



Licking Memorial Health Systems

Community Connection

Volume 17, Issue 3

Summer 2020

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LMHS COVID Relief – Restoring Resources ... for Your Health

After stay-at-home orders and restrictions on surgeries were put in place earlier this year, hospitals statewide reported a combined \$3.3 billion reduction in revenue. Additionally, hospitals incurred millions of dollars in expenses in preparation for COVID-19 patients. Locally, Licking Memorial Health Systems (LMHS) experienced a \$52 million decrease in revenue from March through May. Physician practices also have experienced substantial decreases in patient visits, which adds to the financial impact on LMHS. Although financially stable, Licking Memorial Hospital (LMH) spent approximately \$2 million on COVID-19 preparations, including the purchase of more personal protection equipment (PPE) to reinforce the disaster supply stock and additional ventilators for patients who might suffer severe symptoms from the novel coronavirus.

Over the past months, community members, businesses and organizations generously provided support to the Hospital in a variety of ways and regularly inquired how to best provide assistance. In response, LMHS recently initiated an effort to raise funds to restore the resources needed to protect and care for patients, staff and visitors during the pandemic. Financial gifts are welcome through LMHS COVID Relief – Restoring

Resources ... for Your Health. While LMHS has been financially impacted, the organization is dedicated to maintaining the high quality of care that is essential to the well-being of the community. LMHS has proven the importance of a strong community hospital in dealing with a crisis, and that maintaining a disaster supply of PPE is extremely valuable. As directives were issued by the Ohio Department of Health, LMHS implemented numerous safety procedures. Staff members frequently sanitize all surfaces and equipment, and receive daily health screenings, including temperature checks. All visitors also undergo a brief health screening, and entrance to LMH has been restricted to the Main Entrance and Emergency Department (ED). LMH also has increased protection by testing the majority of surgical patients for COVID-19.

To assist in the purchase of more supplies, Licking County residents participated in the Columbus Foundation's 25-hour online giving event – The Big Give. The Columbus Foundation was able to boost the amount of donations offered on a pro rata basis thanks to a bonus pool of more than \$2 million provided by the Foundation and their corporate and community partners. Donors generously gave \$6,995 to LMHS which

will be boosted by 6.59 percent. "As we continue to tirelessly work to protect our community, we are grateful for the individuals and corporations that have expressed a desire to support the frontline workers through the pandemic," said LMHS President & CEO Rob Montagnese.

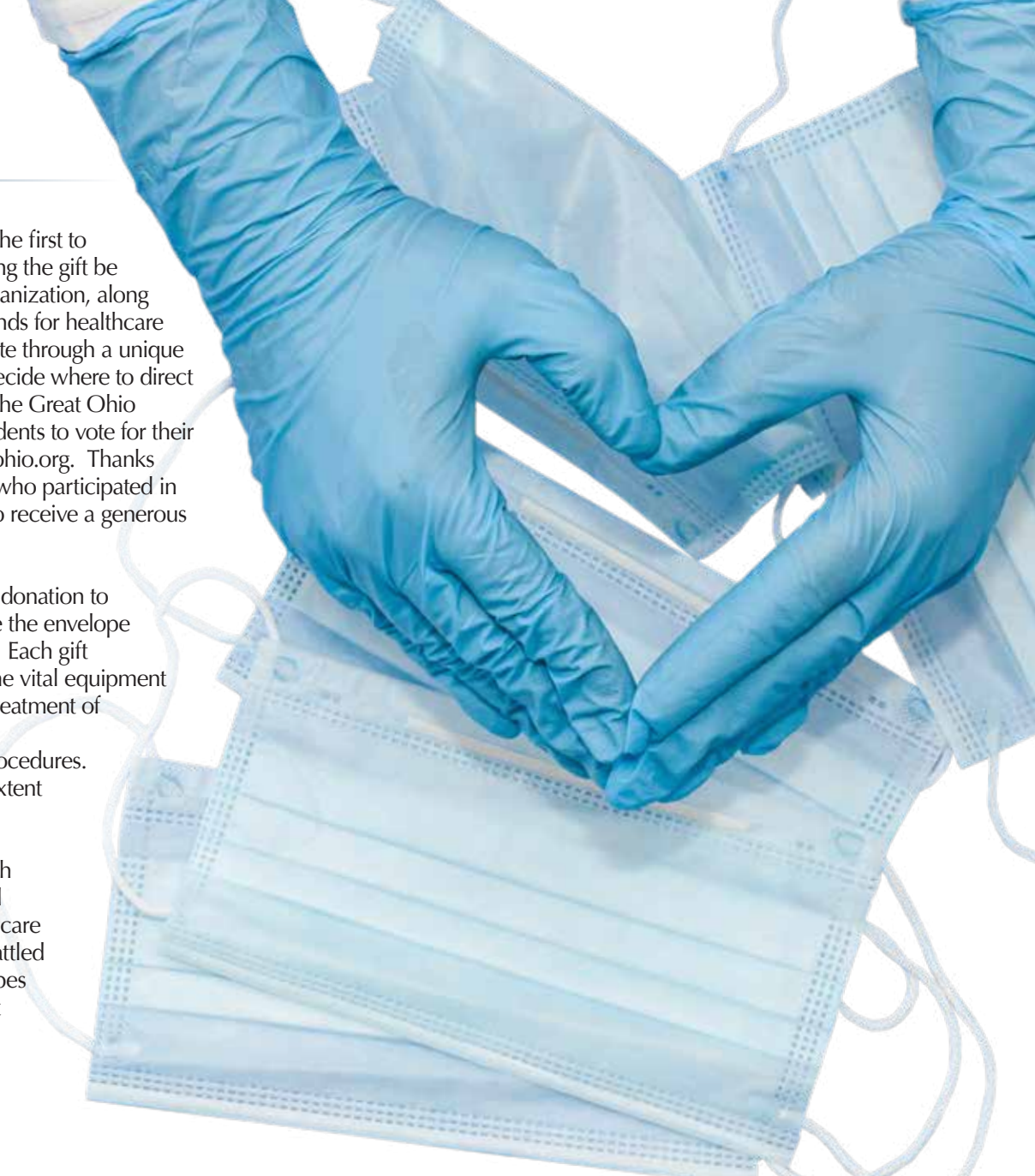
Many community leaders generously participated, including First Federal Savings Board Chair Sarah Wallace and her husband, John. Sarah, a steadfast supporter of LMHS, earned the prestigious LMHS Lifetime Achievement Award in 2016. LMHS employees and their spouses, including LMHS Vice President Physician Practices Greg Wallis and his wife, Carrie, and Orthopedic Surgeon, Kevin M. Ouweleen, M.D., along with his wife, Jennifer Ouweleen, M.D., also made substantial donations through The Big Give.

Joseph Sinsabaugh, a pilot, artist and writer, made a liberal gift from the Joseph Sinsabaugh Charitable Fund to support LMHS COVID Relief. Additionally, former residents have continued their support of Licking County's main healthcare provider. Claudia Finkle Keck and Hal DuBois have moved to other areas, but both have made generous donations to assist LMHS in restoring resources to continue the battle against COVID-19. The DuBois

Family Foundation was among the first to make a donation to LMHS, noting the gift be used in the relief effort. The organization, along with several partners, offered funds for healthcare organizations throughout the state through a unique online competition created to decide where to direct funds. The competition, titled The Great Ohio Health Hunt, allowed Ohio residents to vote for their county by visiting helpsavelivesohio.org. Thanks to the Licking County residents who participated in the voting, LMHS was chosen to receive a generous donation.

To personally make a monetary donation to LMHS COVID Relief, please use the envelope included inside this publication. Each gift helps replenish funds used for the vital equipment and supplies necessary for the treatment of COVID-19 patients at LMH and implement heightened safety procedures. Gifts are tax-deductible to the extent allowed by law.

A gift to Licking Memorial Health Foundation also is a very special way of paying tribute to a healthcare worker or individual who has battled the virus. For additional envelopes or more information, please visit www.LMHealth.org or call the LMH Development Office at (220) 564-4102.

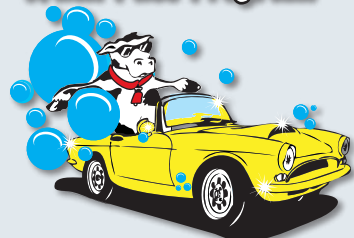


Moo Moo Express Car Wash Event to Benefit LMHS COVID Relief

Moo Moo Express Car Wash is hosting a donation event benefiting LMHS COVID Relief to be held **September 18 through 20**, during regular business hours. Moo Moo Express will donate 100 percent of first-month proceeds from all new Unlimited Wash Club Memberships sold at the Newark and Heath locations. Membership packages range from \$15.99 for the basic wash to \$32.99 for full service, which includes tires and wax. To sign up for a membership, visit the kiosk or wash office at the Newark Moo Moo Express located at 1260 North 21st Street, or the Heath location at 510 Hebron Road. Payments for the monthly program can be deducted automatically from a credit or debit card and can be cancelled online at any time.

Founded in 2008, Moo Moo Express Car Wash is a Central Ohio based high-end, express car wash. The company currently operates in 17 neighborhoods – Bexley, Clintonville, Dublin, Gahanna, Grandview, Grove City, Heath, Hilliard, Lancaster, Marysville, Newark, Northland, Pickerington, Polaris, Reynoldsburg, South High and Upper Arlington. Family-owned and operated, Moo Moo Express is proud to be an avid supporter of the Central Ohio community and healthcare organizations.

Stampede
Wash Pass Program



UNLIMITED

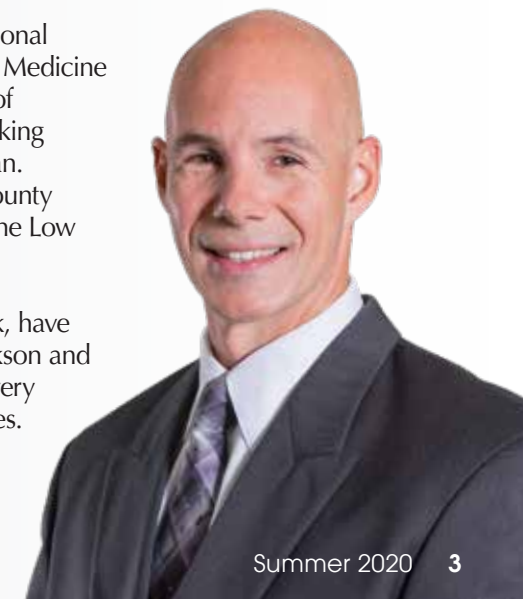
Wash All You Want At Any Moo Location!

LMHS Announces Leadership Promotion

Licking Memorial Health Systems (LMHS) is pleased to announce the promotion of Ben Broyles to the position of Vice President Community Health & Wellness. Ben joined Licking Memorial Health Systems in 2014 and served 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, with continued responsibility for Rehabilitation Services, Home Care and Community Case Management in addition to Community Health & Wellness.

Ben received his Master of Science in Occupational Therapy from Washington University School of Medicine in St. Louis, Missouri. He serves on the Board of Directors for LEADS and the United Way of Licking County, acting as this year's Campaign Chairman. Currently, Ben is participating on the Licking County Transit Development Steering Committee and the Low Barrier Shelter Advisory Team.

Ben and his wife, Anissa, who reside in Newark, have five children – Joshua, Nicholas, McKenna, Jackson and Taylor. The couple are fitness enthusiasts and very active in their children's extra-curricular activities.



Community Supports LMHS During COVID-19 Pandemic

As the novel coronavirus spread through the United States earlier this year, many challenges, including supply shortages, arose in addition to health concerns. Essential workers were asked to continue their regular routine in new ways, such as donning masks and receiving daily health screenings. Healthcare workers became the frontline response to COVID-19, realizing that they could experience frequent contact with those carrying the virus. Licking Memorial Health Systems (LMHS) took swift action to identify probable cases prior to entering an LMHS facility and offer the best quality care while protecting all patients and employees.

The community quickly became aware of hospital supply shortages throughout the United States. Many residents, local businesses, churches and schools contacted LMHS to ask how to assist and support the employees. Before the COVID-19 pandemic, LMHS had not experienced issues obtaining personal protective equipment (PPE) and was proactive in maintaining a reserve stock; however, the need for medical masks and gloves grew with additional essential workers required to use PPE. Many community members and groups realized the need and began working to make or obtain masks for LMHS employees. "The outpouring of support from the community has been greatly appreciated," President & CEO Rob Montagnese said. "We are humbled by the kind acts and proud to serve our community."

Scott Colangelo was concerned about the potential lack of PPE and the protection of LMHS employees, including his wife, Lisa. Scott grew up in Heath and decided to stay in Heath after graduating from The Ohio State University. As the leader of Melting Science and Technology for Owens Corning, Scott began searching for a way that he and his company could assist with the challenges that LMHS was facing. "I felt the need to do something for those who selflessly provide and care for our community," Scott said. "I was concerned about the LMHS employees serving in an environment that put them at risk. These are the people protecting us from COVID-19, yet they were at risk for potentially not having the protection they needed."

Scott contacted a manufacturing company in China about his concerns and LMHS' needs, and the company agreed to help. "The supplier said we could have what was needed from their supply of PPE, and they would cover all costs, including shipping. It was pretty

incredible," he shared. The company in China shipped 11,000 medical masks to LMHS. "We are grateful to Scott and the many others who have shown support for LMHS," said Rob. "The community rallied around us in our time of need and has significantly bolstered our morale. We cannot thank everyone enough for demonstrating compassion for our community's healthcare workers."

In addition to medical masks, LMHS has received numerous donations of gloves and disinfecting supplies from community members, businesses and other organizations. To assist patients and visitors entering LMHS facilities, community members have made and donated numerous cloth face coverings for those who do not have one. Many local businesses also have supplied food and beverages, and employees enjoyed a fly over by the Ohio Air National Guard, as well as visits from therapy dog teams.



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.

Pandemic Raises Concerns About Deaths from Substance Abuse and Suicide

With social isolation and massive unemployment, mental health professionals are concerned that the response to the COVID-19 pandemic may have unintentional repercussions, including an increase in the number of "deaths of despair" due to drug or alcohol misuse and suicide. A new study from the Well Being Trust and the Robert Graham Center for Policy Studies in Family Medicine and Primary Care focuses on concerns that the pandemic may accelerate conditions that lead to such deaths, which were increasing prior to the pandemic.

