, but become increasingly

common after age 65. Gender is another important risk factor, as AAAs are much more common in men than in women and tend to occur 10 years earlier in males than females. However, women face a higher risk of rupture and death than men with aneurysms of comparable size. Family history may also be a contributing factor in some cases.

Other risk factors for developing an AAA are reversible, such as smoking, high blood pressure and cholesterol. The nicotine in tobacco products raises blood pressure and heart rate while narrowing and hardening the artery walls. Quitting smoking or chewing tobacco can greatly decrease the risks of aorta damage. It is necessary to maintain blood pressure and cholesterol as well. Consuming a variety of fruits and vegetables, whole grains, poultry, fish, and low-fat dairy products while avoiding saturated and trans fats assists in keeping cholesterol and blood pressure low. Regular exercise – at least 150 minutes a week – also is beneficial.

As the AAA develops slowly over time, there are few noticeable symptoms and detection can be difficult. Often, an AAA is discovered during routine examinations for other medical conditions. As the aneurysm enlarges, some patients may experience a deep, constant pain in the abdomen or back. A pulsating sensation near the navel also may be present. It is vital to detect an AAA early before a tear or rupture occurs. A rupture can cause life-threatening internal bleeding. Signs and symptoms that the AAA has ruptured can include:

- Sudden, intense and persistent abdominal or back pain, which can be described as a tearing sensation
- Low blood pressure
- Fast pulse

Aortic aneurysms also can cause a blood clot to develop in the area. If a blood clot breaks loose from the inside wall of an aneurysm and blocks a blood vessel elsewhere in the body, it can cause pain or block the blood flow to the legs, toes, kidneys or abdominal organs.

To diagnose an AAA, a primary care physician or vascular surgeon reviews a patient's medical and family history and performs a complete physical examination. Specialized tests, such as an abdominal ultrasound or a computerized tomography (CT) scan, can be performed to determine if an AAA has developed and how large it may be. For a smaller aneurysm, the physician or vascular surgeon will monitor the area to determine if it should be considered for repair. A larger aneurysm or rupture may require surgery to repair the damage. A vascular surgeon may prefer to use an endovascular stent. A metal stent covered with a synthetic fabric is placed into the aorta through a thin catheter inserted into the femoral artery in the groin. When the stent is in place, the surgeon expands the material and withdraws the catheter. Over time, the aneurysm shrinks around the stent. Endovascular surgery offers a quicker recovery time for the patient.

Screening recommendations for an AAA vary; however, men ages 65 to 75 who have a history of smoking cigarettes should receive a one-time screening using abdominal ultrasound. Talk to a physician or vascular surgeon to determine if an ultrasound is needed based on other risk factors. For more information on the services provided at Licking Memorial Vascular Surgery, call (220) 564-1965 or visit [LMHealth.org](http://LMHealth.org).

# Behind the Scenes – Maternity Services

Many women each year trust Licking Memorial Hospital (LMH) with the birth of their children. The highly-skilled and talented obstetrical and neonatal professionals of LMH Maternity Services work closely with physicians of expecting mothers to provide the highest level of care and assure a safe birthing experience. Carefully considering the expectations of the mother and her family, the staff of LMH Maternity Services aim to meet their desires and medical needs throughout the pregnancy, during labor and after delivery.

Planning and preparing for the birth of a child, although exciting, can be overwhelming. Prenatal care that tends to the health of the mother and baby and also provides expecting families with a support system and resources that prepare them for the arrival of their new family member can ease anxiety. Designed to help patients and families who may need additional support, the Prenatal Patient Centering program offered through LMH Maternity Services invites expectant mothers with similar due dates into groups for prenatal care, health assessment and education. The groups consist of six to eight women that meet periodically between 14 and 36 weeks of pregnancy. The sessions last for approximately two hours and start with a social time while each woman meets individually with a healthcare provider. The second half of the session consists of an educational component with hands-on learning and group discussion about pregnancy, nutrition, breastfeeding, stress reduction, exercise, birth, newborn care and infant safety. The groups promote healthy birth outcomes by providing a space to share concerns and experiences, offering more healthcare provider contact, promoting self-care and learning, and establishing support and friendship among group members.

In addition to the Prenatal Patient Centering program, pregnant mothers who are at risk of not completing routine prenatal care due to socioeconomic barriers are provided additional support through the Perinatal Nurse Navigator. The Perinatal Nurse Navigator strives

to build a relationship with the patient and family that empowers them to get the necessary resources to achieve healthy outcomes during pregnancy and the baby's first year of life. "In Licking County, we are fortunate to have a plethora of community services available to expecting families," said Lynda Hoffman, Director of Maternity Services "The Perinatal Nurse Navigator can help families determine what services best meet their needs."

The Perinatal Nurse Navigator assists families with procuring services from transportation to nutritional aid, such as the LMH Fruit and Vegetable Prescription Program – a healthy eating initiative that helps patients and families maintain a balanced diet by offering a prescription for free fruits and vegetables. Once a week, participants can pick up a fruit and vegetable basket at the LMH Café. From June through September, families also can receive tokens once per week for the Canal Market District Farmer's Market in Downtown Newark that can be used to purchase fresh fruits and vegetables from vendors.

Through First Impressions educational programming, parents, siblings, grandparents and other caregivers receive information and skills to assist with a smooth transition from delivery to caring for the baby at home. Mother-baby Basics teaches expecting mothers how to care for their newborn through discussions on infant growth and development, stimulation and safety. Led by Master Coaches and veteran dads with babies, Boot Camp for New Dads is designed to build confidence and prepare men for fatherhood. Sibling preparation classes help older siblings understand their place within the family, and grandparenting classes offer expectant grandparents and other caregivers information on the safest practices for caring for newborns. As they prepare for labor and delivery, women and their birthing coaches can learn about relaxation and breathing techniques in the Childbirth Education class.

The Prenatal Breastfeeding Basics Class is part of the LMH Breastfeeding

Promotion and Support program that shares the benefits of breastfeeding for mothers and babies while offering support during pregnancy and after birth. Mothers who participate in the program receive clinical support, encouragement, a personal-use electric breast pump at the time of discharge, and skills training necessary to establish effective breastfeeding while in the Hospital and at home from Certified Lactation Consultants. Recognized as a Baby-Friendly Designated birth facility, LMH offers breastfeeding mothers the information, confidence and skills needed to successfully initiate and continue breastfeeding their babies. Baby-Friendly USA, Inc. is the U.S. authority for the implementation of the Baby-Friendly Hospital Initiative, a global program sponsored by the World Health Organization and the United Nations Children's Fund.

"The patient's needs and desires are at the forefront of any treatment plan that LMH Maternity Services designs," said Heather Burkhart, Vice President Acute Care Services. "Our healthcare providers and Hospital staff assists mothers in creating an individualized birth plan that fits the mother's wishes and medical requirements." Whether an expecting mother requests or requires a low- or high-intervention delivery, LMH Maternity Services can accommodate. To allow mothers to be as comfortable as possible, Maternity Services staff offer a variety of services during labor including hydrotherapy, massage, and multiple positioning devices, such as birthing and peanut balls, labor stool and squatting bar. Doulas – trained professionals who provide continuous physical, emotional and informational support to a mother before, during and shortly after childbirth – also are welcomed and supported at LMH. For mothers who want or need higher intervention care, LMH provides state-of-the art equipment such as centralized maternal/fetal monitoring that allows for continuous assessment of both mother and baby. For additional comfort, mothers and support persons stay in birthing suites designed with the conveniences of home, including a bathroom with shower, a wall-mounted, flat-screen television and DVD players.



While at LMH, the care provided to the mother and baby follows the recommended “Rooming-in” model. The mother, infant and support person stay together throughout labor, delivery and recovery. This approach allows parents to bond with their newborn while the professional nursing staff provides support and one-on-one education necessary for a smooth transition home. Care for the baby, including weighing, bathing and medical checks, are performed in the private room. Parents are afforded the opportunity to care for their baby as much as possible, observe procedures, and ask questions. Newborns who room-in with parents sleep better, cry less often, and experience less stress. New parents also are treated to several unique services at LMH. Services include a chef-prepared gourmet dinner and massage therapy to assist mothers with pain management and comfort.

In the case an infant needs special attention after birth, the LMH Special Care Nursery provides a secure environment for infants born prematurely or who require medical assistance. Specially trained registered nurses and pediatricians are available 24

hours, seven days a week to care for ill newborns. Extremely premature babies and those who require transfer for more intensive care oftentimes can return to LMH through the Reverse-transfer program. The program allows newborns to receive medical treatment closer to family and loved ones, making travel less of a burden to new parents.

Once discharged from the Hospital, LMH Maternity Services staff continue to provide support for the new family. The Perinatal Home Visiting Nurse offers first-time mothers, breastfeeding mothers, and mothers who are referred by a physician or nurse a home visit to provide assistance and reassurance after delivery. The Home Visiting Nurse performs a weight check and head-to-toe physical of the newborn and answers common questions about caring for an infant. In addition, the nurse checks the mother’s blood pressure, performs a depression screening and offers breastfeeding support. Mothers also are welcome to join the Breastfeeding Mothers Support Group and visit the

Outpatient Lactation Clinic to receive assistance with latch difficulty, low milk production, insufficient weight gain and other issues related to breastfeeding.

“As a community hospital, LMH provides all the benefits of a metropolitan hospital while giving new parents the opportunity to remain close to home, friends and family.” said Rob Montagnese, LMHS President & CEO. “Providing the best care to Licking County families to improve their health and help them grow is the common goal of LMH healthcare professionals.” The Maternity Services staff strive daily to ensure all parents increase the opportunity for a healthy family and child in the future through access to the best medical care and essential resources to make informed and careful decisions throughout pregnancy and while caring for their child at home. To learn more about the maternity services available at LMH, visit [LMHealth.org](http://LMHealth.org).





# A Tribute to Mothers



Blakely, who celebrated her first birthday in March, is happy to be with her mom, Sarah Dassylva.