In 2018, nearly 182,000 Americans died from either addiction or suicide. A number of determinants have been identified as contributing factors, including loneliness, isolation, a lack of belonging, and financial concerns. The response to COVID-19 has increased these factors and added concerns including unprecedented economic failure, massive unemployment, mandated social isolation, and uncertainty caused by the sudden emergence of the novel coronavirus.

The study combined information on the number of deaths attributed to despair from 2018 and projected levels of unemployment from 2020 to 2029, then estimated the additional annual number of deaths based on economic modeling. The study considered nine different recovery scenarios from the pandemic, ranging from a slow recovery with the greatest economic impact to a rapid recovery with minimal economic impact. The researchers believe that potentially 75,000 people will die from drug or alcohol misuse and suicide due to the pandemic.

They also note that when considering the negative impact of isolation and uncertainty, a higher estimated projection may be possible. "While this study is a projection, it brings to light the unintended consequences of the response to the COVID-19 pandemic," said W. Andrew Highberger, M.D.,

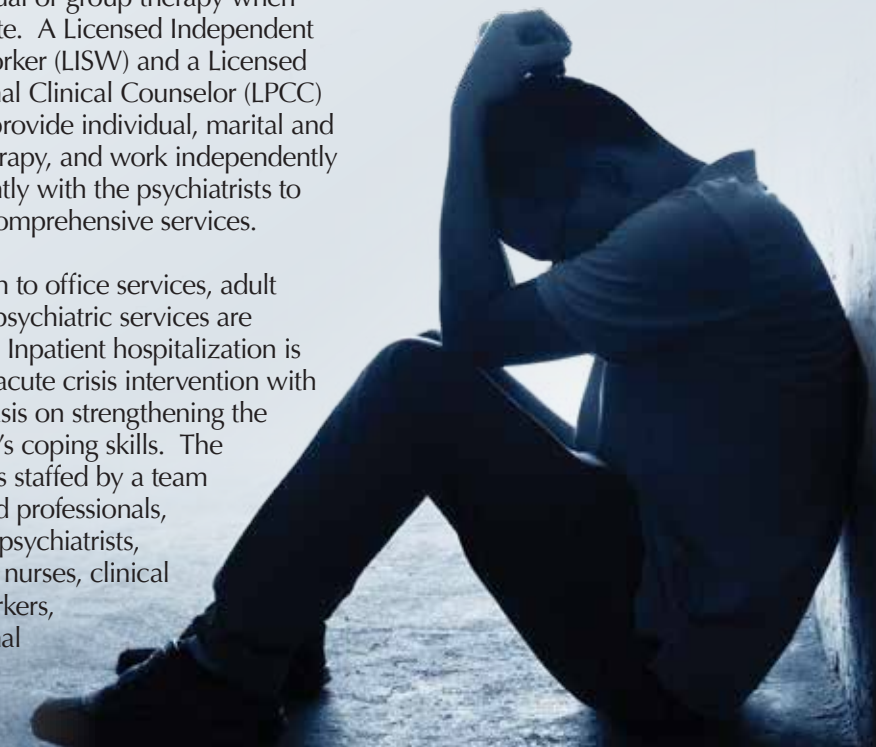
Medical Director of Addiction Services at Shepherd Hill. "For those who were previously treated for addiction, the concern is high for a relapse. We already are seeing a significant increase in relapses and overdoses in our addiction treatment program. This has become a serious problem for the management of these patients. Isolation also may lead those who do not struggle with addiction to overlook normal boundaries and participate in behaviors they would typically find unacceptable, such as drinking in the middle of the day. If such behavior becomes habit during the pandemic, it may be difficult to stop and lead to substance abuse and other health problems."

Licking Memorial Behavioral Health Services and Addiction Medicine offers assistance for those experiencing mental health issues and addiction. 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, and make referrals to individual or group therapy when appropriate. A Licensed Independent Social Worker (LISW) and a Licensed Professional Clinical Counselor (LPCC) also can provide individual, marital and family therapy, and work independently or conjointly with the psychiatrists to provide comprehensive services.

In addition to office services, adult inpatient psychiatric services are available. Inpatient hospitalization is primarily acute crisis intervention with an emphasis on strengthening the individual's coping skills. The program is staffed by a team of licensed professionals, including psychiatrists, registered nurses, clinical social workers, professional

counselors and occupational therapists. Each patient has a complete physical examination at the onset of treatment, and a treatment plan is developed to meet his or her specific needs. Treatment may include individual and group therapies. Education in community resources, communication skills, stress management, coping skills, relaxation techniques, social skills, and medication management are offered.

Addiction Medicine at Shepherd Hill includes inpatient detoxification and outpatient treatment, including residential services, partial hospitalization, intensive outpatient, aftercare, and medication-assisted treatment. Addiction is treated as a chronic, progressive and potentially fatal disease. Differences in body chemistry can cause an inability to successfully metabolize mood-altering substances. Individuals whose body chemistry does not allow them to successfully metabolize substances must learn to live a life of total abstinence from mood-altering chemicals. For Behavioral Health services at Shepherd Hill, call (220) 564-4325 (HEAL).



LMHS Among the Nation's Best Companies to Work for in Health Care

Licking Memorial Health Systems (LMHS) has been acknowledged as one of the best healthcare organizations to work for in the nation. LMHS was recognized by Best Companies to Work for in Health Care by *Fortune* and Great Place to Work® as well as *Modern Healthcare's* Best Places to Work in Healthcare.

"LMHS is honored to once again receive recognition of our efforts to foster a collaborative and welcoming workplace environment," LMHS President & CEO Rob Montagnese said. "Our employees consistently meet and exceed the high expectations set by the organization, and it is reflected in the dedication and care provided to our patients and community." LMHS includes Licking Memorial Hospital, Licking Memorial Health Professionals – an employer-based group of more than 100 providers – and Licking Memorial Health Foundation.

The Best Companies to Work for in Health Care by *Fortune* and Great Place to Work recognizes hospitals, health systems, healthcare companies,

and biopharmaceutical companies that promote diversity within the workforce, employee engagement and professional growth, while also fulfilling their mission statements, creating outstanding cultures, and offering competitive benefits to their employees. LMHS was recognized for its commitment to facilitating an atmosphere of community and for recognizing and celebrating the accomplishments of its employees. The organization also was lauded for offering programs that promote a balanced and healthy lifestyle, such as on-site fitness facilities and classes, dietary services, and tuition assistance. LMHS has been honored by *Fortune* and Great Place to Work for three years in a row and five overall.

Great Place to Work, a consulting and research firm, evaluated more than 50 elements of team members' experience on the job including employee pride in the organization's community impact, belief that their

work makes a difference, and a feeling their work has special meaning. The top companies get the highest marks for work/life balance and employee satisfaction. Great Place to Work based its ranking on a data-driven methodology applied to anonymous Trust Index™ survey responses from more than 95,000 employees at Great Place to Work-certified organizations in Health Care.

The recognition from *Modern Healthcare* honors workplaces throughout the healthcare industry that empower employees to provide patients and customers with the best possible care, products and services. LMHS has been included in the list for the past seven years. The list is compiled based on survey responses from healthcare employers and employees. The survey

covers eight core areas including; leadership and planning, corporate culture and communications, role satisfaction, work environment, relationship with supervisor, training, development and resources, pay and benefits, and overall engagement.



Leapfrog Group Awards "A" grade to LMH

Licking Memorial Hospital (LMH) received an eighth consecutive "A" grade in the Leapfrog Group's 2020 Hospital Safety Grade report. The Leapfrog Group, an independent national nonprofit that compares hospitals' safety performance, assesses more than 2,600 hospitals nationwide on patient safety practices. Earning an "A" grade recognizes LMH as one of the safest hospitals in the United States.

Assigned twice per year, the Leapfrog Hospital Safety Grades provide the

most complete picture of patient safety in the U.S. Up to 28 performance measures that have been developed and calculated by top patient safety experts are used to assign grades to acute-care hospitals. Using publicly available data in areas such as infection prevention activities and serious patient falls, the performance measures produce a single letter grade representing a hospital's overall performance in keeping patients safe. An "A" grade shows LMH exhibits excellence in the national database of patient safety measures and outcomes.

Among other measures, LMH received high ratings in the staff member's ability to work together to prevent errors and respond to patients' needs.

"The Leapfrog Hospital Safety Grade reflects our commitment to providing safe and quality healthcare to the residents of Licking County," Licking Memorial Health Systems President & CEO Rob Montagnese said. "Patient safety is a cooperative effort. Our staff, physicians, management and Board members work together to develop

and implement safety standards and practices that have contributed to our continued success."

LMH is among 867 hospitals nationwide and 43 Ohio hospitals to receive an "A" grade. The Leapfrog Hospital Safety grades are peer reviewed, fully transparent and free to the public.



About The Leapfrog Group

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

Health Department Offers Free Colorectal Cancer Screenings

The Licking County Health Department (LCHD), in partnership with Licking Memorial Health Systems (LMHS), is offering free colorectal cancer screening kits to Licking County men and women who are between the ages of 50 and 75. Colorectal cancer is the third most common cancer diagnosis in both men and women. The Fecal Immunochemical Test (FIT) can help detect cancer at an early stage when treatment is most effective. Residents can contact LCHD at (740) 349-6687 to request a screening kit be mailed directly to their home.

Most colorectal cancer starts as pre-cancerous growths, called polyps, in the inner lining of the colon or rectum. Although the polyps may not cause any visible symptoms or health problems, they can bleed easily and leave small, unnoticeable traces of blood in stool. The FIT can detect the hidden blood, often times discovering polyps that can be removed before becoming cancerous. The test is non-invasive, easy to perform, and can be done in the comfort of the patient's home. No preparation is needed to perform the test, and since medicine and food do not interfere with results, drug and diet restrictions are unnecessary. Using the provided kit and instructions, the patient collects a small stool sample. The sample is then mailed, at no cost, to the Licking Memorial Hospital Laboratory to be analyzed.

After analysis, LCHD will notify the patient of the results. A positive result, meaning blood was found in the stool at the time of testing, may require further evaluation to determine the cause. Although blood in the stool may indicate the presence of polyps or cancer, other conditions, such as irritable bowel syndrome and hemorrhoids, can cause similar symptoms. If further evaluation is needed, LCHD will provide the

patient with a list of LMHS physicians who are accepting new patients.

Often, patients are unaware that they have colorectal cancer as noticeable symptoms, such as diarrhea or constipation that lasts for more than a few days, abdominal pain, fatigue, or unintended weight loss, often do not occur until the later stages of cancer. Regular screening provides the best chance to effectively prevent or treat colorectal cancer. The American Cancer Society estimates 53,000 people will die in 2020 due to colorectal cancer. Colorectal cancer is the second most common cause of cancer-related death for men and women combined. However, the death rate has been dropping for both men and women for decades. Early detection through screening is a contributing factor to this decline. When detected early, the colorectal cancer five-year survival rate is approximately 90 percent.

The American Cancer Society guidelines recommend that men and women in good health receive regular screenings beginning at the age of 50 through the age of 75. Individuals with a family or personal history of colorectal cancer or polyps, a personal history of inflammatory bowel disease such as Crohn's Disease, or a family history of a hereditary colorectal cancer syndrome, such as Lynch Syndrome, are at high risk and may need to begin screening earlier. Other risk factors include being overweight or obese, lack of physical activity, a diet high in red and processed meats, tobacco use, and heavy alcohol consumption. Studies have indicated regular exercise and a healthy diet high in fiber can greatly reduce the risk of colorectal cancer.

To learn more about colorectal cancer screening tests or to request a free kit, call LCHD at (740) 349-6687. To learn more about colorectal cancer, visit www.LMHSColonHealth.org.

Epic Progress Not Hindered by Pandemic

Early in 2020, Licking Memorial Health Systems (LMHS) announced plans to implement a new unified electronic health record (EHR) system that will offer high-quality care and convenient communication to patients and providers. In collaboration with Epic Systems Corporation, members of the LMHS Information Systems (IS) team began the software configuration process. Despite the COVID-19 pandemic, the project has continued to move forward and progress has not slowed.

“We remain on schedule with the implementation of the Epic system,” said Rob Montagnese, President & CEO of LMHS. “Epic Systems’ headquarters are located in Wisconsin, so the use of technology has allowed us to hold meetings remotely via video and web conferencing, which has been instrumental in keeping this project on track.”

Starting in January, LMHS employees traveled to Verona, Wisconsin, to begin certification courses on the Epic system. In-person training continued through mid-March until the pandemic forced stay-at-home orders in several states, including Ohio. Certification training continued remotely, which has allowed the project to enter the Workflow Walkthrough and Configuration phase. The IS team, in conjunction with key clinical and business subject matter experts, are focused on building and configuring the Epic system, and when completed, functional testing will begin.

Initial software training will consist of three groups of employees: super users – end users with extensive knowledge

of workflows and the supported Epic applications – from the clinical and business departments; credentialed trainers from IS; and physicians and advanced practice specialists who will train their peers. These groups will consist of experienced business and clinical staff with a familiarity of various LMHS departments. They will receive complete training on the Epic system, which will allow them to assist in teaching other LMHS employees and physicians to use the software. A two-week period, known as at-the-elbow support, will allow super users who are fully trained and comfortable with Epic to be an in-person resource for newly-trained employees as they navigate through the system.

“The IS team has worked hard to maintain our timeline for completing the Epic installation,” said Sallie Arnett, Vice President Information Systems. “Our goal is to have our certified employees and super users trained by the end of the year. This will allow time for the remainder of LMHS staff to be trained and become familiar with Epic in the first quarter of 2021, before we go live with the system in March.”

Epic will store all patient records within one system to provide better access to information throughout the continuum of care. Moving the most important historical patient information needed for immediate care over to the Epic system from the current EHR system will be completed prior to go-live. Information, such as patient identifiers and demographics, will be converted for all patients. Lab results, imaging and other test results dating back two to five

years, as well as vaccine records and allergy information also will be moved over to the new system. All patient data will remain available through the current EHR system and through archives that will be accessible via the Epic system.