Casey, who was born in April, smiles with his mom, Brooke Gault.



Whitney Wallace has her hands full with her growing son William, who was born on May 30.



Judah, born on September 22, looks cute with his mom, Andrea Fields.



Amy Disbennett is happy with her new son Remy, who was born on October 22.



Lindsey Connell and her daughter Caroline, who was born in November, are pretty in pink.

The mother-and-baby groups above were selected from the list of mothers who consented to release information about the births to the public.



# Mothers

Licking Memorial Health Systems wishes a Happy Mother's Day to all mothers who gave birth at Licking Memorial Hospital this past year.



Erin Costa and her son, McCoy, who was born on June 3, are both all smiles.



Andrea Sims and her son, Rogan, who was born in July, are happy to be together.



Brittany Bindner holds tight to her daughter, Naomi, who was born on August 6.



Katie Adams is happy to be with her son, Travis, who was born on December 29.



Alert and pretty in her bow, Peyton, who was born on January 1, is held by her mom, Madison Snider.



A proud mom of twins, Jalika Bickle holds her son Leo and daughter Leeilah, who were born on February 1.

There were 884 babies born at Licking Memorial Hospital in 2020

# Quality Reporting to the Community

Patient Story and Benchmarks for Maternity Care



## Patient Story – Bethany Kerr

In the final trimester of Bethany Kerr's first pregnancy, she began experiencing a rapid heart rate and palpitations. She was ordered to rest and not overexert herself. The condition had no ill effects on her or her son, Colton, and she quickly recovered after his birth. Nearly halfway through her second pregnancy, Bethany again experienced an elevated heart rate. Her second son, Rowan, was born with no complications, and Bethany's heart showed no signs of damage from the experience. She suspected subsequent pregnancies would result in similar circumstances; however, she was not prepared for the trial she faced with her third child.

Before considering she might be pregnant again, Bethany's heart would race and she would feel lightheaded when she stood up. Unsure of what could be causing the issues, she decided to take a pregnancy test which indicated a positive result. Bethany visited her obstetrician, Melissa A. Lenko, D.O., of Licking Memorial Women's Health – Pataskala, and discussed her concerns about how quickly the elevated heart rate occurred. Dr. Lenko suggested that Bethany visit a cardiologist for a better perspective on possible damage to the heart. "Dr. Lenko was very straight forward with me. Because I am a nurse, she knew it was important for me to understand the science behind what was happening so that I could make informed decisions," Bethany said. "I really appreciated her confidence in me."

Bethany did visit with a cardiologist during her first trimester and was informed that her heart was performing as it should. As the baby grows, the mother's heart rate rises as more blood is pumped to the uterus. The volume of blood increases by almost 50 percent during pregnancy as does the amount of fluid in the blood. The heart must pump harder due to the increased volume, resulting in an elevated

heart rate and changes to blood pressure. Brief heart palpitations are considered common. While the changes in heart rate can signal a heart problem in rare cases, most are harmless. As the pregnancy progressed, however, Bethany's symptoms worsened.

In addition to an elevated heart rate, Bethany's blood pressure skyrocketed in the second trimester causing her to experience bleeding and to feel dizzy when she stood up. Dr. Lenko's nurse, Staci Otten, B.S.N., listened to Bethany's concerns, tracked the blood pressure changes and relayed vital information to Dr. Lenko, who again urged Bethany to visit with a cardiologist. After examining Bethany, Ariane S. Neyou, M.D., of Licking Memorial Cardiology, ordered Bethany to light duty only, suggesting she lift no more than five pounds at a time and limit walking. Dr. Neyou also prescribed a number of medications to lower her blood pressure and heart rate. Bethany was reassigned from her nursing duties to an N95 distribution desk at Licking Memorial Hospital (LMH). "Dr. Neyou and her nurse, Heather Prince, B.S.N., were very attentive and often would come to the desk to check on me and make sure I was staying off my feet," Bethany said. "Their kindness and dedication are shining examples of the excellent care they provide."

Despite the medications and other measures taken to lower her blood pressure, Bethany continued to struggle, often feeling weak and ill. She was referred to the maternal-fetal medicine specialists that collaborate with LMH for complicated or high-risk pregnancies. The specialists believed Bethany's hormonal response to her pregnancy had triggered the heart issues and suggested plenty of rest. At 26 weeks, Bethany was taken to Labor & Delivery because she was experiencing contractions. After monitoring her for a time, Bethany was sent home and told to rest. As the pregnancy progressed, Bethany continued to visit Dr. Lenko who was quite concerned

about Bethany because she was very pale and had no energy. "Dr. Lenko was very honest in telling me she feared my heart was just not strong enough to endure this pregnancy," Bethany said.

Dr. Lenko suggested a number of tests to monitor the baby's health including a non-stress test to check the baby's heart rate and observe how it responds to the baby's movements. The term "non-stress" refers to the fact that nothing is done to place stress on the baby during the test. Bethany also underwent a biophysical profile (BPP) – a prenatal ultrasound evaluation of the baby's heart rate, muscle tone, movement, breathing and amount of amniotic fluid around the baby. The baby failed the nonstress tests multiple times, but passed the BPP testing, so the monitoring continued. Bethany lost weight and continued to feel exhausted.

At 36 weeks, Bethany went to see Dr. Lenko for her checkup. The non-stress test and BPP were performed twice weekly throughout the last trimester due to the high-risk for complications. During the testing, it was discovered the baby was in distress and Bethany was urged to go straight to LMH to induce labor. During the induction, her blood pressure was crashing and the situation became emergent. The Labor & Delivery staff worked quickly to stabilize Bethany. "I was so tired, and I kept saying I just wanted to sleep. My primary nurse, Adrienne Hennerfeind, B.S.N., kept checking on me, flipping me on my side and encouraging me by saying that everything was going to be alright." Bethany gave birth to her third son, Decland. He was lethargic at first due to low blood sugar, but the staff gave him glucose and he recovered quickly. Dr. Lenko explained they found a number of irregularities that contributed to Bethany's heart issues. The placenta was discolored, too small, full of blood clots and there were



# Cue-based Feeding

Licking Memorial Hospital (LMH) offers mothers the information, confidence and skills needed to successfully initiate and continue breastfeeding their babies. Cue-based feeding is a breastfeeding technique that relies on signs from a baby that he or she is hungry rather than using time to dictate feeding. Signals that a baby is showing readiness to eat include:

- Beginning to rouse from sleep
- Licking their lips or opening their mouth
- Sucking on their fingers
- Turning head from side to side and moving limbs around
- Making vocal noises
- Crying, which is considered the late stages of hunger

Flexibility is the key to cue-based feeding success. In the first month after birth, babies need to feed 8 to 12 times per day. Feeding frequency depends on the amount of fat in the mother's breast milk and the amount of milk each breast can hold during a

feeding. The amount of feedings also depends on the baby's temperament. While nutrition may be the main reason for feeding, babies also may feed for comfort, pain relief, thirst and connection. The breastfeeding pattern is different for every baby, and once the mother's milk supply is established, a natural feeding rhythm may begin to develop.

The LMH Outpatient Lactation Clinic provides support, education and assistance to breastfeeding mothers through individualized consultations with an International Board Certified Lactation Consultant. Support services are available to all mothers, including those who delivered at other facilities. Services include assistance with latch difficulty, low milk production, insufficient weight gain, issues related to breastfeeding an older infant, and more. To speak with a lactation consultant or schedule an appointment in the Clinic, please call (220) 564-4334.

tight coils in the umbilical cord causing a lack of blood and oxygen.

With her own blood supply restored, Bethany recovered quickly after the birth. Her blood pressure and heart rate returned to normal, and her energy returned. She was able to participate in kangaroo care, a form of developmental care in which the infant is held skin-to-skin against the mother or father's bare chest. Her husband brought Colton and Rowan to meet their new brother as well. After just 24 hours, Bethany and Decland returned home.

"I am so grateful for such an incredible team of healthcare providers. The teamwork is impressive. From Dr. Lenko to the staff in Labor & Delivery, there was constant communication and collaboration to make sure Decland and I were safe," Bethany said. "I am forever grateful to Dr. Lenko for continuing the testing and trusting her own evaluation of my well-being. She knew there was some sort of issue and did all she could to make certain Decland and I survived the pregnancy."

Bethany grew up and continues to live in Granville. She began working for LMH after earning her Bachelor of Science in Nursing degree from Mount Vernon Nazarene University. She was familiar with the quality of care and team atmosphere because a number of her family members are employed with Licking Memorial Health Systems, including her mother.

Licking Memorial Women's Health offers services designed to meet the unique health needs of women at three locations – Newark, Downtown Newark and Pataskala. The physicians care for pregnant women before, during and after birth, and also specialize in the prevention, diagnosis and treatment of gynecological problems for women of all ages. A wide range of services, including office-based and hospital care are available.