Currently, medical records for Hospital services and physician offices are located on separate patient portals, requiring two different login accounts. A benefit that the new EHR system will provide is the ability for patients to access their health information from all LMHS facilities in one online location. MyChart, Epic’s patient portal, is a secure online health management tool that will allow patients to schedule appointments, receive test results, send messages to their providers, request medication refills, and pay medical bills.

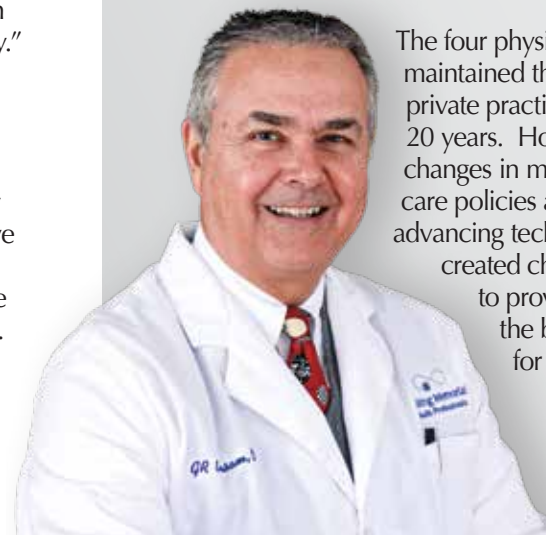
“MyChart will assist with population health management by allowing our providers to send communications that notify patients when they are due for vaccines, routine procedures or other tests,” Rob said. “It will allow patients to engage with their providers to receive better care. By adopting this user-friendly technology, LMHS continues its mission to improve the health of our community.”

The use of Epic will enable providers to have access to complete medical information, which will lead to more informed diagnoses and a better quality of care for patients. Individuals will have personal and family information at their fingertips to encourage them to become more involved in managing their health.

Retiree Spotlight – Gerald Ehram, M.D.

After earning a medical degree from The Ohio State University College of Medicine and completing an internship and residency in internal medicine at Mount Carmel Medical Center in Columbus, **Gerald Ehram, M.D.**, decided to establish a medical practice with three of his classmates – Mark Mitchell, M.D., Robert Kamps, M.D., and Edward Partyka, M.D. The group visited local hospitals and cities searching for a community that needed internists – physicians who specialize in internal medicine. The four agreed on Newark as the location for their practice after researching Licking Memorial Hospital (LMH) and other aspects of Licking County, including the friendly, peaceful community it offered in which to raise a family. In 1976, they opened a practice focused on the prevention, diagnosis and treatment of adult diseases.

“We were drawn to LMH from the very beginning because of the administration’s dedication to quality care, new technology and Licking County residents. LMH leaders held improving the health of the community as the highest priority,” Dr. Ehram recalled.



The four physicians maintained the private practice for 20 years. However, changes in medical care policies and advancing technology created challenges to providing the best care for patients.

In 1996, Dr. Ehram and Dr. Mitchell were among the founding members of Licking Memorial Health Professionals (LMHP) – a group of more than 100 health care professionals. “Once we began working with LMH, we were able to concentrate on people and care for everyone instead of worrying about paperwork and finances,” Dr. Ehram said.

Throughout his 40 year medical career, Dr. Ehram witnessed many changes at LMH. When he moved to Newark, most medical providers were either family physicians or general practitioners. Now, LMHP consists of dozens of specialties, such as Endocrinology, Neurology, Vascular Surgery and Infectious Disease. “All of these specialty physicians are very good for the community. Patients do not have to travel far from home to receive the care and treatment they require,” said Dr. Ehram. In addition to more medical specialties, Dr. Ehram has witnessed changes in technology. The addition of magnetic resonance imaging (MRI) and computed tomography (CT) scans has led to more accurate diagnosis and specific treatments.

Medical procedures also have developed and changed with the use of technology. Invasive procedures, such as opening blocked arteries in the heart, now can be done using imaging and small non-invasive tools. Many procedures that once required surgery, now can be performed in a physician’s office.

Another major advancement in medicine was the Electronic Health Record (EHR). Creating an EHR offers more consistency and standardization of care for patients and reduces the opportunities for errors. In 2004, Dr. Ehram was named LMHP Director of Medical Informatics. In this

capacity, he assisted in the development of the outpatient EHR and worked to educate newly hired physicians on its use.

For Dr. Ehram, the best memories he has of his work at LMH are the staff and leadership. “It was a great pleasure to work with so many wonderful physicians and nurses. LMH hires the most highly qualified medical professionals and consists of an incredible group of people who care deeply about the Licking County community. I cannot say enough about the leadership and Board members,” Dr. Ehram said. “The Board members, along with President & CEO Rob Montagnese, make sure the physicians are supported in every possible way and have everything they need to provide quality care.”

Dr. Ehram slowly concluded his career at LMH by first working part-time with Licking Memorial Internal Medicine, then performing only his duties as the Director of Medical Informatics. He officially retired in 2019 and now focuses his energy on his family. Dr. Ehram and his wife, Linda, have three children and nine grandchildren. His daughters, Kelly and Amy, both live in Licking County. His son, Jerry, lives in Columbus. Dr. Ehram is grateful to have them all so close and enjoys attending his grandchildren’s sporting events and concerts. While he and his wife do enjoy taking vacations, they prefer to spend as much time as possible with their family and their beloved dog, Roxie. Dr. Ehram is enjoying retirement and spending time engaging in the activities he felt he was too busy to do while practicing medicine, such as reading, exercising regularly at Denison University, working in the yard and flying his drones.

New Appointments



Wondwossen Y. Dererie, M.D., joined Licking Memorial Hospitalists.



Brooke L. Donaldson, M.D., joined Licking Memorial Emergency Medicine.



Jimisha Patel, M.D., joined Licking Memorial Pediatrics – Tamarack.



Christine M. Ritzenthaler, APRN-CNP, of Hospice of Central Ohio, joined the LMH Medical Staff.



Sara C. Rochester, M.D., joined Licking Memorial Behavioral Health Services.



Ashley R. Six, APRN-CNP, of Hospice of Central Ohio, joined the LMH Medical Staff.

Behind the Scenes – Medication Therapy Clinic

A top priority for Licking Memorial Health Systems (LMHS) is patient safety, including taking action to avoid preventable injuries or deaths caused by improper medication management. In 2003, LMHS established the Licking Memorial Medication Therapy Clinic to educate patients on proper disease management and the use of certain anticoagulation medications, or blood thinners. The staff focuses on teaching correct dosing and the importance of monitoring the blood clotting rate. The Clinic since has expanded to assist patients with anemia due to chronic kidney disease and those with diabetes.

While anticoagulants protect against heart attack and stroke, the use of these medications does include risks, such as increased bleeding if cut or injured. Blood thinners work to prevent blood clots from forming or becoming larger, which keeps blood smoothly flowing through veins and arteries. Anticoagulants are used to treat some types of heart disease and heart defects, and other conditions that could raise the risk of dangerous clots. When the Clinic first began, most patients were prescribed Coumadin® and required a prothrombin time (PT) and International Normalized Ratio (INR) blood test to help determine the blood clotting rate and whether the

dosage should change. The vital testing must be accomplished at recommended intervals in order to keep the PT/INR result in the safest range for the medical condition. Now, staff members also assist patients with newer anticoagulants such as Xarelto® and Eliquis®. The goal is to provide education regarding safe, accurate medication dosing and close monitoring to reduce adverse events and hospitalizations.

Patients with diabetes also visit the Clinic to learn to manage the disease and for assistance using insulin and monitoring blood sugar levels. Staff members educate patients on how to perform finger stick tests, proper injection techniques and insulin dosing. In addition, the staff offers information and support to make necessary lifestyle changes, including diet and exercise. Patients are offered dietary services and referred to Licking Memorial Wellness Centers to assist with increasing physical activity.

The Clinic staff includes pharmacists, point of care technicians and nurses. Patients receive personalized care and spend time with the staff discussing their daily routines and lifestyle. Newly referred patients can expect to visit the Clinic at least every two weeks or more

as needed to monitor blood levels and establish management practices for the medications prescribed.

The pharmacists also spend quality one-on-one time with patients to make any needed medication adjustments and offer guidance through any health issues they may be experiencing. While pharmacists do not make diagnoses, they are specially trained in disease management. The Clinic offers a unique, controlled environment where the pharmacists can use their years of experience to focus on the needs of the patient, and the patient can ask questions about their medications and other concerns. These interactions are valuable in assisting the patient maintain good health and avoid visits to the Emergency Department.

The staff at the Medication Therapy Clinic enjoy a very close relationship with LMHS physicians and Licking Memorial Health Professionals practices, including Surgical Services, Vascular Surgery, Hematology and Endocrinology. The team at the Clinic often coordinate care for a patient by ensuring that all providers are aware of the set standard guidelines for the patient once a treatment plan has been established. A patient on blood thinners requires specific considerations for certain procedures, including annual

preventative measures such as a colonoscopy. With the assistance of the Clinic staff, everyone involved in the procedure is aware of the patient's needs and adheres to the set guidelines.

State Senator Jay Hottinger visited the Medication Therapy Clinic earlier this year to discuss actions the Ohio legislature can take to help improve patient care. He discussed a number of topics including issuance of Medicaid Provider Numbers to pharmacists, expansion of the supplies and medications a pharmacist can dispense without a prescription under a physician protocol, and allowing pharmacists to enter into consult agreements collaborating care with nurse practitioners and physician assistants while maintaining proper physician oversight. LMHS leadership detailed to Senator Hottinger how these changes would increase patient access to needed services, allow pharmacists to deliver additional enhanced services, and improve patient outcomes by providing better coordination of care. The Clinic also received accolades from Senator Hottinger for participating in a pilot program with OSU to train new pharmacy students.

2020 Boards of Directors

Licking Memorial Hospital (LMH) is pleased to announce the recent addition of community leaders Marcia Downes and Alex R. Miller, Ed.D., to the Board of Directors. In addition, the LMH Board of Directors elected the following officers for 2020-2021: David E. Doney, Chair; Jaqueline H. Parrill, Ed.D., Vice Chair; Sharad Thakkar, Ph.D., Secretary; and Brian J. Mortellaro, Treasurer.



Marcia has lived in Licking County for 40 years. She currently serves as Executive Director of The Works, Ohio Center for History, Art &

Technology in Newark. She earned her Bachelor of Science degree in cultural geography from Radford University in Radford, Virginia. Marcia serves as member of the LMH Development Council's Community Relations Committee. She also is a board member for The Ohio State University – Newark and is an active member of Newark Rotary and A Call to College. Marcia and her husband, Jonathan, have three grown children, Helen, Jonathan and Taylor, and five grandchildren.



Alex is new to Licking County and resides in Granville. He recently became Vice President for Student Development at Denison University. Alex

received his Bachelor of Arts degree in communication and journalism from Olivet College in Olivet, Michigan. In 2002, he earned a Master of Arts degree in student affairs administration from Michigan State University College of Education in East Lansing, Michigan, and he received his Doctor of Education in adult and higher education administration from Northern Illinois University College of Education in DeKalb, Illinois, in 2016. Alex is a member of the National Association of Student Personnel Administrators.

Licking Memorial Health Systems (LMHS) has a separate Board of Directors to oversee all aspects of three corporations – Licking Memorial Hospital, Licking Memorial Professional Corporation and Licking Memorial Health Foundation. It is comprised of nine community leaders, who set policies and guide LMHS through its day-to-day operations. The LMHS Board of Directors elected Michael Massaro as Secretary/Treasurer for 2020 following the annual elections. Linda Dalgarn, Chair, and Patrick Guanciale, Vice Chair, will continue their terms for 2020-2021.

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

2020 LMH Board of Directors

David E. Doney, Chair
 Jaqueline H. Parrill, Ed.D., Vice Chair
 Sharad Thakkar, Ph.D., Secretary
 Brian J. Mortellaro, Treasurer
 James R. Cooper, Esq.
 Marcia W. Downes
 Scott Hayes
 David L. Hile, Ed.D.
 Deborah A. Kohman
 Joyce L. Malainy, Ed.D.
 Alex R. Miller, Ed.D.
 Mark A. Mitchell, M.D.
 Paul M. Thompson
 Bart M. Weiler
 Robert A. Montagnese, Ex Officio

2020 LMHS Board of Directors

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



Period 2 Prize Winners

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

Nintendo Switch & fitness software

Karuna Khatiwada, Pataskala Elementary
Jackson Maynard, Pataskala Elementary
Elizabeth Newman, Pataskala Elementary

Bicycle

Kitana Diemoz, John Clem Elementary
Mason Scott, John Clem Elementary
Debbie Skidmore, Pataskala Elementary

Athletic Shoes

Gavin Cooper, Northridge Primary
Kollin Harriman, Newton Elementary
Jackson Robertson, John Clem Elementary

iPod Touch & fitness software

Gabriella Cooper, Northridge Primary
Ellie Landis, Etna Elementary
Jerynn Miller, Etna Elementary
Ashtyn Schmitter, Pataskala Elementary

\$100 Dick's Sporting Goods Gift Card

Joseph Depa, Etna Elementary
Levi Hayden, Pataskala Elementary
Sophia Heilbrunn, Etna Elementary
Max Jurden, Etna Elementary
Landon Kalkowski, Etna Elementary
Joslyn Kolp, Pataskala Elementary
Nylah McClintock, Pataskala Elementary
Madison McCoppin, Pataskala Elementary
Elijah McGhee, Pataskala Elementary
Xavier Noland, Pataskala Elementary
Sean Parsons, Pataskala Elementary
Kainen Phillips, Newton Elementary
Kabra Weigel, Pataskala Elementary

The Active•Fit program has registered more than 7,900 participants who select health-related goals and track their progress at www.ActiveFit.org. Each period of the Active•Fit program features exciting events and opportunities for children to get active and learn about their health. Period 3 for 2019-2020 began May 1 and continues through August 31. For more information, or to register for the Active•Fit Youth Wellness Program at any time throughout the year, please visit www.ActiveFit.org.