**Pragna B. Patel, M.D.**,  
joined Licking Memorial  
Women's Health.

## New Appointment



# Maternity 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.

- According to the American Academy of Pediatrics, small-for-gestational-age infants are those who are born weighing less than the 10th percentile for their given gestational age. At term, this weight is 2,500 grams (5 pounds, 8 ounces). Many factors contribute to low birth weight, including lack of prenatal care, a mother’s poor nutritional status before and during pregnancy, and drug, tobacco or alcohol use during pregnancy. Low birth-weight infants are at increased risk for health problems. Adequate prenatal care and healthy practices can significantly reduce the incidence of low birth-weight deliveries. **In 2020, there were 884 babies delivered at Licking Memorial Hospital (LMH).**

|                          | LMH 2018 | LMH 2019 | LMH 2020 | National <sup>(1)</sup> |
|--------------------------|----------|----------|----------|-------------------------|
| Low birth-weight infants | 5.3%     | 5.4%     | 4.3%     | <b>8.28%</b>            |

- Smoking during pregnancy is an important modifiable risk factor associated with adverse pregnancy outcomes.<sup>(2)</sup> It is associated with 5 percent of infant deaths, 10 percent of pre-term births, and 30 percent of small-for-gestational-age infants.<sup>(3)</sup> Because pregnancy smoking rates in Licking County are higher than the national rate, Licking Memorial Women’s Health providers have increased their efforts to assess patients’ active smoking during pregnancy at each office visit, counsel patients to quit smoking, and refer each pregnant smoker to LMH’s free “Quit for You, Quit for Your Baby” tobacco cessation program. **During 2020, 25 percent of patients reported smoking at some point during pregnancy and were referred to the program. The below measure reflects the statistical improvement at the time of delivery.**

|   | LMH 2018 | LMH 2019 | LMH 2020 | State Average <sup>(2)</sup> |
|---|----------|----------|----------|------------------------------|
| Patients who reported smoking at any time during pregnancy          | 32%      | 28%      | 25%      | <b>11.9%</b>                 |
| Patients who reported as a current smoker on admission for delivery | 23%      | 19%      | 17%      | <b>14.1%</b>                 |

- Exclusive breastfeeding is recommended as the optimal nutrition for infants for the first six months of life, with continued breastfeeding after the introduction of solid foods for the first year or longer, if desired. The American Academy of Pediatrics (AAP), ACOG, World Health Organization and other healthcare organizations support this recommendation recognizing the significant lifelong health benefits of breastfeeding for both mother and child. The AAP recommends breastfeeding should be initiated within one hour of the infant’s birth and recommends against routine supplementation of newborn infants with formula or glucose water unless medically indicated. LMH provides prenatal education as well as support and assistance during the postpartum period to help mothers achieve their goals for successful breastfeeding.

|  | LMH 2018 | LMH 2019 | LMH 2020 | LMH Goal                          |
|--|----------|----------|----------|-----------------------------------|
| Breastfeeding rate upon discharge                                    | 57.5%    | 59%      | 62.5%    | <b>greater than 55%</b>           |
| Breastfed infants receiving exclusive breast milk prior to discharge | 70%      | 81%      | 77%      | <b>National<sup>(4)</sup> 53%</b> |

- Cesarean section deliveries (C-sections) should be performed only when necessary. Lower percentages are preferable.

|                       | LMH 2018 | LMH 2019 | LMH 2020 | National <sup>(4)</sup> |
|-----------------------|----------|----------|----------|-------------------------|
| First-time C-sections | 15%      | 14%      | 14%      | <b>15%</b>              |

- Elective deliveries are scheduled in advance rather than occurring naturally, either through induction or C-section. Studies have shown that elective inductions performed before 39 weeks’ gestation have higher rates of newborn complications, higher C-section rates, and longer hospitalization for mothers.

|   | LMH 2018 | LMH 2019 | LMH 2020 | National <sup>(5)</sup> |
|---|----------|----------|----------|-------------------------|
| Elective deliveries performed before 39 weeks | 0%       | 0%       | 1.7%*    | <b>2%</b>               |

\*In 2020, one individual out of the 884 births was scheduled for an elective delivery.

- Group B streptococci (GBS), which emerged in the U.S. in the 1970s, is an infection that is associated with illness and death among newborns. Most neonatal GBS infections can be prevented through screenings and, if needed, by giving an antibiotic to the mother before delivery.

|  | LMH 2018 | LMH 2019 | LMH 2020 | LMH Goal    |
|--|----------|----------|----------|-------------|
| Mothers with GBS receiving antibiotic within 4 hours prior to delivery | 100%     | 100%     | 100%     | <b>100%</b> |
| Number of newborns testing positive with GBS                           | 0        | 0        | 0        | <b>0</b>    |



**7.** Gestational diabetes (GDM) is one of the most common clinical issues during pregnancy. The prevalence of GDM ranges from 2 to 5 percent of all pregnancies in the U.S., and all expectant patients should be screened between 24 and 28 weeks' gestation. Licking Memorial Health Professionals (LMHP) obstetricians screen pregnant patients for GDM by 29 weeks.

|   | LMHP 2018 | LMHP 2019 | LMHP 2020 | LMHP Goal        |
|---|-----------|-----------|-----------|------------------|
| LMHP pregnant patients screened for GDM by 29 weeks | 93%       | 93%       | 92%       | greater than 90% |

**Data Footnotes:**

(1) Final data for 2018. National Vital Statistics Reports, 68(13). Hyattsville, MD: National Center for Health Statistics. Available at [https://www.cdc.gov/nchs/data/nvsr/nvsr68/nvsr68\\_13-508.pdf](https://www.cdc.gov/nchs/data/nvsr/nvsr68/nvsr68_13-508.pdf)

(2) Ohio Department of Health: Center for Public Health Statistics and Informatics (2019). Retrieved from <http://publicapps.odh.ohio.gov/EDW/DataBrowser/Browse/OhioLiveBirths>

(3) <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5226303/>

(4) MIDAS+ CPMS Comparative Database

(5) HospitalCompare.hhs.gov Comparative Database.

# Pregnancy-related Hypertension

High blood pressure, also known as hypertension, is a common condition in pregnant women between the ages of 20 and 44 in the United States, affecting approximately 1 in every 15 pregnancies. Women who have high blood pressure during their pregnancy are at risk for complications such as pre-eclampsia, eclampsia, stroke and preterm labor. Hypertension also can prevent the placenta from receiving adequate blood supply, which deprives the baby of oxygen and food and results in a low birth weight. High blood pressure during pregnancy is treatable when detected early. Regular prenatal visits and communication between the mother and her healthcare team are key factors to diagnosing, controlling and treating high blood pressure during pregnancy.

High blood pressure during pregnancy is defined as a reading of 140/90 or higher, even if just one number is elevated. Severe hypertension is 160/110 or higher. Common types of pregnancy-related hypertension include:

- **Chronic hypertension** – high blood pressure in women before they become pregnant
- **Gestational hypertension** – high blood pressure that develops after 20 weeks of pregnancy and typically goes away after delivery
- **Pre-eclampsia** – a serious disorder that can result from severe hypertension and occurs after 20 weeks of pregnancy and even postpartum – up to six weeks after childbirth

- **Eclampsia** – a rare but serious condition where high blood pressure can cause seizures during pregnancy or postpartum

It is important for pregnant women to attend regular prenatal visits to ensure the health and wellness of themselves and their baby. During these visits, blood pressure is monitored and urine is tested to ensure that levels are within a healthy range. Common symptoms of high blood pressure during pregnancy may include persistent headaches, swelling in the hands and face, sudden weight gain, changes in vision, nausea and vomiting. Women who are experiencing any of these symptoms during pregnancy should contact their obstetrician/gynecologist (OB/GYN) immediately or visit the Emergency Department (ED).

Pre-eclampsia and eclampsia are two of the top underlying causes of pregnancy-related deaths in Ohio, accounting for 12 percent of pregnancy-related deaths from 2008 to 2016, the majority of which occurred in postpartum women. Licking Memorial Hospital (LMH) strives to improve these maternal health outcomes by implementing safety protocols for the early recognition, treatment and management of severe hypertension, pre-eclampsia and eclampsia. LMH is a participant of the Alliance for Innovation on Maternal Health, a national data-driven maternal safety and quality improvement initiative that works through state and community-based teams to align national, state and hospital-level quality

improvement efforts to improve overall maternal health outcomes.

Co-led by the Ohio Hospital Association and Ohio Department of Health (ODH), the goal of AIM is to reduce the rate and disparities of hypertension-related maternal morbidity and mortality in Ohio. LMH is improving patient outcomes through a series of evidence-based best practices and by working collaboratively with OB/GYNs, primary care providers, the LMH ED and staff to provide education on pregnancy-related hypertension and tools such as checklists, algorithms, risk assessment tables, and medication dosing tables to aid in the early recognition and timely intervention and treatment of the condition.

In addition, LMH initiated a blood pressure monitoring program for pregnant women, enabled by a grant received from ODH. Patients who are identified to be at risk for hypertension during pregnancy receive a device to measure their blood pressure at home and record their results in a blood pressure log. Enhanced education about pregnancy-related hypertension also is provided to expecting parents. LMH's new unified electronic health record, Epic, allows physicians and staff in both outpatient and inpatient settings, including the ED, to view information regarding a woman's pregnancy and any existing conditions, enabling caregivers to quickly respond to a patient's needs with the appropriate treatment.

# Quality Reporting to the Community

Patient Story and Benchmarks for Respiratory Care

## Patient Story – David Riffle



When David Riffle began feeling tightness in his chest, he thought it was due to his asthma. He had forgotten his inhaler while working and believed the symptoms would pass once he was home. Although he had been experiencing a cough prior to the attack, he never considered the possibility that he had contracted COVID-19. At the time, the disease was just starting to spread in Ohio and Licking County had reported only a few cases. As his symptoms worsened, David began struggling for breath. When his rescue inhaler did nothing to open his airways, he tried a breathing treatment. Finally, his wife, Christy, had to call Emergency Medical Services. David was rushed to Licking Memorial Hospital (LMH) for immediate care. "I remember being taken into a room, closing my eyes and thinking I was dying," said David. "The next thing I remember was waking up many days later with tubes and wires everywhere."

LMH staff members determined he was experiencing acute respiratory distress syndrome (ARDS) due to the coronavirus. He was placed on a ventilator for more than two weeks. The shortness of breath and other symptoms were a result of COVID-19 pneumonia which caused the air sacs in both of his lungs to fill with fluid and limited his ability to take in oxygen. As the COVID-19 pneumonia progressed, more of the air sacs became filled with fluid that leaked from the blood vessels in the lungs and caused ARDS, a form of lung failure. At the time of David's admittance, information on COVID-19 was limited because the disease was caused by a novel coronavirus. Treatment options had not yet been identified and different medications were proposed to try to treat the disease. None of the medications or treatments seemed to make a difference once a patient experienced ARDS. Healthcare professionals were concerned that many patients placed on ventilators quickly

deteriorated and did not survive. The staff at LMH, including Phillip G. Savage, D.O., and Bassam Kret, M.D., continually researched the virus and treatments. They administered steroids and other antibiotics to prompt David's recovery.

Due to safety precautions to limit the transmission of COVID-19, visitation to LMH had been restricted with no visitors allowed in the designated COVID-19 unit. David remained unconscious while on the ventilator for 13 days. The nursing staff, including Brittani Hunt, B.S.N., called and spoke with Christy every day, keeping her informed and comforting her. To create a more personal connection, Brittani began to video call Christy as well. "I get emotional thinking about the time I spent on the COVID ward," David said. "Brittani became a very important part of our family, first connecting with my wife, then caring for and helping me." When David regained consciousness, he was startled and pulled at the tubes. Brittani calmed him down and explained what had happened to him. The entire staff celebrated as the ventilator was removed. The nursing staff continued the daily conferences with Christy for the remainder of David's hospitalization which lasted over 30 days.

As David gained strength, he was concerned about his future. "I asked the pulmonologist, Asegid H. Kebede, M.D., if he thought I would be able to return to work. Based on the images of my lungs, he was not convinced I would be able to work again," David remembered. Computerized tomography (CT) scans revealed fibroid-like features that could indicate potentially permanent damage, such as honeycombing patterns and parenchymal bands – thick, long lines that appear as shadows on X-rays. These features have been common in those who suffered COVID-19 pneumonia. David's lungs also became very stiff, which is another side effect from the disease. When David was strong enough, he was transferred to a rehabilitation facility where he had to

relearn many daily skills, including how to walk. During his rehabilitation, Dr. Kebede informed David his lungs were healing much better than anticipated, and he would be able to return to work after all.

After 10 days of rehabilitation, David returned home to his family. David is a longtime resident of Licking County, having moved to Hanover as a child with his mother and three siblings. He and Christy married in 2000, and have since adopted four children, Ashlee, Lilly, Payton and David, through a foster-to-adopt program. "Having COVID-19 was a life-changing experience. My children were so frightened and upset that they could not visit me while I was ill," David shared. "They were very concerned about me returning to my job at Amazon because they worried I would get sick again." The family has been extremely careful to wear masks, wash their hands and practice social distancing to safeguard everyone's health. David's in-laws assisted the family in finding a new single-story house so that David would not have to struggle to go up and down stairs during his recovery.

LMH staff members continue to check on David and his family. "The entire staff was amazing and so caring. I am blessed to have been cared for by such dedicated professionals." Recently, David's blood was tested to see if he still had the antibodies produced by his immune system to fight the virus. Nearly a year after his ordeal, the antibodies are still present in David's blood; however, his primary care physician and pulmonologist suggested he receive the COVID-19 vaccine, which David has since obtained. Much more is known about the virus, and LMH now has several treatment options for patients with severe symptoms from COVID-19. Several vaccines also have been approved for emergency use to assist in stopping the spread of COVID-19. For more information on the vaccines, COVID-19 and LMH policies, please visit [LMHealth.org](http://LMHealth.org).



# Lung Damage and COVID-19

COVID-19 is a disease caused by the SARS-CoV-2 virus, which most commonly affects the respiratory system. Most people who are infected with COVID-19 will experience mild to moderate respiratory illness and recover without the occurrence of any long-term health issues. Individuals who have underlying medical conditions, including COPD, diabetes, asthma and cardiovascular disease, are at a higher risk of suffering severe complications from COVID-19, such as pneumonia and acute respiratory distress syndrome (ARDS), which could result in further damage to the lungs and other medical complications.

When a person breathes, oxygen fills the lungs and tiny air sacs at the end of the airways called alveoli. Epithelial cells, which line tissues of the airway, create a protective barrier between the air sacs and capillaries. Oxygen passes through this barrier to the red blood cells, which transport oxygen to other organs throughout the body.

As the COVID-19 virus replicates, the body's immune response causes inflammation in the lungs that can damage the lining of the airways and prevent oxygen from reaching the bloodstream when the alveoli fill with fluid and debris. As oxygen levels fall, breathing becomes more difficult. Physicians can see signs of pulmonary inflammation on a chest X-ray or computerized tomography (CT) scan. A CT scan may show grayish hazy areas, also referred to as ground-glass opacity, which indicate increased density in the lungs due to the virus.

The extent of a patient's lung damage depends on the severity of the infection and any existing comorbidities. In severe COVID-19 cases, pneumonia may develop, which makes breathing more difficult due to more inflammation and fluid in both of the lungs. ARDS is another extremely serious complication in which severe inflammation spreads throughout the lungs and further damages the walls and lining of the alveoli. Patients who develop this condition may need the assistance of a ventilator in an intensive care unit. The virus causes lung damage when once healthy cells

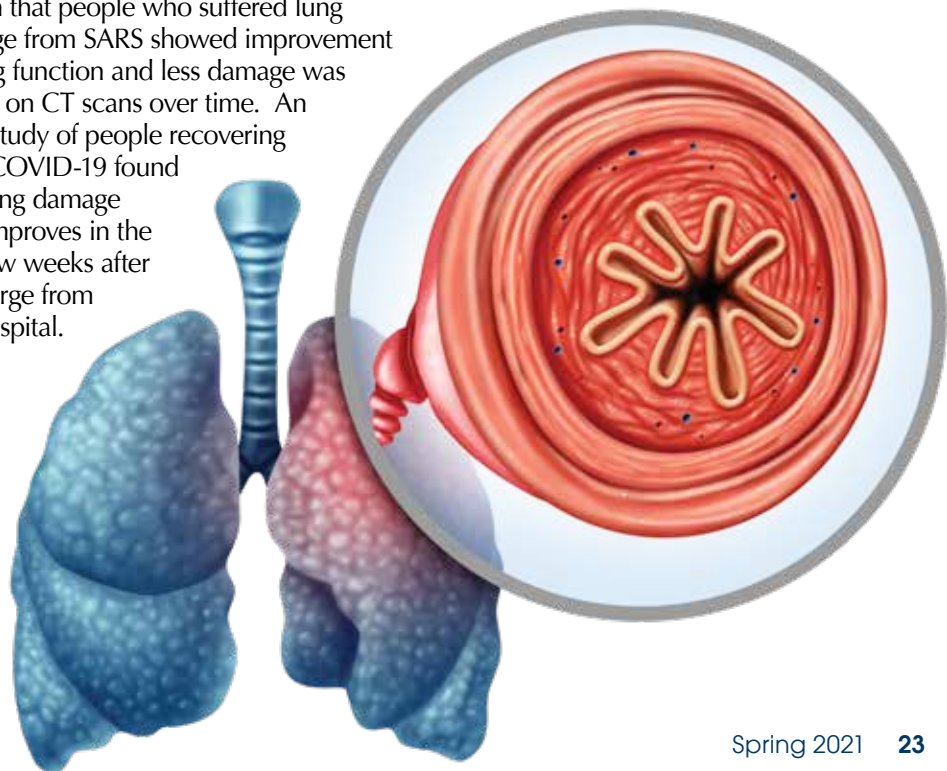
are replaced with scar tissue, which is thick and stiff. This can result in diffuse alveolar damage, a condition that results in shortness of breath due to injury and makes it difficult for the lungs to work properly. Lung damage also can occur from being on a ventilator for a prolonged period, which is called ventilator-induced lung injury (VILI).

Symptoms of COVID-19 can persist for months after the infection is gone, the most common of which include fatigue, shortness of breath, cough, joint pain and chest pain. Older adults and people with underlying medical conditions are more likely to have lingering COVID-19 symptoms, but some people who experienced mild to moderate effects of the illness also reported longer-lasting symptoms.

Because COVID-19 is a new virus, it is difficult to predict how the infection will affect a person's long-term health. Physicians are relying on their experience of treating other long-term respiratory illnesses, such as severe acute respiratory syndrome (SARS) and Middle East respiratory syndrome (MERS), to help those suffering with symptoms after recovering from COVID-19. It is possible for lung damage to lessen, but it can take months to years for a person's lungs to return to the level of function prior to contracting COVID-19. Studies have shown that people who suffered lung damage from SARS showed improvement in lung function and less damage was visible on CT scans over time. An early study of people recovering from COVID-19 found that lung damage also improves in the first few weeks after discharge from the hospital.

There are steps that can be taken to reduce the effects caused by lung damage. Patients who have recovered from COVID-19 can perform breathing exercises, such as diaphragmatic and pursed-lip breathing, to improve lung capacity. Physicians may give patients a spirometer device to use, which measures how deeply an individual can inhale and helps encourage taking slow, deep breaths to increase lung capacity. Light cardiovascular activity, if approved by the patient's physician, also can help to improve lung capacity and increase blood oxygen levels.

Licking Memorial Health Systems (LMHS) offers the most up-to-date technologies and testing to detect and diagnose lung diseases. With the use of minimally invasive methods, such as pulmonary function tests and pulmonary stress tests, the staff at LMHS can develop the best treatment plan for patients diagnosed with a lung ailment. In addition, the Respiratory Therapy Department at Licking Memorial Hospital is staffed with respiratory care professionals licensed by the State of Ohio. Respiratory therapists work under the direction of pulmonary specialists who assist in the diagnosis, treatment and management of patients with pulmonary disorders.