\$50 Dick's Sporting Goods Gift Card

Mukhammadjon Abdulloev, John Clem Elementary
Zeppelin Anderson, Newton Elementary
Mille Brazier, Etna Elementary
Colten Britton, John Clem Elementary
Braxton Cartwright, Pataskala Elementary
Wyatt Clemons, John Clem Elementary
Maximus Coandle, Etna Elementary
Raegan Cunningham, Etna Elementary
James Davenport, John Clem Elementary
Isabelle Evans, Northridge Primary
Hunter Fraker, Pataskala Elementary
Grant Green, John Clem Elementary
Zeke Green, John Clem Elementary
Cori Groothuis, Etna Elementary
Thane Klettlinger, Pataskala Elementary
Abby Lang, Pataskala Elementary
Brigid McGuire, Etna Elementary
Davina Mbuluku, Pataskala Elementary
Lilianna Molden, Newton Elementary
Ali Papamihail, Pataskala Elementary
Dustin Parker, Pataskala Elementary
Karter Pittsenbarger, Pataskala Elementary
Zion Scott, John Clem Elementary
Danielle Sheets, Pataskala Elementary
Isabell Weis, Etna Elementary

Supporter Spotlight – Robertson Construction

Christian Robertson

was born at Licking Memorial Hospital (LMH), and raised in Licking County. When he started Robertson Construction in his basement nearly 25 years ago, his desire was to create a company with a commitment to high standards, integrity and hard work. He also established a goal to give back to the community, with an emphasis on the availability of quality health care. As President of Robertson Construction, Christian committed the company to become a Platinum Circle level donor, a designation reserved for business and corporate donors who contribute \$25,000 or more to LMH. Corporate donors enable LMH to purchase new equipment and provide additional services to meet the healthcare needs of Licking County. Robertson

Construction also has been an Eagle Sponsor (\$2,500) of the annual LMH Golf Gala.

Christian appreciates Licking Memorial Health Systems' (LMHS) dedication to improving the health of the community. His family is the primary reason he believes in the importance of quality local health care. Some of his siblings are family physicians, and his mother supported the Hospital by serving as a member of TWIGS (Togetherness, Willingness, Imagination, Giving and Sharing) – an organization that hosts fundraising projects to benefit LMH. "I can see the growth of LMHS over the past 10 years. The expansion and upgrades in technology allow our community Hospital to offer top quality services, and I am proud to support LMH," Christian said.

Since Robertson Construction's inception, the company has grown to become the largest commercial and industrial general contractor in Central Ohio. In addition to an office in Heath, Robertson recently opened a second location in Dublin and now consists of 185 employees. Robertson Construction has completed a number of major construction projects throughout

Licking County, including projects for schools, Denison University and LMHS. Robertson built the original wing of the Licking Memorial Medical Campus located at 1717 West Main Street which houses Licking Memorial Orthopedic Surgery, Licking Memorial Family Practice – West Main, and Center For Sight.



ROBERTSON

C O N S T R U C T I O N

Interns Celebrate Project SEARCH Graduation

Six interns who completed the 2019-2020 Project SEARCH program recently celebrated their accomplishment in a special online graduation ceremony. Due to current COVID-19 restrictions, the ceremony was facilitated through Zoom video conferencing. Each graduate was given an opportunity to discuss their favorite aspects of the program, what they learned, and future goals. Tina Angeletti, Project

SEARCH Instructor, Holly Slaughter, Licking Memorial Health Systems (LMHS) Vice President Safety & Security and Human Resources, and Rob Montagnese, LMHS President & CEO, also congratulated the students on successful completion of the program.

"The Project SEARCH program is a meaningful experience for the interns and for LMHS," said Rob. "Their hard work, positive energy, and dedication has contributed greatly to our

organization. I am confident these remarkable young adults will be making a difference in our community for years to come."

Now in its fourth year in Licking County, Project SEARCH is a business-led collaboration that enables young adults with disabilities to gain and maintain employment through training and career exploration. With the support of LMHS managers, Project SEARCH staff, and job coaches, the interns participated in a one-year internship program in which they rotated through three different LMH departments to acquire a variety of skills. Participating departments included: Cardiology, Concierge Services, Culinary Services, Engineering Services, Environmental Services, Emergency Department, Human Resources, Labor and Delivery,

Laboratory Services, Purchasing, and Rehabilitation Services. The rotations allowed the students to gain employability skills, target skills in high-need areas, work on building their resume, and much more. "The interns really do work, learn, and grow from their experience at LMHS," Tina commented.

The goal of the program, upon completion, is competitive, integrated employment in the community utilizing the skills learned during the internships and throughout the program. As of the time of this article, two interns have accepted jobs with LMHS and the other interns are seeking employment within the community. Some interns have expressed interest in further education to obtain licensure and certification in their fields of interest. The local organizations that partnered with LMHS to make Project SEARCH possible include: Licking County Board of Developmental Disabilities, Opportunities for Ohioans with Disabilities, Licking County Educational Service Center and Greenleaf Job Training Services, Inc.



The 2019-2020 Project SEARCH graduates are (left to right): Ryan Hunter, Jackson Whitt, Travis Jones, Melanie Arnett, Carly Elson and Andrew Robinson (not pictured).

Golf Gala to Benefit New Health Record

The Licking Memorial Hospital (LMH) Development Council is planning to host the 2020 LMH Golf Gala on Monday, September 21, at the Denison Golf Club. Due to the current concerns regarding COVID-19, the format of the event will be modified from previous years and is subject to change as any additional guidelines are recommended. Most notably, participating teams will be assigned a tee time instead of utilizing a shotgun start to begin play.

Proceeds from the 2020 Golf Gala will be directed toward Epic, a new, comprehensive health records system. This significant investment allows patients and their caregivers to benefit from convenient digital access to health information, including efficient management tools for scheduling, billing and automatic appointment reminders, while physicians can enhance patient care by sharing health information on a nationwide network. Park National Bank President Matt Miller, his wife, Alison, and their sons, Tripp and Bennett, are serving as the Honorary Chairs.

The LMH Development Council is proud to acknowledge and thank the confirmed

sponsors of the 2020 Golf Gala. The **Club Sponsor (\$7,500)** is Denison University. **Ace Sponsors (\$5,000)** include John Hinderer Honda; Matesich Distributing Company; MedBen; Monte Christopher Holdings; Park National Bank; and Stedman Floor Co., Inc. **Eagle Sponsors (\$2,500)** include Ariel Corporation; AssuredPartners; Claypool Electric; Coconis Furniture; Corna Kokosing Construction; Courtesy Ambulance, Inc.; Delta Dental; The Energy Cooperative; Flint Ridge Nursing and Rehabilitation; The Granville Investment Group, LLC; Guttridge Plumbing, Inc.; The Jerry McClain Companies; Kessler Sign Company; Limbach Company, LLC; Mill Tech, LLC; Northpoint Ohio; PowerHome Solar; Robertson Construction; Scott Peterson of General Graphics; United Collection Bureau, Inc.; Vocera Communications, Inc.; and Waste Away Systems. The **Hole-in-One Sponsor** is John Hinderer Honda. The **Driver Sponsor (\$1,500)** is Coughlin Chevrolet in Pataskala; the **Fairway Sponsor (\$1,500)** is Henderson ~ VanAtta ~ Stickle Funeral & Cremation Services; the **Games Sponsor (\$1,500)** is Ohio Health; the **Links Sponsor (\$1,500)** is Ultimate Software; the **Sandbagger Sponsor**

(\$1,500) is Griffin's Floral & Wine Shop; and the **Wedge Sponsor (\$1,500)** is Columbus Springs Hospitals.

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 the LMH Development Office at (220) 564-4102.



Physician Spotlight

Nishi V. Patel, M.D., joined Licking Memorial Internal Medicine in September 2018. She received her Doctor of Medicine degree at the University of Kentucky College of Medicine in Lexington, Kentucky. She completed an internal medicine residency at The Ohio State University Medical Center. Dr. Patel is board certified in internal medicine.



Ask a Doc – Lupus with Nishi V. Patel, M.D.

Question: What is Lupus?

Answer: During the month of May, the Lupus Foundation of America works to raise awareness of the chronic disease that can cause pain and inflammation in any part of the body. Lupus is an autoimmune disease that is difficult to diagnose because it can affect many different parts of the body and cause numerous symptoms. In the United States, at least 1.5 million people have lupus, and about 16,000 new cases of lupus are reported each year. People of all ages can develop lupus; however, certain people are at higher risk than others, including women ages 15 to 44 and those who have a family member with the disease or another autoimmune disease.

Lupus occurs when the immune system attacks healthy tissues and organs. Typically, the immune system protects the body from infection by recognizing and responding to antigens – substances such as viruses, fungi or bacteria. When an antigen is detected, the immune system produces proteins called antibodies to destroy the substance. If tissues are injured by bacteria, trauma, toxins, heat or other causes, damaged cells release chemicals that cause blood vessels to leak fluid into the tissues. The antibodies then cause inflammation or swelling to isolate the foreign substance from further contact with body tissues. When an individual has lupus, the immune system response is directed against healthy body tissue.

Inflammation caused by lupus can affect many different body systems – including

the joints, skin, kidneys, blood cells, brain, heart and lungs. Lupus is difficult to diagnose because its signs and symptoms often mimic those of other ailments. The most distinctive sign of lupus is a facial rash that resembles the wings of a butterfly unfolding across both cheeks. Symptoms may appear and then subside. Common symptoms often include:

- Fatigue
- Fever
- Painful or swollen joints
- Swelling in the feet, legs, hands or around the eyes
- Headaches
- Anemia
- Sensitivity to sunlight or fluorescent light
- Chest pain when breathing deeply
- Abnormal blood clotting
- Mouth or nose ulcers

Properly diagnosing the disease requires a thorough evaluation of symptoms, patient history and a number of laboratory tests.

The exact cause of lupus is unknown at this time; however, researchers believe the disease develops in response to a combination of factors both inside and outside the body, including hormones, genetics and environment. Hormones are a regulatory substance transported in blood and other bodily fluids to stimulate specific cells or tissues into action, and are responsible for regulating many of the body's functions. Researchers are investigating a relationship between estrogen and lupus, because 9 out of 10 people with lupus are women, but no

causal effect has been proven at this time. In genetic research, there has been success in identifying genes associated with lupus. So far, more than 50 genes have been discovered that are more commonly present in people with lupus than in those without the disease. While no direct cause has been proven, most of these genes are believed to contribute to lupus. A family history of autoimmune disease is likely in many, but not all, patients who develop lupus.

Researchers now are focused on trying to determine an environmental agent, such as a virus or possibly a chemical that may trigger the disease when randomly encountered by a genetically susceptible individual. A specific environmental agent has not been identified as of yet, but the most commonly cited are ultraviolet light, infections, and exposure to silica dust in agricultural or industrial settings.

Early diagnosis, as well as avoiding triggers for the disease, such as excessive exposure to the sun, can aid in the management of lupus. A number of medications are available that can effectively slow the progress of the disease; however, therapy is often tailored to lessen the individual's particular symptoms. In addition to controlling their disease, it is vital that patients with lupus exercise and lower other risk factors for heart disease, such as smoking, high blood pressure and high cholesterol.

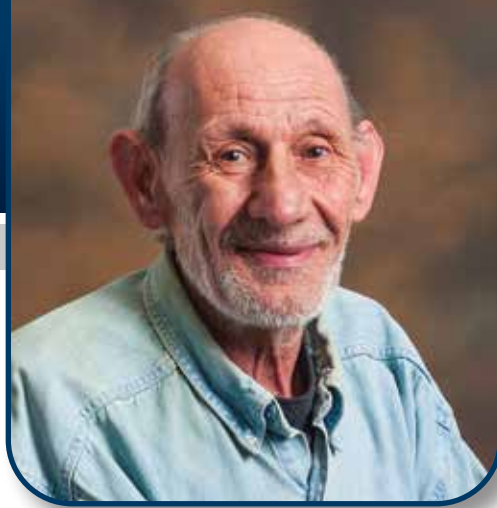
LMHS Receives Grant for Pollinator Garden

Since 2015, the Licking Memorial Health Systems (LMHS) Culinary Services Department, in partnership with Plant Operations, has cultivated and maintained a one-acre vegetable and flower mini-farm on Dickerson Street. A variety of seasonal produce, herbs and flowers are harvested annually for use in the Licking Memorial Hospital Café.

Last fall, Culinary Services applied for and received a grant for planting a pollinator garden on the Dickerson Street grounds. Funded by the Licking County Soil and Water Conservation District, the grant was used to prepare the land, and purchase and plant nectar-producing flowers and shelter-providing plants for pollinators. Butterflies, bees, and birds, along with many other insects and mammals, are known as pollinators, as they transport grains of pollen from plant to plant as they feed. This process helps to ensure the pollination of many flowering species, which in turn provide one out of every three bites of food we eat.

LMHS Horticulturalist Derek Staugh and his crew will continue to maintain this special habitat throughout the growing season.





Quality Reporting to the Community

Patient Story and Benchmarks for Respiratory Care

Patient Story – Michael DeLong

solutions and resources. Michael also was connected to a primary care physician, Donald J. Fairbanks, M.D., and a pulmonologist, Emilia N.U. Anigbo, M.D. Together, the physicians created a care plan and prescribed the medications he needed to manage his COPD.

“Dr. Fairbanks and Dr. Anigbo are very knowledgeable and they have been helpful in getting me on the right track,” Michael said.

Michael reported smoking a half pack of cigarettes a day, and the physicians also encouraged him to quit. Michael took the advice seriously and contacted a tobacco cessation counselor with LMH’s Quit for Your Health program. The counselor visited Michael at his home as well because he had difficulty leaving his home due to weakness and shortness of breath. He received nicotine replacement therapy, including patches and lozenges. Although he knew it would be difficult to break the nicotine addiction, Michael was willing to take the advice from the counselor and work toward cessation. He experienced one relapse, but after two visits from the counselor, Michael quit smoking entirely.

Michael’s case manager also connected him to local palliative care. Palliative care is specialized medical care for people living with a serious illness and focuses on providing relief from the symptoms and stress of the disease to improve quality of life. A specially-trained team of doctors, nurses and other specialists worked together with Drs. Fairbanks and Anigbo to provide an extra layer of support. The case manager explained to Michael that he could call the palliative care team at the first sign of worsening symptoms. The palliative care practitioners are able to call in prescriptions and make sure Michael has his inhaler or other needed medications. With their assistance, he can get the care he needs without having to wait for an appointment with his primary physician or visiting the ED.

As Michael learned more about his disease and symptoms, he gained confidence in his own self-care and how to recognize the triggers that could cause him to become seriously ill. As suggested by his case manager, he learned to use a calendar to keep track of medical appointments and now is more consistent about visiting his physicians. “I have been able to stay out of the Emergency Department for over a year. I try very hard to follow the care plan,” Michael said. “I have my good days and my bad days, but overall, I feel successful in managing my illness.” His case manager and tobacco cessation counselor both were pleased with Michael’s attitude toward making healthy lifestyle changes.

Michael is among the first patients to participate in the Health Coach program – a collaboration between Licking Memorial Health Systems and Denison University. The Denison students serve as Health Coaches under the supervision of healthcare professionals from LMH Community Case Management Department. A Health Coach student makes home visits to support Michael in making healthy lifestyle choices and managing his medication and COPD symptoms. “Michael was the perfect candidate for this program. He is eager to improve his health, manage his chronic illness, and readily accepts advice and assistance from his Health Coach,” said Debbie Young, Vice President Allied Health Services, and Community Health and Wellness.

As his health improved, Michael began leaving his home more often – even driving again. Dr. Anigbo referred Michael to the Pulmonary Rehabilitation Clinic to assist in gaining strength and stamina. His support staff marvels at his progress and is grateful to continue to witness his journey to better quality health.

Michael DeLong moved to Newark about five years ago so his wife could be close to her family. He took an early retirement from his job at a medical warehouse in Columbus to care for her because of her failing health. Michael also was dealing with medical issues after being diagnosed with chronic obstructive pulmonary disease (COPD) – an inflammatory lung disease that causes obstructed airflow from the lungs. At the time, Michael did not establish a relationship with a primary care physician.

Michael began experiencing severe symptoms from his COPD. He had trouble breathing, and went to the Emergency Department (ED) at Licking Memorial Hospital (LMH) quite often. Typically, Michael would have to spend one to two days at LMH until his oxygen returned to an acceptable level. In March 2019, a Licking Memorial Community Case Manager began visiting Michael at his home weekly to assist in managing his symptoms. Community Case Management monitors and plans services which may be necessary for a patient’s healthcare needs. The team, which includes registered nurses, licensed social workers, dietitians and respiratory therapists, help patients coordinate care and services, serve as information specialists, assist in independent healthy living, and support patients to make responsible healthcare decisions. Michael was assigned a registered nurse (R.N.) case manager who checked his blood pressure and oxygen level, and also provided him with different types of tools to assist in improving his health.

There were many barriers to Michael receiving the care he needed, including transportation and financial issues, but the case manager helped him find needed

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.⁽¹⁾ 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 2017	LMH 2018	LMH 2019	LMH Goal
Six-month success rate for patients who completed Quit for Your Health ⁽²⁾	N/A*	73%	68%	N/A*
*New collection methodology implemented in 2018.				

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 2017	LMH 2018	LMH 2019	National ⁽³⁾
Mortality rate of COPD patients within 30 days of hospital admission	8.2%	10%	8.5%	8.5%

3. Protecting patients from hospital-acquired infections is a primary patient safety goal. Licking Memorial Hospital (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 2017	LMH 2018	LMH 2019	LMH Goal
Pneumonia infection rate of Intensive Care Unit patients on ventilators per 1,000 patient 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 2017	LMH 2018	LMH 2019	LMH Goal
Head of bed elevated to 30 degrees	100%	100%	99.9%	greater than 90%
Oral care	99.9%	99.7%	98.6%	greater than 90%
Daily test to reduce sedation	99.6%	100%	99.6%	greater than 90%
Stomach ulcer prevention	99.1%	99.5%	99.9%	greater than 90%
Blood clot prevention	100%	99.9%	99.6%	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 2017	LMHS 2018	LMHS 2019	LMH Goal	National ⁽³⁾
LMHS employees receiving the influenza vaccine	94%	95%	95%	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 2017	LMHP 2018	LMHP 2019	National ⁽¹⁾
Physician office patients over 65 years receiving the pneumonia vaccine	80%	78%	78%	74%
	LMHP 2016-2017	LMHP 2017-2018	LMHP 2018-2019	National ⁽¹⁾
Physician office patients over 65 years receiving the influenza vaccine	80%	76%	78%	55%

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 2017	LMHP Pulmonology 2018	LMHP Pulmonology 2019	LMHP Goal
Asthma patients assessed for appropriate inhaled corticosteroid	97%	95%	94%	90%

Data Footnotes:

- (1) 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].
- (2) Tobacco-free status is self-reported by patients in a six-month follow-up after completing the Quit for Your Health program.
- (3) HospitalCompare.hhs.gov national benchmarks

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



Health Tips – Lung Cancer Screening

Lung cancer is the leading cause of cancer deaths in the United States, killing more people every year than breast, colorectal, prostate and pancreatic cancers combined. Lung cancer is difficult to detect early because patients often have no symptoms. Individuals generally are diagnosed with lung cancer in the advanced stages after the cancer has spread outside of the lungs. Studies show that low-dose computed tomography screening (LDCT) can save lives by detecting lung cancer in its early stages.

LDCT uses special X-ray equipment and a low dose of radiation to make detailed images inside the chest. This non-invasive exam reviews areas of abnormal tissue, or nodules, in the lungs. Lung cancer that is detected through LDCT often is considered early stage and has a higher likelihood of treatment success.

Individuals who are eligible to receive an LDCT screening meet all of the following guidelines:

- Age 55 to 77
- Current smoker or have quit smoking within the last 15 years
- Have no symptoms of lung cancer
- Have an average tobacco smoking history of one pack a day for 30 years

There are many risk factors for lung cancer. People who have smoked for many years have a higher risk of lung cancer than smokers who quit 10 years ago or people who have never smoked. Other risk factors for lung cancer include contact with radon, asbestos or other cancer-causing agents, history of cancer, family history of lung cancer, and history of chronic obstructive pulmonary disease (COPD) or pulmonary fibrosis.

In addition to early detection of lung cancer, LDCT screenings also may discover other conditions not related to lung cancer such as heart disease or thickened tissue in the lungs from scarring. The decision to be screened for lung cancer is personal for each patient. Individuals should consult their physician to determine if lung cancer screening is an appropriate option.



EVALI – E-cigarette or Vaping Product Use Associated Lung Injury

Vaping devices – also known as e-cigarettes, e-hookahs, vape pens and mods – are battery-operated devices used to inhale an aerosol, which typically contains nicotine, flavorings and other chemicals. In recent months, there has been an outbreak of a severe lung illness called E-cigarette or Vaping product use Associated Lung Injury (EVALI). The illness was first recognized by the Centers for Disease Control and Prevention (CDC) in August 2019 when the number of Emergency Department (ED) visits across the country rose sharply. Patients who experienced shortness of breath or fever were hospitalized, and experts and researchers soon discovered that all of these cases involved the patient using e-cigarettes.

E-cigarettes work by heating an e-liquid, or e-juice, to produce a vapor that users inhale into their lungs. Nicotine is quickly absorbed into the bloodstream when a person vapes. Many people have switched to using e-cigarettes because they believe vaping devices may help to lower nicotine cravings and be less harmful than regular cigarettes. However, nicotine is highly addictive in any form, and the use of e-cigarettes exposes the lungs to other harmful substances found in e-liquids, including additives and chemicals produced during the heating process.

According to the CDC, more than 80 percent of EVALI cases involved products containing Tetrahydrocannabinol (THC), which is the chemical found in marijuana. Vitamin E acetate, an additive typically used in e-cigarettes containing THC, also has been linked to the EVALI outbreak. As of February, more than 2,800 hospitalized EVALI cases or deaths

have been reported to the CDC from all 50 states, the District of Columbia, Puerto Rico and U.S. Virgin Islands. The latest national and state findings suggest that products containing THC, specifically those acquired off the street, are linked to most EVALI cases that played a role in the outbreak last fall.

Diagnosing EVALI can be difficult because the condition can cause symptoms that resemble those of other respiratory illnesses such as pneumonia or the flu. Symptoms include cough, chest pain, shortness of breath, fever and chills. In some instances, abdominal pain, nausea, vomiting and diarrhea can occur. Severe cases may require intensive care and the use of a ventilator to assist the patient with breathing. There is no specific test for EVALI; therefore, physicians must take a detailed health history of the patient and also inquire about the use of e-cigarettes and vaping products. A patient may be diagnosed with EVALI if they have reported vaping within the last 90 days, if a chest X-ray shows dark or hazy spots in the lungs, and tests for other viruses and bacteria are negative.

Because there are still many unknown risks of vaping, the CDC recommends that children, young adults, and pregnant women should not vape. Individuals should not use e-cigarettes or vaping products that contain THC, particularly those that are purchased from unauthorized sources, such as friends, family, and in-person or online dealers.

E-cigarettes, or vaping products, are not an FDA-approved smoking cessation aid, and there is no conclusive scientific evidence to prove that vaping helps a person quit smoking long term. A healthcare provider can recommend quitting methods that are safe and effective to people who want to stop smoking. Licking Memorial Hospital offers a Quit for Your Health Tobacco Cessation Program with Certified Tobacco Treatment Specialists for Licking County residents. The counselors utilize evidence-based techniques to help participants develop a plan that will offer an opportunity to become tobacco-free. Smokers who wish to quit can either ask their primary care physician for more information or simply call (220) 564-QUIT (7848).



Patient Story and Benchmarks for Behavioral Health Care

Patient Story – Barbara

Barbara* was born and raised in Licking County. After graduation, she attended a university out-of-state where she met her husband. The couple spent 14 years in the other state before moving back to Licking County. They felt a smaller town would be a better environment to raise their children. The two found employment and settled into a routine.

Things changed drastically when Barbara began experiencing crippling anxiety. She was working long hours, and the stress from her job was keeping her from obtaining restful sleep. Searching for relief, she visited a healthcare professional and received a prescription. Unfortunately, the medication intensified the anxiety and created overwhelming side effects, including hallucinations. Barbara visited the Licking Memorial Hospital (LMH) Emergency Department for assistance then was transferred to Shepherd Hill. During her three-day stay, Barbara met Elizabeth A. Yoder, D.O., and made an immediate connection. “Dr. Yoder was easy to talk to, and she made me feel comfortable. In the past, I felt judged when I spoke about certain aspects of my life, but I did not feel that way with Dr. Yoder,” Barbara said.

Dr. Yoder discussed treatment with Barbara, including cognitive behavioral therapy (CBT) – a form of psychotherapy that has the goal of modifying tumultuous emotions, behaviors and thoughts. CBT focuses on present circumstances and emotions in real time and explores what the patient is telling themselves that might result in anxiety or an emotional disturbance. The patient is encouraged to address rational concerns practically and to challenge irrational beliefs, rumination or jumping to the worst possible conclusion. “There were things coming up from my past, especially a very traumatic incident I witnessed as a child, that I had never

talked about with anyone,” Barbara said. Dr. Yoder explained that due to post-traumatic stress, Barbara had created negative beliefs and perceptions which contributed to her anxiety. Using CBT, Dr. Yoder helped Barbara identify harmful thoughts, assess their accuracy, and employ strategies to challenge and overcome the anxiety.

Dr. Yoder helped Barbara form healthy habits to assist in reducing her anxiety. “One of the first things she addressed was my trouble sleeping. I thought changing my sleeping habits would have no effect on my mental health, but it did,” Barbara explained. Dr. Yoder provided her with specific tools to assist in obtaining a good night’s rest – including a checklist of suggestions and reminders. Keeping electronics, especially a television, out of the bedroom was among the top recommendations. Research has shown that electronics can interrupt sleep patterns. Dr. Yoder also suggested that when Barbara was having trouble falling asleep that she get out of bed and perform simple tasks, such as matching socks, until she felt tired.

To overcome work-related stressors, Dr. Yoder encouraged Barbara to set several alarms on her phone. The first alarm serves as a reminder to begin completing her tasks for the day and preparing to go home. The next alarm is a check to make sure Barbara has left work. The small reminders help Barbara to remember it is acceptable to end her work day at the scheduled time, to leave the stress of the day at the job site and not feel guilty about going home for the evening.

With regular visits to Dr. Yoder, Barbara found success in overcoming her anxiety and feels more capable of mentally dealing with stressful situations. “I do not feel like I have to hide my emotions

any more. I have a better understanding of social cues than before, and my relationship with my grown children is stronger than ever,” Barbara said. Barbara was visiting or checking in with Dr. Yoder at least once a week, but now has been able to decrease her therapy visits to once a month. “Dr. Yoder is a passionate physician. She holds me accountable to use the tools she provided. Because of what she has taught me, I no longer feel ashamed of myself, and I understand that certain behaviors are acceptable, such as not spending time with people who might cause me stress.” In addition to caring for Barbara’s mental health, Dr. Yoder has coordinated with other healthcare professionals to make sure Barbara is cared for according to her health plan. When Barbara had to undergo minor surgery, Dr. Yoder had discussions with the surgical team about Barbara’s medications and other concerns.

Barbara now has a new job where she assists others and serves as a role model. “Dr. Yoder has been so generous of her time. She meets with and offers her insight to those I work with on her days off,” Barbara said. Barbara encourages others to seek assistance to overcome mental health challenges.

Licking Memorial Behavioral Health Services offers inpatient and outpatient psychiatric care. Each patient has a complete medical examination at the onset of treatment. The patient’s treatment plan is individualized to meet the patient’s specific needs. To contact the social services and nursing services available, call (220) 564-4873.

**Barbara is not the patient’s real name.*

Behavioral Health 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.

- 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. Licking Memorial Hospital (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 2017	LMH 2018	LMH 2019	Goal
Psychiatric readmissions within 31 days	0.26%	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 2017	LMH 2018	LMH 2019	Goal
Patients remaining abstinent	88%	97%	98%	greater than 85%
Improvement in quality of relationships	87%	95%	94%	greater than 85%
Improvement in overall physical and mental health	87%	97%	93%	greater than 85%
Improvement in overall quality of life	87%	98%	85%	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 2017	LMH 2018	LMH 2019	Goal
Average length of stay – alcohol treatment	2.8 days	2.9 days	2.9 days	less than 3 days
Average length of stay – opiate treatment	2.9 days	2.5 days	1.7 days	less than 4 days
Average length of stay – tranquilizer (benzodiazepines) treatment	3.1 days	2.6 days	1.0 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 2017	LMH 2018	LMH 2019	Goal
Diagnosis/disease education provided for patients and/or family	100%	100%	100%	greater than 97%
Medication education provided for patients and/or family	99.69%	99.9%	99.5%	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 2017	LMH 2018	LMH 2019	Goal
Social work/family meeting during patient stay	91%	98%	98%	greater than 95%

- 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 2017	LMHP 2018	LMHP 2019	Goal
Appropriate testing complete for patients taking lithium (such as Lithobid)	91%	95%	100%	greater than 90%
Appropriate testing complete for patients taking valproic acid (such as Depakote)	94%	93%	100%	greater than 90%



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

Psychotherapy Benefits Mental Health Conditions

Mental illnesses are among the most common health conditions in the United States. More than 50 percent of Americans will be diagnosed with a mental illness or disorder at some point in their lifetime. Medications, psychotherapy and a combination of the two have proven beneficial to people with emotional and behavioral problems. Research shows that psychotherapy can be helpful for those who do not respond well to or do not want to take medication.