# Respiratory 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. Tobacco use has been linked to many serious and life-threatening conditions, such as cancer, heart disease, cardiopulmonary disease and diabetes. An estimated 24 percent of Licking County adults smoke.<sup>(1)</sup> LMHS offers free Quit For Your Health tobacco cessation education, counseling, and nicotine-replacement products. A similar program, Quit for You, Quit for Your Baby, adds incentives to help pregnant women stop using tobacco products. Over 3,086 visits were made as part of the LMHS tobacco cessation programs in 2019.

|   | LMH 2018 | LMH 2019 | LMH 2020 | LMH Goal <sup>(1)</sup> |
|---|----------|----------|----------|-------------------------|
| Six-month success rate for patients who completed Quit for Your Health <sup>(1)</sup> | 73%      | 68%      | 73%      | 25%                     |

2. Chronic obstructive pulmonary disease (COPD) is a serious lung condition that includes two life-threatening diagnoses – chronic bronchitis and emphysema. According to the American Lung Association, COPD is the third leading cause of death in the U.S. There is no cure for COPD, but with careful management, patients can enjoy longer and healthier lives. To monitor the quality of COPD patients' care, the Centers for Medicare/Medicaid Services tracks the death rate nationally for patients who died (for any reason, including reasons not related to COPD) within 30 days of a hospital admission.

|  | LMH 2018 | LMH 2019 | LMH 2020 | National <sup>(2)</sup> |
|--|----------|----------|----------|-------------------------|
| Mortality rate of COPD patients within 30 days of hospital admission | 10%      | 8.5%     | 9.7%     | 8.4%                    |

3. Protecting patients from hospital-acquired infections is a primary patient safety goal. LMH has many ongoing programs and safety mechanisms in place to help prevent patient infections. In accordance with the Centers for Disease Control and Prevention (CDC) recommendations, LMH monitors patients who are at high risk for infections, including those using invasive devices, such as ventilators (breathing machines). The following data reflect the number of respiratory infections associated with ventilator use, per every 1,000 patient days.

|   | LMH 2018 | LMH 2019 | LMH 2020 | LMH Goal |
|---|----------|----------|----------|----------|
| Pneumonia infection rate of Intensive Care Unit patients on ventilators per 1,000 ventilator days | 0.0      | 0.0      | 0.0      | 0.0      |

4. Some pneumonia patients who are hospitalized require treatment with a ventilator to assist their breathing. Although the ventilator can be life-saving, it carries the risk of serious complications, such as infections, stomach ulcers, blood clots and extended dependency on the ventilator. To help prevent complications, LMH staff members follow a best-practices protocol for patients on ventilators. Known as the “ventilator bundle,” these five steps are carefully documented to ensure each patient receives the best possible care.

|                                    | LMH 2018 | LMH 2019 | LMH 2020 | LMH Goal         |
|------------------------------------|----------|----------|----------|------------------|
| Head of bed elevated to 30 degrees | 100%     | 99.9%    | 100%     | greater than 90% |
| Oral care                          | 99.7%    | 98.6%    | 100%     | greater than 90% |
| Daily test to reduce sedation      | 100%     | 99.6%    | 99.8%    | greater than 90% |
| Stomach ulcer prevention           | 99.5%    | 99.9%    | 100%     | greater than 90% |
| Blood clot prevention              | 99.9%    | 99.6%    | 100%     | greater than 90% |

5. LMHS is committed to providing and encouraging free, easily accessible vaccines to all employees. In order to provide the safest care to our community, LMHS recognizes the importance of keeping the staff healthy.

|  | LMHS 2018 | LMHS 2019 | LMHS 2020 | LMH Goal         | National <sup>(2)</sup> |
|--|-----------|-----------|-----------|------------------|-------------------------|
| LMHS employees receiving the influenza vaccine | 95%       | 95%       | 94%       | greater than 90% | 90%                     |



**6.** Licking Memorial Health Professionals (LMHP) office patients who are at high risk for these illnesses also are screened and vaccinated as appropriate. LMHP physicians strongly encourage patients over the age of 65 years to receive a one-time dose of pneumonia vaccine and an annual influenza vaccine during each “flu season,” which runs from October to March.

|   | LMHP 2018      | LMHP 2019      | LMHP 2020      | National <sup>(3)</sup> |
|---|----------------|----------------|----------------|-------------------------|
| Physician office patients over 65 years receiving the pneumonia vaccine | 78%            | 78%            | 80%            | 73%                     |
|   | LMHP 2017-2018 | LMHP 2018-2019 | LMHP 2019-2020 | National <sup>(3)</sup> |
| Physician office patients over 65 years receiving the influenza vaccine | 76%            | 78%            | 75%            | 64%                     |

**7.** Asthma is a condition in which swelling or inflammation can cause narrowing of the breathing tubes, making it difficult to breathe and sometimes resulting in a medical emergency. By using the correct medications, such as inhaled corticosteroids, asthma can be controlled. Use of these medications can reduce asthma-related emergency room visits, hospital admissions, and missed work/school days. Licking Memorial Pulmonology assesses all asthma patients during their office visits to ensure that they are being treated with the correct long-acting corticosteroid.

|   | LMHP Pulmonology 2018 | LMHP Pulmonology 2019 | LMHP Pulmonology 2020 | National <sup>(4)</sup> |
|---|-----------------------|-----------------------|-----------------------|-------------------------|
| Asthma patients assessed for appropriate inhaled corticosteroid | 95%                   | 94%                   | 85%*                  | 90%                     |

\*In 2020, fewer patients visited LMHP Pulmonology due to COVID-19 restrictions.

**Data Footnotes:**

- (1) Tobacco-free status is self-reported by patients in a six-month follow-up after completing the Quit for Your Health program.
- (2) HospitalCompare.hhs.gov national benchmarks
- (3) Centers for Disease Control and Prevention (CDC). Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia: U.S. Department of Health and Human Services, Centers for Disease Control and Prevention, [2016].
- (4) National Committee for Quality Assurance, “The State of Health Care Quality 2013.”



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

# Reducing the Spread of COVID-19

The COVID-19 vaccine is an important tool in the fight against the novel coronavirus, and studies show that the vaccine is safe and effective in preventing people from contracting the disease. While the COVID-19 vaccine affords protection to those who receive it, the emergence of new variant strains of COVID-19 and the possibility of low-level infection and transmissibility even after vaccination make precautions pivotal in preventing the spread of COVID-19.

Proper mask usage helps protect the person who is wearing the mask as well as those around them. The mask should cover the nose and mouth with a snug fit under the chin and around the face. Using a mask with multiple layers will prevent more respiratory droplets from getting inside or

escaping. Cloth masks can be stored in a dry, breathable bag after each use and should be washed frequently. Disposable masks should be discarded after one use.

Handwashing is one of the best ways to prevent the spread of illness, including COVID-19. Individuals should wash their hands often with soap and water for at least 20 seconds after activities such as handling their mask, being in a public place, blowing their nose, coughing, sneezing and using the restroom. If soap and water are not available, individuals should use a hand sanitizer that contains at least 60 percent alcohol.

Social distancing is essential to prevent the spread of COVID-19. Keeping a physical distance of at least six feet between

individuals helps lower the chances of spreading the virus to others. Social distancing is especially important to protect high-risk individuals, including older adults and people who have serious underlying medical conditions.

Vaccination is a key component to ending the spread of COVID-19, and it will take time for the majority of the population to receive the COVID-19 vaccine. Studies are ongoing to determine whether receiving the COVID-19 vaccine will prevent people from spreading the virus to others. It is important for everyone to continue to adhere to the preventive measures mentioned above to protect themselves and those around them.

# Quality Reporting to the Community

## Patient Story and Benchmarks for Behavioral Health Care

### Patient Story – Melissa\*

For Melissa, the journey to recovery from drug and alcohol addiction has been long and filled with numerous setbacks, but she is celebrating life and a new feeling of hope for her future. After spending nearly two months in a treatment program at Shepherd Hill, Melissa has become a peer support person for others beginning their own journey of recovery. Melissa developed many skills during her time at Shepherd Hill and built a strong support group to assist her when she waivers.

Melissa was born and raised in Newark. At the age of 11, some older cousins she often spent time with offered her alcohol and marijuana, which she tried. By the age of 13, she was addicted to alcohol and began experimenting with other substances. As an adult, Melissa realized her habits were destructive and sought help from several rehabilitation programs. Her life was in turmoil, and she was sent to jail for possession. She had lost custody of her children, had no home and nothing but a backpack filled with some clothing and other small items. When Melissa attempted to stop using drugs, she would feel sick. "I had to have something. I could not function," Melissa said.

Before contacting Shepherd Hill, Melissa had been through a number of other alcohol and drug dependency programs. "I was just so tired of not being able to stay clean. A friend of mine told me about the program at Shepherd Hill. I called and made an appointment, and it changed my life forever," Melissa recalled. At Shepherd Hill, the goal is to match the intensity of treatment with the severity of illness to provide individualized care using the American Society of Addiction Medicine placement criteria. After an evaluation, Melissa was placed in the Intensive Outpatient Program (IOP) for substance-use disorders that is offered during daytime

and evening hours. Patients live at home while attending treatment. "Treatment at Shepherd Hill was different than any other program I had been through. The counselors took time to educate us about addiction. I never realized addiction is a disease, and learning about the science behind my condition made it seem more manageable," Melissa shared.

Due to differences in body chemistry, certain people are unable to successfully metabolize mood-altering substances. Clinically referred to as a substance use disorder, addiction is a complex disease of the brain and body that involves compulsive use of one or more substances despite serious health and social consequences. Addiction disrupts regions of the brain that are responsible for reward, motivation, learning, judgment and memory. Melissa experienced a relapse while in the IOP and was then placed in a higher level of care – partial hospitalization with an overnight component. She also was prescribed medication to decrease cravings. Injected once a month and used with counseling, many people suffering from addiction find the medication valuable to staying in recovery.

Shepherd Hill programs focus on teaching patients how to manage their disease through an abstinence-based lifestyle and involvement in 12-step support groups. The primary treatment goals are education, self-diagnosis, self-responsibility and self-treatment. Melissa attended meetings every night and built a sober network – a group of people she can talk with when struggling with urges to drink or take drugs. "They have become like my family, as have the staff at Shepherd Hill, and I cannot survive without them. They really care about the patients and make you feel at home. They saved my life because I wanted to change for them," Melissa shared.

Melissa is now part of an aftercare program. She still attends meetings, meets with her counselor and receives the monthly medication injection. Melissa also spends time with her two children and two grandchildren and works to support herself financially. With her continued success, Melissa has been active in sharing her experience with others battling addiction. At the meetings held at Shepherd Hill, Melissa often serves as Chair and makes a point to speak with new attendees. "The first time you go to a meeting, it can be uncomfortable. You really do not understand the process and what the 12 steps really entail," Melissa explained. "I like to talk with those attending for the first time and let them know they are in a safe place and sobriety is possible."

Shepherd Hill is a nationally accredited treatment center. Patient care units are designed to accommodate patients in comfortable, private surroundings within a campus setting. Patients partake in individual and group therapy, therapeutic activities, daily lectures and continued care planning. Call (220) 564-4325 (HEAL) or visit [ShepherdHill.net](http://ShepherdHill.net) for immediate assistance.

Shepherd Hill offers the following services:

- Withdrawal management (detoxification)
- Partial hospitalization
- Partial hospitalization with overnight component
- Intensive outpatient treatment
- Aftercare
- Medication-assisted treatment
- Treatment for healthcare professionals
- Psychiatric services
- Educational services and programs

*\*Melissa is not the patient's real name.*



# Increases in Drug Overdose and Suicidal Ideations during Pandemic

The opioid epidemic is an ongoing public health crisis in the United States that has been exacerbated by the COVID-19 pandemic. According to the Centers for Disease Control and Prevention (CDC), over 81,000 drug overdose deaths occurred in the United States in the 12 months ending in May 2020 – the highest number ever recorded in a single year. Many behavioral health and addiction medicine specialists fear that public health actions taken by state and local governments to slow the spread of the virus have had unintended consequences for those suffering from substance use disorder and behavioral health conditions. Stress, social isolation, and economic upheaval are known triggers for addiction and relapse, and the pandemic has been a significant cause of these issues.

Loneliness and isolation often are contributing factors for substance use disorder. At the onset of the pandemic, treatment centers around the country cancelled in-person support groups due to public health concerns, making it difficult for patients in recovery to continue their treatment and causing some patients to relapse. The closure of restaurants, bars and other gathering places further contributed to social isolation. The CDC reported that 13 percent of individuals began or increased their drug use in order to cope with the stress of the pandemic.

The CDC also reported that synthetic opioids containing fentanyl caused the majority of overdose deaths in the 12 months ending in May 2020 – a 38 percent increase from the previous year. One reason for the increase in deaths may be that as the pandemic interrupted drug supply chains, it caused users to turn to unknown suppliers. In doing so, users risked acquiring counterfeit drugs or stimulants laced with fentanyl, which may have increased the risk of overdose

if the substance unknowingly contained the dangerously potent additive.

Help is available to those suffering with substance abuse through Shepherd Hill, the treatment center associated with Licking Memorial Hospital (LMH). In partnership with the Licking County Health Department (LCHD), Shepherd Hill participates in project DAWN (Deaths avoided with Naloxone), Ohio's network of opioid education and naloxone distribution programs. Naloxone, also known as Narcan, is a medication that can reverse an overdose caused by an opioid drug, such as heroin, fentanyl, or prescription pain medications. When administered during an overdose, naloxone blocks the effects of opioids on the brain and quickly restores breathing. Shepherd Hill distributes Narcan kits to their patients and also encourages their family and friends to carry a kit. Individuals may receive free a Narcan kit and information by contacting LCHD at (740) 349-6685.

LMH offers fentanyl testing strips at Licking Memorial Urgent Care locations in Newark, Pataskala and Granville as a harm reduction method and to encourage those who use drugs to be proactive in testing their supply. The testing strips detect the presence of fentanyl in illegal drugs and may help inform users about their risk of fentanyl exposure prior to consumption. Individuals may visit any of the LMH Urgent Care facilities and ask for the strips at the front desk. The test strips are provided with a contact number for Shepherd Hill.

Another concern among behavioral health specialists is the increase of patients suffering from mental health disorders during the pandemic. Mental health is particularly susceptible to traumatic events and the social and economic consequences that result. The pandemic has caused uncertainty, fear,

isolation and social disconnectedness, which may lead to increased feelings of depression, anxiety and hopelessness among individuals. Although reports have not indicated an increase of suicides associated with the pandemic, certain groups, such as the elderly, youth and young adults, unemployed, and those with mental health conditions, may be more vulnerable to the effects of the pandemic and experience increased suicide rates. It is important for people to care for themselves and learn how to cope with their stress in healthy ways.

Licking Memorial Behavioral Health Services offers assistance for those experiencing mental health issues. Physician services in general psychiatry are available and include comprehensive assessments, as well as ongoing treatment and medication management when appropriate. The physicians consult with the primary care providers and specialists.



# Behavioral Health Care – How do we com

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.

- Behavioral health is a broad term that refers to psychiatric illnesses and/or substance use disorders. Inpatient hospitalization for either condition is often necessary for effective intervention. LMH provides a wide range of services for people with behavioral health illnesses at its Shepherd Hill facility. One goal is to transition patients into outpatient settings where they can continue treatment, decreasing the need for readmission.

|   | LMH 2018 | LMH 2019 | LMH 2020 | Goal           |
|---|----------|----------|----------|----------------|
| Psychiatric readmissions within 31 days | 0.0%     | 0.0%     | 0.0%     | less than 5.6% |

- Outcome studies are conducted to monitor and measure the treatment success of addictive disease. Our data show how patients are doing up to two years after completing the program. Information regarding abstinence one year after completing the program is self-reported by patients.

|   | LMH 2018 | LMH 2019 | LMH 2020 | Goal             |
|---|----------|----------|----------|------------------|
| Patients remaining abstinent                      | 97%      | 98%      | 96%      | greater than 85% |
| Improvement in quality of relationships           | 95%      | 94%      | 99%      | greater than 85% |
| Improvement in overall physical and mental health | 95%      | 93%      | 100%     | greater than 85% |
| Improvement in overall quality of life            | 98%      | 85%      | 97%      | greater than 85% |

- Withdrawal management – the safe, medically supervised elimination of addictive substances from the body – is the most intensive care offered for patients with addictive disease. Acute withdrawal symptoms are managed by the appropriate medications for each patient’s situation. The length of stay for detoxification depends upon the drug of choice and the severity of the withdrawal.

|   | LMH 2018 | LMH 2019 | LMH 2020 | Goal             |
|---|----------|----------|----------|------------------|
| Average length of stay – alcohol treatment                        | 2.9 days | 2.9 days | 2.6 days | less than 3 days |
| Average length of stay – opiate treatment                         | 2.5 days | 1.7 days | 1.4 days | less than 4 days |
| Average length of stay – tranquilizer (benzodiazepines) treatment | 2.6 days | 1.0 days | 2.2 days | less than 5 days |

- Education is considered an essential component of providing complete behavioral health care. A thorough understanding of the diagnosis, the purpose of medications, side effects to medications and the expected response to treatment leads to decreased relapse and readmission rates and increased long-term compliance with medication on an outpatient basis.

|   | LMH 2018 | LMH 2019 | LMH 2020 | Goal             |
|---|----------|----------|----------|------------------|
| Diagnosis/disease education provided for patients and/or family | 100%     | 100%     | 100%     | greater than 97% |
| Medication education provided for patients and/or family        | 99.9%    | 99.5%    | 100%     | greater than 97% |

- Family participation is an important component in patients’ recovery. For continuity of care, a licensed professional clinical counselor or social worker will initiate contact with family members of Shepherd Hill psychiatric inpatients and encourage them to participate in a family meeting during the period of inpatient treatment.

|  | LMH 2018 | LMH 2019 | LMH 2020 | Goal             |
|--|----------|----------|----------|------------------|
| Social work/family meeting during patient stay | 98%      | 98%      | 97%      | greater than 95% |

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





**6.** (Due to telehealth visits and concerns about COVID-19, fewer patients visited Licking Memorial Behavioral Health to have blood testing.) Valproic acid and lithium are two common medications used to treat multiple behavioral health diagnoses. These medications can facilitate control of symptoms and assist in recovery, but both have potentially dangerous side effects. Licking Memorial Behavioral Health professionals monitor their patients' blood at specified intervals to ensure therapeutic levels of the medications and to observe for toxicity or other negative effects on vital organs.

|   | LMHP 2018 | LMHP 2019 | LMHP 2020 | Goal                    |
|---|-----------|-----------|-----------|-------------------------|
| Appropriate testing complete for patients taking lithium (such as Lithobid)       | 95%       | 100%      | 75%*      | <b>greater than 90%</b> |
| Appropriate testing complete for patients taking valproic acid (such as Depakote) | 93%       | 100%      | 88%*      | <b>greater than 90%</b> |

*\*Due to telehealth visits and concerns about COVID-19, fewer patients visited Licking Memorial Behavioral Health to have blood testing.*

## Warning Signs of Drug Relapse

Addiction is a chronic disease, and a relapse can happen to a person in recovery at any time, regardless of how long they have abstained from drug use. According to the National Institute on Drug Abuse (NIDA), individuals recovering from addiction often have at least one relapse. They may feel guilt or shame, and continuing on the path of recovery may be difficult. It is important to note that relapse is a part of the recovery process and does not mean that treatment has failed. Returning to treatment as quickly as possible after a relapse happens is crucial to a person's recovery and long-term health.

Common triggers for drug relapse include depression, stress, exhaustion and isolation, and the current pandemic has been a contributing factor for these triggers. Relapses can be dangerous, especially for individuals who have not used drugs in a long time. A person's tolerance for a drug diminishes over time, and if they take the amount that they were accustomed to using during the height of their substance use, it could result in an overdose and even death.

There are three stages of relapse:

- Emotional relapse – this first stage of relapse occurs when a person experiences negative behaviors, such as anger, irritability or anxiousness. Eating and sleeping habits may become erratic, and they may stop

seeking help from their support system.