Psychotherapy is a general term for treating mental health problems by talking with a psychiatrist, psychologist or other mental health provider. Also known as talk therapy, psychotherapy can help relieve the symptoms of different mental health disorders, such as anxiety, depression and addiction, without the use of medication. In addition to mental illness, psychotherapy also helps individuals who are dealing with a range of emotions, including overwhelming sadness or helplessness, an inability to cope with everyday problems, feelings of constant or unnecessary worry, and difficulty concentrating.

Numerous psychotherapies are effective treatments, but some are best suited to certain disorders and conditions. Treatments can be long- or short-term, and therapists may use a combination of techniques depending on a patient's condition and preferences.

Cognitive Behavioral Therapy (CBT) helps patients alter how they think about certain situations by changing negative thought patterns and behaviors that are contributing to the condition. They are introduced to coping skills that can be used in real life circumstances, learn to focus on issues and solve their problems. CBT is used to help people with depression, anxiety, post-traumatic stress disorder (PTSD) and obsessive compulsive disorder (OCD).

Individuals with addiction and drug abuse problems also may benefit from CBT. Specific techniques include exploring the positive and negative consequences of continued drug use, self-monitoring to recognize cravings early and identify situations that might put one at risk for use, and developing strategies for coping with cravings and avoiding high-risk situations.

Interpersonal therapy (IPT) is a short-term form of treatment that helps patients understand underlying relational issues, such as conflicts with significant others, unresolved grief, and problems interacting with others. It can help people learn healthy ways to express emotions, methods to improve communication, and how they relate to others. Therapy sessions can be individual or group based. IPT is most often used to treat depression.

Psychodynamic therapy focuses on deep underlying issues that are caused from childhood experiences, such as abuse or neglect, that can trigger negative behaviors that may include drug or alcohol abuse.

By increasing self-awareness and understanding how past circumstances affect present behavior, individuals can work with a therapist to improve their well-being.

Research shows that most people who receive psychotherapy experience symptom relief and are better able to function in their lives. Psychotherapy has been shown to be linked with positive changes in the brain and body. Benefits include fewer sick days, less disability, fewer medical problems, and increased work satisfaction. The risk with psychotherapy is minimal; however, the process may cause emotional discomfort if painful or traumatic experiences are explored during sessions.

Individuals seeking a therapist can ask for a referral from their physician, family or friends. Many employers offer counseling services or referrals through an employee assistance program. The therapist should meet state certification and licensing requirements for his or her particular discipline. For psychotherapy to be successful, it is important that patients consider their therapy as a collaborative effort with their therapist. They should be open and honest, and follow the agreed upon plan for treatment.

Licking Memorial Health Systems offers inpatient and outpatient services for behavioral health and addiction through Shepherd Hill, a nationally accredited treatment center located in Newark. For more information on outpatient services, please call (220) 564-4873. To find out more about addiction medicine, call (220) 564-4325 (HEAL).



Paula Davis expected to work until she was 90 years old. She was born and raised in Licking County, married her junior high school sweetheart and raised her own daughter in the area. Despite her size, 4 foot 11 inches, she enjoyed the physical labor of working in a warehouse and was proud to have become a production lead. In 2015, she was enjoying her work and spending as much time as possible with her grandchildren. Then, while traveling to celebrate a granddaughter's birthday, Paula's vehicle was hit by a truck in a horrific traffic accident.

Paula remembers little about the crash or what happened after she was taken to an area hospital for the numerous, serious injuries she sustained throughout her body, including to her face and head. After recovering in the hospital for four weeks, Paula was sent to a care facility for rehabilitation for another six weeks. Her grandchildren spent every day with her, and she credits them with motivating her to work hard so that she could return home. Due to the severity of her injuries, she could no longer work.

Upon returning home, Paula did her best to return to a normal routine. However, in addition to her physical injuries, she quickly realized something was amiss with her thought processes. Remembering simple tasks or lists became very difficult, and Paula felt like she was in a fog. In addition to bouts of confusion, Paula found herself crying uncontrollably or suddenly angry for reasons she could not explain. She often lashed out at those around her. Due to the increased risk of stroke and seizures following traumatic brain injury, it was recommended that Paula visit a

Quality Reporting to the Community

Patient Story and Benchmarks for Stroke Care

Patient Story – Paula Davis

neurologist. "The neurologist felt the crying and anger were due to my mental health, and recommended that I visit a therapist," Paula said. "I was diagnosed with bipolar disorder and prescribed medication to help my mood."

Paula did her best to follow the instructions of the psychiatrist; however, the medications and therapy did not alleviate her hyper-sensitivity to emotional stimuli. She would still cry for unknown reasons. "I was most concerned about my anger. I felt lost and frustrated because I had no control over my brain – especially my memory and emotions. I just wanted it to stop," Paula explained. Late in 2017, while looking for physicians closer to her home, Paula learned Licking Memorial Health Professionals employed a neurologist and quickly contacted the office of Brandon J. Chandos, M.D.

"At my very first appointment, Dr. Chandos spent time with me and carefully listened to all my concerns," Paula shared. "He was so sincere, and I felt like he really cared about what was happening to me and wanted to help."

After considering Paula's case and symptoms, Dr. Chandos diagnosed her with pseudobulbar affect (PBA). PBA is a neurological condition involving involuntary, sudden and frequent episodes of laughing, crying or angry outbursts. The disorder occurs secondary to other neurological disorders including traumatic brain injury, stroke or multiple sclerosis. The condition generally affects the connection between the frontal lobe, which controls emotions, and the cerebellum and brain stem, where reflexes are mediated. The outburst may be triggered by an appropriate event or stimulus; however, the response typically is out of proportion, such as exaggerated weeping lasting longer than ordinarily

would be expected. The effects are uncontrollable and also can occur without an emotional trigger.

PBA often is mistaken for mood disorders, including depression and bipolar disorder. Those who experience PBA may feel frustrated, embarrassed, worried and confused by their own behavior. The disorder has a substantial impact on the lives of those experiencing the condition and on family members and caregivers. It creates an additional burden for patients who already have a serious underlying neurologic condition.

Once diagnosed, however, pseudobulbar affect can be managed with medication. Dr. Chandos prescribed Nuedexta, the only medication approved by the Food and Drug Administration that is designed to specifically treat PBA. "I started taking the medication and it was like a miracle. I felt like myself again and in control," Paula happily explained. "Dr. Chandos saved my life." With more control of her emotions, Paula has been doing all she can to help others. She has been spending as much time as possible with her grandchildren, without fear of uncontrolled angry outbursts.

Neurology is a specialty that focuses on medical problems affecting the nervous system. Specialized training and experience allow the physicians at Licking Memorial Neurology to treat acute chronic illnesses, including cerebrovascular disease, epilepsy, dementia, headache, tremor, multiple sclerosis and myasthenia gravis. A wide range of services, both Hospital-based and within the office, are available. Recently, DeRen Huang, M.D., joined Dr. Chandos at the Licking Memorial Neurology office, located at 150 McMillen Drive in Newark. To make an appointment, call (220) 564-7985.

Stroke Care – How do we compare?

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

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

	LMH 2017	LMH 2018	LMH 2019	LMH Goal
Eligible stroke patients who received timely thrombolytic drugs in the ED	91.3%	77.8%	87.5%	85%

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

	LMH 2017	LMH 2018	LMH 2019	LMH Goal
Median time from arrival to administration of tPA	60 Minutes	79 Minutes	68 Minutes	60 Minutes

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

	LMH 2017	LMH 2018	LMH 2019	National ⁽¹⁾
Stroke patients in the ED with brain scan results within 45 minutes	88%	86%	84%	72%

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

	LMH 2017	LMH 2018	LMH 2019	National ⁽³⁾
Ischemic stroke – inpatient mortality rate	1.03%	0.00%	0.00%	2.26%

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

	LMH 2017	LMH 2018	LMH 2019	National ⁽³⁾
Incidence rate	16.42	21.28	17.96	18.40

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

	LMH 2017	LMH 2018	LMH 2019	National ⁽³⁾
Ischemic stroke – percentage with AFib	14.43%	25.00%	19.09%	24.78%

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

	LMH 2017	LMH 2018	LMH 2019	National ⁽³⁾
Ischemic stroke – percent discharged home	47.42%	54.55%	34.27%	50.47%

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

	LMHP 2017	LMHP 2018	LMHP 2019	National ⁽²⁾	LMH Goal
% LMHP coronary artery disease patients seen receiving blood-thinning medication	94%	94%	93%	>80%	>85%

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

Controlling Hypertension Reduces Stroke Risk

Stroke is the fifth highest cause of death and a leading cause of disability in the United States. It is a disease that affects the arteries leading to and within the brain. A stroke occurs when a blood vessel to the brain is blocked by a clot or bursts, which restricts blood and oxygen from reaching part of the brain and results in the death of brain cells. Strokes can affect language, memory, vision and movement. Severe strokes may cause paralysis or death.

Hypertension, also known as high blood pressure, is a major risk factor for stroke. High blood pressure is defined as a systolic blood pressure above 140 mmHg and/or a diastolic blood pressure above 90 mmHg. Systolic blood pressure is the maximum pressure in the arteries when the heart contracts. Diastolic blood pressure is the minimum pressure in the arteries between contractions of the heart. Hypertension is known as a silent killer because there are no symptoms. Left uncontrolled, high blood pressure can cause the blood vessels to weaken and become predisposed to damage, which can lead to the blockages and blood clots that can cause a stroke. However, there are many ways to successfully manage high blood pressure.

Weight loss is one of the most effective lifestyle changes for controlling blood pressure. Regular physical activity – 150 minutes of moderate-intensity exercise per week, or 30 minutes per day – can help to lower blood pressure significantly. Aerobic activities may include walking, running, swimming, cycling or dancing. High-intensity interval training, which involves alternating short bursts of intense activity

with periods of lighter activity, and strength training, can help reduce blood pressure. Individuals should talk to their physician before starting a new exercise regimen.

A healthy diet is important for managing blood pressure and reducing the risk of heart attack and stroke. The Dietary Approaches to Stop Hypertension (DASH) diet is designed to help improve high blood pressure by encouraging individuals to eat a variety of foods that are low in sodium and high in nutrients, such as potassium, calcium and magnesium. Fruits, vegetables, whole grains and low-fat dairy products are main components of the DASH diet. Fish, poultry and legumes also are included, as well as small amounts of red meat and sweets.

In addition to diet and exercise, avoiding excess salt can aid in lowering blood pressure. The Dietary Guidelines for Americans recommends limiting sodium intake to 2,300 milligrams (mg) a day or less. However, the American Heart Association recommends 1,500 mg a day of sodium as an upper limit for all adults. Individuals should talk with their physician to determine the appropriate amount of sodium in their diet.

Smoking and drinking alcohol are contributing factors of high blood pressure. The nicotine in cigarettes can raise blood pressure and heart rate, narrow arteries, and make blood more likely to clot, which increases the risk of stroke. Drinking too much alcohol can raise blood pressure to unhealthy levels. People with high blood pressure should avoid alcohol or limit their

intake to one glass a day for women and two for men. Licking Memorial Health Systems offers a Tobacco Cessation Program – Quit for Your Health. Individuals who wish to quit smoking should discuss the program with a physician or call (220) 564-QUIT (7848).

Since chronic stress is a key contributor to high blood pressure, finding ways to reduce stress is important for blood pressure health. Relaxation techniques such as yoga, meditation, deep breathing and massage can relieve tense muscles and help the body relax. Making time for enjoyable activities, such as taking a walk, cooking or volunteering, can reduce stress levels. A sufficient amount of sleep is important for regulating stress. Inadequate or poor-quality sleep can negatively affect mood, mental alertness, energy level and physical health. A common cause of disturbed sleep is obstructive sleep apnea. Symptoms include snoring and daytime sleepiness.

Monitoring blood pressure regularly at home can help indicate if lifestyle changes are working and signify any potential health complications. Blood pressure monitors are widely available and may be covered by insurance for individuals diagnosed with hypertension. Blood pressure monitors also can be purchased without a prescription. If lifestyle changes are not helping to lower blood pressure, it may be time to discuss medications with a physician who can aid in reducing hypertension.

Quality Reporting to the Community

Patient Story and Benchmarks for Emergency Care

Patient Story – Robert “Larry” Thompson

of the aorta weakens, it can develop an aneurysm – an enlarged area that may rupture and cause life-threatening bleeding. An AAA often grows slowly without symptoms, making detection difficult. A number of factors can play a role in developing an aortic aneurysm, including:

- Hardening of the arteries (atherosclerosis) due to a buildup of fat and other substances on the lining of a blood vessel
- High blood pressure that can damage and weaken the walls of the aorta
- Blood vessel diseases that cause inflammation
- Infection in the aorta
- Trauma, such as being in a car accident

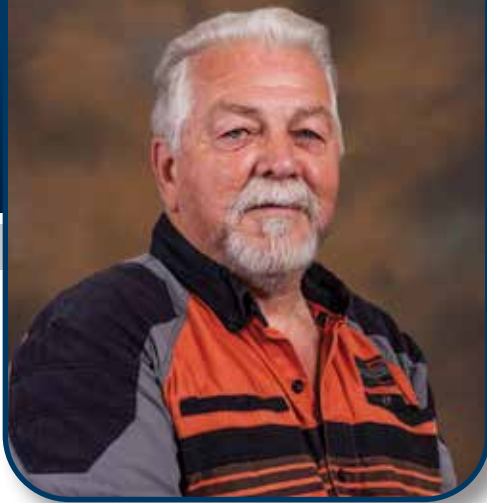
For Larry, the AAA ruptured and he was bleeding into his stomach cavity. “One look at Larry’s swelled stomach and Dr. Limperos knew exactly what was wrong and went right to work,” Linda shared. Dr. Limperos performed a bedside ultrasound, offering a rapid diagnosis which is critical in time-sensitive cases such as an AAA. The staff quickly worked to stabilize Larry so that he could be taken by helicopter to a hospital in Columbus for surgery. At the time, a vascular surgeon who could perform the needed repair to the aorta was not available at LMH. Time was of the essence to save Larry’s life, and the staff took all the steps necessary to prepare Larry for the required surgery. “I truly believe the LMH ED, you, and the nurses with him that morning, played a crucial role in saving my father-in-law’s life. Our family cannot thank you enough for your diligence and urgency,” said Beth Kieber, Larry’s daughter-in-law, in an email to Dr. Limperos.