- Mental relapse – in this stage, an individual begins an internal struggle with themselves. They are committed to recovery, but a part of them also wants to return to using. They may experience feelings of irritability and distraction. Individuals usually have deliberate thoughts about using again in this stage.
- Physical relapse – this final stage occurs when an individual breaks their sobriety and returns to drug use. This stage is most often associated with the term relapse.

Recognizing the warning signs of a relapse may prevent a person from returning to substance abuse. Common signs that a person may relapse include:

- Romanticizing drug use – Individuals may reminisce about the positive experiences they had while using drugs. It is easy for a person with addiction to remember the pleasant times of their abuse and forget the negative feelings.
- Thoughts of using drugs casually – A person may believe that they can use drugs without slipping back into addiction based on what they have learned in their recovery program.
- Engaging in negative environments – Individuals may visit past relationships and surroundings that involve drug use during a time when they are vulnerable to such influences.

- Sudden changes in behavior – A person in recovery may begin to isolate themselves from others and avoid contact with their support system.
- Expressions of doubt – An evident sign of relapse is when a person in recovery begins to doubt the effectiveness of their recovery process or disparage the treatment program.

Individuals in recovery who notice any of the above signs of relapse should notify their therapist or sponsor immediately about their behavior. Trusted friends and family members also can be a helpful support system. People who notice the signs of relapse in a loved one or a friend should encourage them to reach out to their therapist or sponsor for help.

It is important for people who relapse to be kind to themselves and recognize that their relapse is not a failure, but a process in recovery. Feelings of guilt and disgrace can make returning to sobriety more difficult. Keeping in regular contact with a person's therapist, sponsor, family and friends can help reduce the possibility of a relapse.

Licking Memorial Health Systems offers inpatient and outpatient services for addiction and behavioral health through Shepherd Hill, a nationally accredited treatment center located in Newark. To find out more about addiction medicine, call (220) 564-4325 (HEAL).

# Retiree Spotlight – Shelley Nicholson

**Shelley Nicholson** attended Mid-East Career and Technology Center in Zanesville during her junior and senior years of high school and earned her LPN when she graduated. She took her state board exams and began working at Guernsey Memorial Hospital in Cambridge, now known as Southeastern Ohio Regional Medical Center. When Shelley married her husband, Mitchell, she worked at Bethesda Hospital in Zanesville in the Labor & Delivery Department, and he worked in Columbus. They decided to move to Newark to balance the distance between their jobs.

Shelley always knew she wanted a career that involved working with children and did some teaching and also worked various positions within other hospital systems. However, she discovered her passion when she began working as a pediatric nurse at Licking Memorial Pediatrics in 2000. Her duties included providing care for children of all ages, including patient assessment, recording medical history and symptoms, administering immunizations,

medications and treatments, and performing diagnostic tests.

In 2009, Shelley left Licking Memorial Health Systems (LMHS) because Mitchell was relocated to Florida for his job. She worked as a pediatric nurse in Florida until they returned to Licking County in 2015. Shelley then worked as a pediatric nurse at Licking Memorial Pediatrics – Pataskala until her retirement in 2020.

“I loved caring for the children who came into the office every day, and I had an amazing group of coworkers,” Shelley said. She particularly enjoyed working with Brian T. Klima, M.D., of Licking Memorial Pediatrics – Pataskala. “Dr. Klima is such a kind and good-hearted person,” Shelley said. “He is a wonderful physician and gives great care to the children and families.”

Shelley fondly remembers her coworker and friend, Nancy Davis. “Nancy was my walking buddy,” Shelley explained. “We would take breaks during the day and go walk outside together.” Nancy passed away in 2019 after a courageous battle with pancreatic cancer. Shelley

remembers Nancy’s selfless spirit and her willingness to help others before herself. Shelley misses her friend and honors her memory.

During Shelley’s career at LMHS, she witnessed many changes. One of the first major changes was migrating from paper health records to electronic health records (EHR) when LMHS introduced its first EHR system in 1985. The growth and improvement of LMHS facilities in the community was another significant change that Shelley remembers. The Pataskala Health Campus opened in 2004 and became a location for Licking Memorial Pediatrics in 2005 and Licking Memorial Urgent Care in 2009. Shelley also remembers the opening of the John and Mary Alford Pavilion at Licking Memorial Hospital and the construction and expansion of the Licking Memorial Medical Campus, located at 1717 West Main Street.

Shelley and her husband recently moved to Dayton to be closer to Mitchell’s job. She enjoys gardening and flowering and has attempted a few crafting projects. Shelley and Mitchell enjoy travelling

## Commemorate a New Baby with the LMH Cradle Roll Program

You are invited to celebrate and commemorate the arrival of a new baby through a gift to the Cradle Roll Program at Licking Memorial Hospital.

### Three levels of giving are available:

**Cradle Roll Bronze** (\$25 to \$149)

**Cradle Roll Silver** (\$150 to \$249)

Babies honored at the Silver level will receive a beautiful, handcrafted step-up stool (choice of two finishes).

**Cradle Roll Gold** (\$250 or more)

Babies honored at the Gold level will receive a striking, handcrafted child-size rocker (choice of two finishes).

### A gift of any amount will receive:

- A receipt for your contribution
- A letter of acknowledgment to the honoree’s family
- The names of the baby and the donor placed in the Cradle Roll Log in the Main Lobby of the Hospital
- Your gift listed in Licking Memorial Health Systems’ *Community Connection* magazine and *Annual Report*

For more information, or to make a donation, please call (220) 564-4102. To print a donation form, visit [LMHealth.org](http://LMHealth.org). Gifts are tax-deductible to the extent allowed by law.

Handcrafted  
step-up stool  
(Shown with cherry finish)





and would vacation at least once a year prior to the pandemic. Italy, Costa Rica and Peru are among the places they have visited. They also enjoy visiting their four children and seven grandchildren when they are able. Once international travel is permitted again, Shelly and Mitchell hope to reschedule their trip to Ecuador that they planned for their 40th anniversary.



Handcrafted  
child-size rocker  
(Shown with oak finish)

# Donors

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

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Abdul-Karim Elhabyan, M.D.

## Capital Improvement Fund

TWIGS 24

## Community Cornerstone Club

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In honor of Ellie May Craig  
By: Licking Memorial Health Systems  
In honor of Isla Ann Hunt  
By: Licking Memorial Health Systems  
In honor of Andrew Ryan Miller  
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In honor of Ben Broyles  
By: Ischy Technology Solutions, LLC  
In honor of Her children  
By: Marsha Wilson  
In honor of Robert Montagnese  
By: Ischy Technology Solutions, LLC  
In honor of Veronica Patton  
By: Michele Layman

## Memorial

In memory of James Cartner, III  
By: Gary and Diane Ryan  
In memory of Christina Claypool  
By: Lori J. Elwood, M.D.  
In memory of Lois and PJ Connor  
By: Licking Memorial Health Systems  
In memory of Jack Crockford  
By: Robert and Patricia McGaughy  
In memory of Britney Jacobs  
By: Dr. and Mrs. Joseph E. Fondriest  
In memory of Betty Stine  
By: Veronica Patton

## Paving Our Future

In memory of Timothy Hardbarger  
By: Mandy Hardbarger  
In memory of Sharon Hill-Stickle  
By: Kate Maher  
In memory of A. Freda and Britney Jacobs  
By: LMH Surgery Department  
In memory of Fran and Bill Roberts  
By: James Davis  
In memory of Robert "Bobby" L. Vogel  
By: Myra Vogel

## William Schaffner Society

Holly Lantz  
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# National Healthcare Decisions Day Emphasizes Advance Care Planning

On April 16, Licking Memorial Health Systems (LMHS) joined the observance of National Healthcare Decisions Day (NHDD) to inspire, encourage and empower people to discuss advance care planning (ACP). Founded in 2008, NHDD is an annual initiative of The Conversation Project in all 50 states to provide clear, concise and consistent information on healthcare decision-making through the widespread distribution of simple, free and uniform tools (not just forms) to guide the process. Pastoral Care Chaplains Cory Campbell and Cheryl Simpson were available during the day to offer employees education regarding the LMHS Advance Care Planning Program.

A collaborative effort, numerous national, state and community organizations are committed to providing all adults with decision-making capacity in the United States the information and resources to communicate and document their personal wishes about current and future healthcare decisions. To ensure their preferences are followed and respected, individuals are encouraged to reflect on and discuss the type of care they would want if seriously ill, the fears they have about becoming seriously ill, and the beliefs that guide their decisions.

Making future healthcare decisions is one part of the ACP process, but it includes much more than determining options. ACP begins with expressing preferences, clarifying values, and selecting an agent to communicate healthcare decisions if incapacitated. NHDD encourages individuals to express their wishes regarding health care, and for providers and facilities to respect those wishes. Conveying wishes to loved ones, friends and healthcare providers removes uncertainty in the event of a healthcare or medical crisis. Such planning can be

completed at any time or age. The plan can and should be revisited, especially if there is a significant change in medical condition.

ACP involves the use of advance directives – legal documents (living will and healthcare power of attorney) that direct medical care when a patient is unable to communicate his or her own wishes due to a medical condition. State-specific advance directives are available to download. Each state's advance directive is legally reviewed on an annual basis and meets each state's statutory requirements. Completing an advance directive is an important step toward having healthcare preferences honored.

In Ohio, do not resuscitate orders, living wills, organ donation and durable power of attorney are advance directives that are authorized by state law. The elements involved in drafting or determining wishes regarding advance directives are very important. The Ohio Hospital Association (OHA) and Ohio

hospitals are committed to providing the education and resources needed to assist individuals to take control and put these wishes in writing, including the Ohio Advance Directives booklet, *Choices: Living Well at the End of Life*, which includes the most recent advance directives forms.