Dr. Limperos and the LMH staff explained to the family that the AAA surgery was a difficult procedure and there was only a 30 percent chance that Larry would survive. “I do not think I even really have

the words to say what our family is feeling, but we are incredibly grateful to you for the care you provided Larry, even though it was a very short time. I believe you were the reason Larry survived to make it into surgery. Thank you for the role you played in saving his life,” Beth wrote. Linda also said she is grateful for and could not have asked for better treatment for her husband.

Once stabilized, Larry was transferred to Riverside where he underwent a five-and-a-half hour surgery to remove the damaged section of the aorta and replace it with a synthetic tube. After the surgery, Larry spent another month in the hospital in Columbus to recover. He was then transferred to the Acute Inpatient Rehabilitation unit at LMH where he stayed for a week to develop the skills necessary to return home. Once back in his own home, members of Licking Memorial Home Care Services visited Larry to change his bandages and continue his care. Larry continues to recover and is excited to return to riding his motorcycle and spending time with his family.

Patients brought to the LMH ED with an AAA no longer need to be transferred to a Columbus hospital for surgery. In February, Licking Memorial Vascular Surgery began treating patients with conditions that affect the circulatory system, primarily diseases of the arteries and veins that affect blood circulation. Vascular Surgery is staffed by two qualified vascular surgeons, trained to diagnose and treat these disorders, excluding the intracranial and coronary arteries. They also perform wound care of the lower extremities. Services offered at Licking Memorial Vascular Surgery include AAA repair. For more information about Licking Memorial Vascular Surgery, call (220) 564-1965. The office is located at 1371 West Main Street in Newark.



Robert “Larry” Thompson is not one to complain. The lifelong Licking County resident is known by his friends and family as a strong man who worked hard at the same job for over 50 years. After graduation from a local vocational school, Larry went to work at the former Rockwell Plant in Heath. He met his wife, Linda, through mutual friends a year later and the two were married within six months. The couple raised their three children in the area and now are enjoying watching their grandchildren and great-grandchildren grow up in Licking County as well.

Larry retired in 2015 when the automotive, aviation, and electronic components manufacturing plant where he worked was shutting down. Retirement has allowed Larry to spend more time doing the things he enjoys, such as riding his motorcycle and spending time with his family. Every year, he travels to Florida for Bike Week. He had always done his best to maintain his health.

During Labor Day weekend in 2019, Larry and Linda attended Swapper’s Day in Johnstown. The couple enjoyed the outing and Larry seemed perfectly fine. The next morning around 5:00 a.m., Larry woke Linda complaining of severe pain in his stomach. Linda called 911 to have an ambulance sent to their home because she could tell from his pale face and discomfort that something was terribly wrong. Upon arriving at the Licking Memorial Emergency Department (ED), Richard J. Limperos, M.D., quickly recognized the symptoms of an abdominal aortic aneurysm (AAA).

The aorta, the largest blood vessel in the body, runs from the heart through the center of the chest and abdomen and supplies blood to the body. If the wall

Emergency Care – How do we compare?

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

1. During 2019, there were 51,416 visits to the Licking Memorial Hospital (LMH) Emergency Department (ED).

	LMH 2017	LMH 2018	LMH 2019	Goal
Median length of stay in the ED for all patients*	171 min.	193 min.	194 min.	191 min.
Median length of time from arrival until seen by a physician*	22 min.	24 min.	21 min.	less than 28 min. ⁽²⁾
Median length of stay in the ED for patients discharged home*	158 min.	174 min.	175 min.	National 175 min. ⁽²⁾
Median length of stay in the ED for patients admitted to the Hospital*	248 min.	274 min.	275 min.	302 min. ⁽²⁾
Median length of time from the ED physician’s decision to admit a patient until the patient arrives in their Hospital room	71 min.	86 min.	81 min.	120 min. ⁽²⁾
Percentage of patients who are in the ED for more than 6 hours	3.7%	4.8%	5.3%	5.7% ⁽¹⁾

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

2. In 2019, LMH operated three Urgent Care facilities: Licking Memorial Urgent Care – Pataskala, Licking Memorial Urgent Care – Granville and Licking Memorial Urgent Care – Downtown Newark. Patients are encouraged to visit Urgent Care rather than the ED when they have illnesses and injuries that are not life-threatening, but need immediate attention, such as ear infections, minor fractures and minor animal bites. Urgent Care visits usually require less time and lower costs than visits to the ED. During 2019, there were 16,633 visits to Licking Memorial Urgent Care – Granville, 7,531 visits to Licking Memorial Urgent Care – Pataskala and 18,798 visits to Licking Memorial Urgent Care – Downtown Newark.

	LMH 2017	LMH 2018	LMH 2019	Goal
Urgent Care – Downtown Newark time to see physician	23 min.	19 min.	12 min.	Less than 30 min.
Urgent Care – Downtown Newark median length of stay	53 min.	48 min.	44 min.	Less than 60 min.
Urgent Care – Granville time to see physician	14 min.	11 min.	9 min.	Less than 30 min.
Urgent Care – Granville median length of stay	41 min.	40 min.	36 min.	Less than 60 min.
Urgent Care – Pataskala time to see physician	17 min.	15 min.	14 min.	Less than 30 min.
Urgent Care – Pataskala median length of stay	44 min.	43 min.	44 min.	Less than 60 min.

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

	LMH 2017	LMH 2018	LMH 2019	Goal
Median time to opened artery	54 min.	58 min.	55 min.	61 min.
Percentage of patients with arteries opened within 90 minutes	97%	100%	99%	96%
	LMH 2017	LMH 2018	LMH 2019	National ⁽²⁾
Median time from arrival to completion of EKG	2 min.	2 min.	2 min.	7 min.

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

	LMH 2017	LMH 2018	LMH 2019	Goal
ED patients who return to the ED within 24 hours of discharge	1.2%	1.1%	1.4%	Less than 2%

Emergency Care – How do we compare? (continued on page 28)



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

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

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

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

	LMH 2017	LMH 2018	LMH 2019	Goal
ED patients who leave before treatment is complete	4.7%	5.6%	5.0%	Less than 3%

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

	LMH 2017	LMH 2018	LMH 2019	Goal
Assessment of pain completed	96.8%	95.4%	92.4%	Greater than 95%

Data Footnotes: (1) Comparative data from the Midas Comparative Database. (2) Hospitalcompare.hhs.gov national benchmarks. *LMH data represented on this table reflects nearly 100% of all ED visits, while goals reference CMS hospital comparative data, which uses a small sampling of all U.S. emergency department patients.

Suicide-safe Rooms in the Emergency Department Provide Patient Protection

Licking Memorial Health Systems (LMHS) is dedicated to promoting patient safety while delivering the highest quality care. Patients experiencing a mental health crisis are in acute emotional pain and deserve care that is empathetic and patient-centered. Last year, Licking Memorial Hospital (LMH) renovated four rooms in the Emergency Department (ED) that are specifically designed for patients who arrive exhibiting suicidal thoughts or behavior. In 2019, the LMH ED saw 1,198 high-risk individuals and 576 low-risk patients, and medical staff realized that time and resources were being lost in converting and re-converting emergency rooms to suicide-safe rooms.

Items in a standard ED room that are unable to be removed, such as electrical outlets and wiring, may pose a threat to a patient who is contemplating suicide. Equipment that can be removed from a room is at risk of getting lost or damaged. It takes approximately 30 minutes to convert a regular ED room into a room that is safe for an at-risk patient. Once that patient has been discharged from the ED, it takes the same amount of time to convert it back to a standard room.

Each safe room contains a box-frame bed with no ligature points. The mattress is made of a tamper-resistant material with the pillow contained inside. Door handles are designed to prevent any ligatures being tied to the knobs. The door contains no locking mechanism and swings in both directions to prevent barricading. The rooms contain no fixtures on the walls and no electrical outlets, phone jacks or any type of wiring that could be used as a ligature. There is a television on the wall encased in polycarbonate resin thermoplastic – a material that is difficult to break and produces no shards. The box is affixed with tamper-resistant screws to prevent an individual from using such as a cutting device.

A patient who visits the ED exhibiting suicidal thoughts or behavior is immediately triaged and assessed by medical staff using the Columbia Suicide Severity Rating Scale (C-SSRS). The C-SSRS is a unique measure to identify and evaluate individuals at risk for suicide. Through a series of simple, plain-language questions, medical staff can determine the severity and immediacy of the patient’s risk and gauge the level of support needed. Individuals who are

identified as high-risk for suicide are placed in one of the safe rooms in the ED.

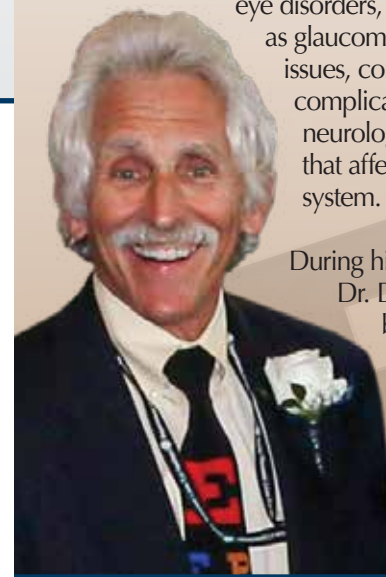
A separate entrance to the safe rooms provides a private setting for patients experiencing a mental health crisis. The isolation offers decreased stimuli from the rest of the ED, which helps the patient remain calm. Following triage and assessment, the patient is escorted to a safe room and is given a hospital gown to wear. All personal belongings, including any items that may be used to cause self-harm, are placed in a plastic bag and secured in a locker by medical staff. The patient is under constant monitoring at all times while in the safe room.

A licensed social worker will perform a comprehensive assessment of the patient to evaluate the severity of suicide risk and recommend appropriate treatment, such as a safety plan coupled with outpatient services or involuntary psychiatric hospitalization. LMHS offers inpatient and outpatient behavioral health services to adults experiencing a mental health crisis. Information for all behavioral health services may be accessed by calling (220) 564-HEAL (4325).

Physician Retrospective – Elliot Davidoff, M.D.

In his 45-year career, Elliot Davidoff, M.D., has performed more than 20,000 cataract surgeries to improve sight for many Licking County residents. Recently, Dr. Davidoff decided to scale back his practice at Center For Sight, located at the Licking Memorial Medical Campus in Newark, and no longer perform surgeries. However, he plans to continue assisting patients by refocusing his practice to laser and medical treatments, specifically for medical retina diseases. The other physicians at Center For Sight – Mark Law, M.D., James Silone, D.O., and Melissa Tripoli, M.D. – will continue to provide surgical services, in addition to diagnosis and treatment for various

eye disorders, such as glaucoma, circulatory issues, cornea and eyelid complications, and neurological problems that affect the visual system.



During his training, Dr. Davidoff became interested in medical retina diseases, such as

age-related macular degeneration (AMD) and diabetic retinopathy (DR). AMD – an eye disorder associated with aging that results in damage to sharp and central vision – is the leading cause of vision loss among people over the age of 65, according to the Centers for Disease Control and Prevention (CDC). DR causes damage to the blood vessels of the retina and, as reported by the CDC, is the leading cause of blindness in American adults. “When I first entered ophthalmology, there really were no treatments for medical retina disorders. Now, there is much that we can do. We are not able to cure these diseases, but we often can preserve vision for extended periods of time,” said Dr. Davidoff.

Dr. Davidoff has been providing comprehensive eye care to Licking County residents since 1977. He received his medical degree from New York Medical College in New York, New York, and completed an internship at Lenox Hill Hospital and an ophthalmology residency at Bronx-Lebanon Hospital Center of the Albert Einstein College of Medicine in Bronx, New York. In 1980, he founded Center For Sight in Newark and since has helped over 60,000 patients. In addition, he has served on the Licking Memorial

Hospital Executive Committee and is a former Chief of Staff and Vice Chief of Staff.

He also has trained future physicians as a member of The Ohio State University faculty since 1980 and through his participation in the Orbis program. The Orbis Flying Eye Hospital is a state-of-the-art airplane complete with teaching facility, and operating and recovery rooms. Since 1982, Orbis has been providing eye care and training to local eye care teams around the world. Through this program and with Surgical Eye Expeditions, Dr. Davidoff has taught and performed surgery in China, Ecuador, Vietnam, Cambodia and Ethiopia.

“I like to make people see better, and it is thrilling to improve someone’s life,” Dr. Davidoff said of practicing medicine. “It is a great feeling to have a patient thank you because you helped them be able to see.”

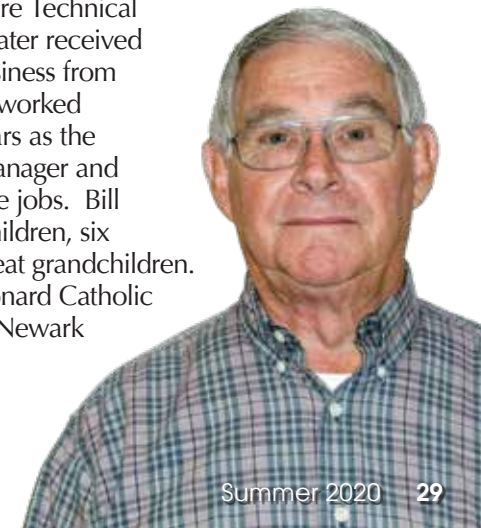
Dr. Davidoff and his wife have lived in Granville since 1977. They have twin sons, two daughters-in-law and four grandchildren. Dr. Davidoff often rides his bicycle on back roads all over Licking County and enjoys skiing in Vail, Colorado, in the winter.