Joining the efforts to spread the importance of conversations about end-of-life care, LMHS offers a free program to answer questions about advance care planning and explain the documentation needed to ensure an individual's right to accept or refuse medical care if they become mentally or physically unable to communicate those wishes. LMHS employees also are encouraged to urge friends and family members to have similar conversations. To learn more about LMHS' Advance Care Planning program, call (220) 564-4004 to schedule a free consultation.





# Development Council Spotlight – Alex Athan

**Alex Athan** began his service to the Licking Memorial Hospital (LMH) Development Council in 2019 when he and his wife, Stephanie, served as Co-chairs of the Community Cornerstone Committee. He joined the Education & Membership Committee after receiving an invitation from John Gard, the Committee Chair. “Stephanie’s grandparents, John and Mary Alford, were passionate about supporting LMH. They set the example for Stephanie’s parents, Barb and Mike Cantlin, who have continued the legacy of supporting LMH with their time and resources. It is important for Stephanie and I to do the same. We are fortunate to have a great asset such as LMH in Licking County, and I look forward to learning more so that I can share with the community,” Alex said.

Alex was born and raised in Newark. His great-grandfather, George, a Greek immigrant, opened The Natoma on North Park Place in 1922. The successful restaurant remained open for 88 years. “The hospitality business is in my blood,” Alex said. After earning his degree from

Kent State University in Kent, Ohio, Alex lived in Cleveland for a few years, then moved to Columbus where he met his current business partner. The two opened a restaurant of their own, Barrel and Boar, in Gahanna. Six years ago, they expanded the business to Newark, which now has five locations. When the space on North Park Place (where The Natoma had been located) became available, Alex and Stephanie decided to pursue the opportunity to start a new restaurant. They named it 1922 on the Square in honor of the year his great-grandfather had opened his business.

Having moved to Granville with his wife and daughter, Alivia McKenzie, Alex was excited to serve the Licking County Community. He is passionate about giving to organizations such as the Newark Campus Development Fund, United Way, Salvation Army, Michael Dean Gibbs Foundation and Fostering Further, and was excited for the opportunity to join the LMH Development Council. “I want to be an ambassador for LMH and offer answers to community members, or at least point

them in the right direction,” Alex said. “I appreciate that LMH gives back to Licking County in so many ways, and the employees have led the way in the fight to slow the spread of COVID-19.” Since joining the Council, Alex has not been able to meet many of his fellow committee members face-to-face due to the pandemic. “I really look forward to meeting in-person to be able to feel the energy and passion this group has for LMH and our community.”

In his spare time, Alex enjoys spending time with his family and friends, watching sports, and traveling.



# Volunteer Spotlight – Nancy Criswell

**Nancy Criswell** has enjoyed helping others as a Licking Memorial Hospital (LMH) volunteer since 2018. Prior to LMH, Nancy was a volunteer at a hospital emergency department in Florida. “After retirement, I wanted to find a way to stay busy and be helpful at the same time. The hospital near my previous home accepted volunteers, and I decided it would be a great experience that fit what I wanted. After I moved back to Ohio, I wanted to continue what I started by volunteering at LMH.”

Nancy has previously volunteered at the Reception Desk in the LMH Main Lobby, delivering newspapers, and transporting laboratory samples for the Hematology/Oncology Department. In Oncology, she also has the opportunity to interact

with patients. “Like many other volunteers, I try to help patients relax while in Oncology. These patients are in a stressful situation, and as a volunteer, I can help by making them feel at ease. I really enjoy those opportunities and look forward to the next time I can talk to patients again.” Volunteer services had been put on hold for over a year due to the COVID-19 pandemic, and Nancy has missed interacting with her fellow volunteers and Hospital staff.

Nancy attended Newark High School and later received a bachelor’s degree in business administration with a teaching certificate from Drake University in Des Moines, Iowa. She taught business classes at Lakewood High School and Joint Vocational School, now known

as C-TEC. Nancy enjoys knitting, playing the card game Bridge, walking, and biking. She attends Centenary Methodist Church in Granville and is looking forward to seeing her out-of-state family soon.



# Annual Golf Gala to Support Café Renovation

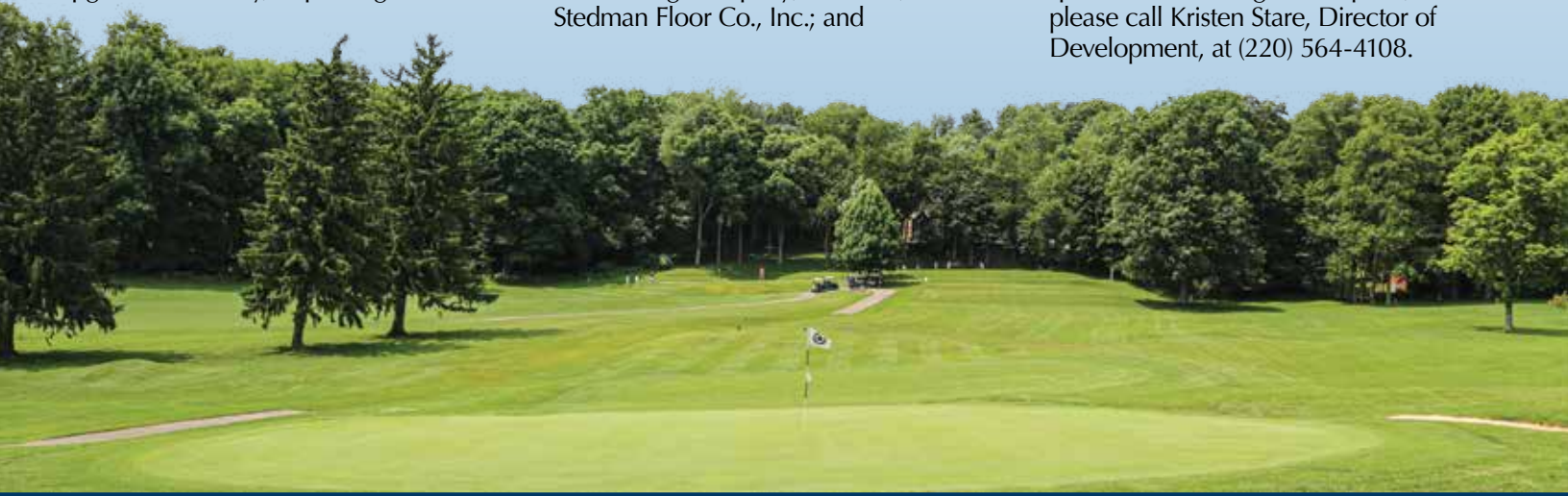
The Licking Memorial Hospital (LMH) Development Council will host the 2021 LMH Golf Gala on Monday, September 20, at the Denison Golf Club. Proceeds from the 2021 Golf Gala will be directed toward the Licking Memorial Hospital Café Renovation Project. The Café serves patients, staff and guests with delicious, healthy, comforting meals, and hosts special events for LMHS employees and local groups. This project will include an expansion of the serving and dining areas to upgrade the facility, improving

traffic flow as well as functionality for staff, while accommodating the ever-growing needs of the Hospital and community.

The LMH Development Council is proud to acknowledge and thank the confirmed sponsors of the 2021 Golf Gala. The Club Sponsor (\$7,500 and above) is Denison University. Park National Bank is the Condor Sponsor (\$7,500 and above). Ace Sponsors (\$5,000) include John Hinderer Honda; Matesich Distributing Company; MedBen; Stedman Floor Co., Inc.; and

Waste Away Systems, LLC. Eagle Sponsors (\$2,500) include Ariel Corporation; AssuredPartners; Courtesy Ambulance, Inc.; Delta Dental; and The Granville Investment Group, LLC. The Pro Sponsor (\$1,500) is Griffin's Floral Design & Wine Shop.

Additional sponsorship levels are available. Minimum donation amounts for sponsors are: Birdie (\$1,000), Hole (\$500), Cart (\$250) and Pathway (\$100). If you are interested in being an event sponsor or donating a door prize, please call Kristen Stare, Director of Development, at (220) 564-4108.



## Honoring Your Parents

Pay special tribute to your parents on Mother's Day and Father's Day through a gift to Licking Memorial Health Foundation. With an Honorary or Memorial Gift of any amount, you will receive:

- A receipt of your contribution
- A letter of acknowledgment to the honoree
- Your gift listed in the Honorary and Memorial Log in the Licking Memorial Hospital (LMH) Main Lobby

The Paving Our Future program offers a unique way to create a lasting recognition of your parents through the purchase of a commemorative brick. The distinctive and elegant beige bricks are located at LMH in the Front Circle, and the John & Mary Alford Pavilion, Cardiac and Employee Entrance walkways.

Your generous gift, which is tax-deductible to the extent allowed by law, will help LMH maintain the high standards of medical treatment and care essential to the well-being of our community. For more information, contact the Development Department at **(220) 564-4102** or view the brochures at [LMHealth.org](http://LMHealth.org).





# The Mary Jane McDonald Building a Healthier Community Award

Sponsored by the LMH Development Council

This award recognizes an individual, group of individuals or an organization in Licking County for ongoing work and/or a specific project that has improved the health of the community. The award will be presented at the 2021 Lifetime Achievement Reception. Please note – multiple winners may be selected for the same year.

For more information, contact Veronica Patton, Vice President Development & Public Relations, at (220) 564-4101.

## Nomination Form

Nominee's name: *(individual or group)* \_\_\_\_\_

Address: \_\_\_\_\_

Present employer or vocational status of individual or description of group/organization: \_\_\_\_\_

Description of project: *(Please feel free to use additional paper and/or attach relevant documents.)*

Explanation of how the project helps improve the health of the community:

Additional comments:

Please provide us with your name, address and telephone number in order for the committee to work with you in developing a more comprehensive list of your nominee's activities, if needed. Thank you.

\_\_\_\_\_  
Your name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone number

All nominations must be received in the Licking Memorial Hospital  
Development Office, 1320 West Main Street, Newark, Ohio 43055  
by June 18, 2021, at 5:00 p.m.



## Licking Memorial Health Systems

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