Volunteer Spotlight – Bill Fielding

Bill Fielding has been a volunteer at Licking Memorial Hospital (LMH) for almost three years. His neighbors, Jan and Al Smith, also are volunteers and initially told him about the opportunity. “When I first started, I quickly learned that it is a great place to be,” Bill said. “I am always impressed with the friendly attitudes and team-oriented spirit. Sandy Hanlon, the Volunteer Manager, is very kind and works well with all of the volunteers. I immediately knew that this is the place I want to be.”

Bill has volunteered in many different departments at LMH, including Oncology, Outpatient Surgery, Main Lobby Front Desk, and delivering newspapers and mail throughout the Hospital. “It is very satisfying to help people through this opportunity. Anyone who is looking for a fulfilling experience should consider volunteering at LMH,” Bill said.

Bill grew up in western Pennsylvania and is an Air Force veteran. He received an associate degree in marketing from Delaware Technical Community College and later received a bachelor’s degree in business from Wilmington College. Bill worked for Child World for 34 years as the warehouse distribution manager and has held multiple part-time jobs. Bill and his wife have three children, six grandchildren and two great grandchildren. He is a member of St. Leonard Catholic Church in Heath and the Newark Moose Lodge. Bill enjoys playing golf and spending time with his family.



Donors Recognized for Contributions to Licking Memorial Health Foundation

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

Founder Level

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

Willard E. Smucker Foundation

The Willard E. Smucker Foundation recently became a Founder level donor after making a generous contribution to the LMHF annual project. In 2020, LMHF is supporting Epic, a new, comprehensive health records system. This significant investment allows patients and their caregivers to benefit from convenient digital access to health information, including efficient management tools for scheduling, billing and automatic appointment reminders. Epic will store all of a patient's records within one system

to offer a better continuum of care. The new software provides health information access and exchange throughout Licking Memorial Health Systems (LMHS) and in a nationwide network.

"Epic allows all healthcare providers to view an identical medical record, no matter where the patient is receiving care. When healthcare providers have access to complete and accurate information, we can deliver quality medical care and make more informed diagnoses sooner," LMHS

President & CEO Rob Montagnese said. "We are extremely grateful to the Willard E. Smucker Foundation's continued generosity toward LMHS. It is my honor to recognize the organization as a Founder level donor in appreciation of their financial support of this project."

The Willard E. Smucker Foundation's previous contributions benefited renovations to the LMH Radiology Department and the expansion of the Licking Memorial Medical Campus.

The William Schaffner Society

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

Tom and Leah Argyle

LMHS President & CEO Rob Montagnese (right) and Vice President Development & Public Relations Veronica Patton (left) presented Tom and Leah Argyle with a glass recognition piece in honor of their commitment to The William Schaffner Society. Tom and Leah, who have been Licking County residents for over 25 years, have five children – Camden, Carly, Celsey, Caleb and Cassidy – and are members of The Church of Jesus Christ of Latter-day Saints.

Campaign, and an Eagle Scout. He also previously served as Vice Chair and Secretary of the Executive Board of the Granville Area Chamber of Commerce, and as a member of the Licking County Library and Licking Park District levy committees.

Leah is employed as an Academic Administrative Assistant in the Black Studies Department and the Organizational Studies program at Denison University. She earned a Bachelor of Science degree in human nutrition and a Bachelor of Science degree in accounting, both from OSU. She serves on the Tree Planning Commission for the

Village of Johnstown and has served as an assistant coach for the Johnstown Middle and High School Cross Country teams. Leah also volunteers regularly with Habitat for Humanity in Licking County and the Johnstown High School Musical Committee.



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

Donors

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

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Cradle Roll

In honor of Carter Allen
By: Licking Memorial Health Systems
In honor of Peyton Elizabeth Black
By: Licking Memorial Health Systems
In honor of Adalyn Juniper Duncan
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In honor of Emersyn Loraine Drumm
By: Licking Memorial Health Systems
In honor of Nora Laurene Hogancamp
By: Licking Memorial Health Systems

In honor of Jagger Wolf Molenaar
By: Licking Memorial Health Systems
In honor of Karra Lynn Rogers
By: Licking Memorial Health Systems
In honor of Xavier Schwarz
By: Licking Memorial Health Systems
In honor of Ruby Kate Smith
By: Licking Memorial Health Systems
In honor of Layla Ann Stewart
By: Licking Memorial Health Systems
In honor of Emery Lynn Weisent
By: Licking Memorial Health Systems

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In honor of Richard Baltisberger, M.D.
By: Robby and Brady Montagnese
In honor of Garth Bennington, M.D.
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Aaron Link
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Cindy and Thaddeus Webster
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In honor of Janae Davis, M.D.
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By: Veronica and Mark Patton
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Ann and Tom Mullady
Cindy and Thaddeus Webster

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Sheila and Ron Miller
Rob and Lauren Montagnese
Ann and Tom Mullady

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By: Veronica and Mark Patton
Sharon Sheeran

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In honor of Brent Savage, M.D.
By: Ann Howard

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In honor of Grant Yoder, D.O.
By: Craig Cairns, M.D., M.P.H.
In honor of Elizabeth Yoder, D.O.
By: Craig Cairns, M.D., M.P.H.

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By: Chris Hughes Bridgeman
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In memory of Mathew Samuel
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Paving Our Future

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By: Lori Corder
In memory of Susan E. Huddy
By: Beth Emerson
In memory of Richard and
Margery Orr Finkle
By: Jeffrey Finkle

William Schaffner Society

Cory and Farah Campbell

Virtual Events Celebrate LMHS Employees

Licking Memorial Health Systems (LMHS) modified the annual Employee Recognition event to comply with social distancing guidelines during the COVID-19 pandemic. Two virtual celebrations with private online live streams were available for employees to view. Award honorees attended special viewing parties at Licking Memorial Hospital (LMH) and were individually escorted to receive their awards on-screen.

“We are happy to celebrate our employees and their service to this organization and community during their career and especially during the pandemic,” President & CEO Rob Montagnese said. “It might be difficult to find a bright light in our daily lives during this crisis, but the efforts of our employees do not go unnoticed. We appreciate all of our employees’ service, and the Licking County community will emerge stronger and better because of your efforts.”

Manager of the Year

Rob presented the Manager of the Year Award during a celebration on July 10. Established in 1987, the award recognizes a management employee who has demonstrated fair and consistent leadership in his or her area of responsibility. The nominee should demonstrate an ability to inspire his or her employees beyond the ordinary requirements of their jobs. Two managers were honored this year – Lisa Hayes and Denise Matthews.

Lisa began employment at LMHS in June 2002 as a frontline staff nurse on 4-North, and in 2005, she transferred to Radiology. In 2007, she became one of the first Clinical Coordinators and helped develop the role of the Clinical Educator at Licking Memorial Hospital (LMH). She was named as the Clarissa Ann Howard Award for Clinical Excellence honoree in 2008. Lisa’s first management role was the Patient Care Manager position on 5-South, and in 2014, she became the Director of the Medical/Surgical units. In 2017, Lisa was named the Director of Acute

Care and currently oversees all medical/surgical units, critical care units, Inpatient Rehab, the patient care coordinators, and dialysis. She also serves as the LMH liaison with Lifeline of Ohio.

Denise started her career with LMHS in 2009 and was promoted to Environmental Services Manager within her first year of employment. In addition to the Hospital, Denise oversees housekeeping and related services for more than 30 LMHS locations, including the Select Specialty space at LMH – Tamarack. Denise is highly dedicated to her work, an excellent mentor, and also a very doting grandmother to her five grandchildren.



Director of Acute Care Lisa Hayes, Environmental Services Manager Denise Matthews, and LMHS President & CEO Rob Montagnese.

Clarissa Ann Howard Nursing Award for Clinical Excellence

The Clarissa Ann Howard Nursing Award for Clinical Excellence also was presented during the July 10 event. The annual award recognizes nurses who are respected by their peers for their expertise, professionalism and clinical excellence while providing patient care. The 2020 award recipients are Dusty Meadows, R.N., and Connie Beckley, L.P.N.

Dusty graduated from The Ohio State University with his bachelor’s degree in Environmental Science, he went on to attend Ohio University and received his associate degree in Nursing and is near the completion of his Bachelor of Science in Nursing degree from Chamberlain University. He is certified in ACLS and PALS and serves as a certified instructor for both PALS and BLS.

Dusty was hired as a staff nurse on 5-South at LMH in July 2008, then transferred to the Emergency Department in 2011. He began a shared role as the Emergency Department Clinical Coordinator in 2014 and assumed the position full time in 2017. Dusty lives in Frazeytsburg with his wife of 19 years, Heather, and their children – Emma, age 17, and Jack, age 13. Dusty enjoys kayaking, karate, hiking, traveling and reading in his spare time.

Connie graduated from Newcomerstown High School in 1998. After high school, she joined the Longaberger Company and completed the Longaberger Basket School. Following her time at Longaberger, Connie attended Mid East Ohio Adult Learning Center where she graduated in 2004 with her L.P.N. degree. She joined LMHS in 2005 and has worked primarily in family practice with both Garth Bennington, M.D., and Pattye Whisman, M.D.

Connie and her husband, Thomas, have four children; Brian, Julianne, George, and Pattye Grace. They recently purchased an 11-acre farm where they raise three pigs and 12 chickens. Connie and her family attend the Bladensburg Church of Christ.



LMHS President & CEO Rob Montagnese, Vice President Acute Care Services Heather Burkhart, Dusty Meadows, R.N., Clarissa Ann Howard, Connie Beckley, L.P.N., and Vice President Physician Practices Greg Wallis.

MVPs

LMHS named 30 MVP Award recipients on July 10 for their consistent demonstration of LMHS’ values: compassion, accountability, respect and excellence. The 2020 MVPs are featured on pages 33 through 35.



Hanaa Abdelmessih, M.D.

Pediatrician

Dr. Abdelmessih joined Licking Memorial Pediatrics in 1996. She received her Medical Degree from University of Vermont Medical College. She completed a pediatric internship and residency at Monmouth Medical Center in Long Beach, New Jersey. She resides in Granville with her husband, Dr. Mourad Abdelmessih, daughter, Sarah and son, Andrew. In her spare time, Dr. Abdelmessih enjoys gardening, kayaking and painting.



Austin Brown

Telecommunications Analyst

Born and raised in Newark, Austin is a lifelong resident of Licking County. He works in the Communications Department and provides support for the phone systems, Vocera badges and miSecureMessages. He attends Grace Pointe Community Church in Utica, where he assists with their audio/visual needs. Austin and his wife, Amy, have three children – Carson, William and Arabelle.



Tricia Allen

Administrative Assistant

Tricia joined LMHS in 1998 and is the Administrative Assistant for Environmental Services, Linen Services, and Transportation Services. She resides in Philo with her husband of 27 years, Bill, and has two daughters, Krysten and Hannah. She is a member of the Blue Rock Baptist Church and currently is planning her daughter’s September wedding. She enjoys traveling, beach vacations, baking, reading, camping and spending time with family.



J. Scott Brown

Stationary Engineer

Scott has lived in Licking County for 50 years and began his career at LMH in 1989. He joined the United States Air Force after graduating high school in 1979 and served for four years. Scott has a son, Zach, and enjoys playing golf, painting and walking with his miniature schnauzer, Scooter. He also is an avid coin collector and has owned his own business for 30 years.



Janet Allotey

Culinary Specialist

Janet has worked in the Culinary Services Department since 2015. She and her husband, Francis, have three children, Oheneba Kofi Asante, Nana Yaw and Odehyieba. She has a Bachelor of Science in business administration from Central University College in Ghana and currently is pursuing an MBA with Western Governors University. She enjoys cooking, baking, reading and watching Korean shows and movies.



Lisa Coulter, B.S.N.

Staff Nurse

Lisa earned her nursing degree from Central Ohio Technical College (COTC) and began working at LMH in 1998. She earned her Bachelor of Science in Nursing (B.S.N.) from Western Governors University in 2018. She works in the Endoscopy Lab and is cross-trained to Outpatient Surgery. Lisa resides in Heath with her husband, Troy, and son, Trevor, and is an active member of Christ Lutheran Church in Heath. She enjoys sewing, spending time with family, crafting, and watching Chicago Cubs baseball and OSU sports.



Tucker Arthurs

Chemistry Supervisor

Tucker supervises the Chemistry Department within the Laboratory. He has worked for LMH since 2015. He received his Medical Laboratory Scientist certification from The Ohio State University (OSU) in 2015. When not at work, Tucker enjoys playing basketball and watching OSU football.



Debi DeLozier

Unit Specialist

As a Unit Specialist in the Surgery Department, Debi’s responsibilities include Surgery desk operations, document control, payroll and facilitating the daily operating room schedule. She enjoys traveling and watching sports with her husband of 40 years, as well as spending time with her children and five grandchildren – Journi, Elijah, Hunter, Mia and Finn.



Michael Brazil

Environmental Services Assistant

Michael is a lifelong Licking County resident who joined LMHS in 2007 and has proven to be an integral member of the outpatient rehabilitation team. His work includes assisting the therapists as needed, as well as daily housekeeping tasks. His hobbies and interests revolve around sports, specifically watching football and basketball.



Joe Divan

Imaging Specialist

Joe resides in Bladensburg with his wife, Jillian, and their two children, Ella and Curtis. As an MRI Technologist at LMH since 2016, he performs exams for diagnostic purposes. Joe is a member of the American Registry of Radiologic Technologists. He enjoys outdoor activities, such as ATV riding, hunting, fishing, and golfing. Joe also is involved with his children’s sports teams and 4-H projects.

**Emily Gentry***Quality Coordinator*

Emily and her husband, Evan, are Newark residents. She has worked for LMHS since 2017 and currently is a Quality Coordinator. After graduating from Newark High School, Emily attended Ohio University and plans to pursue a Master of Healthcare Administration. Emily enjoys riding horses and coaches the Carraway Hill Equestrian team.

**Brad Lewis, M.D.***Anesthesiologist*

Dr. Lewis received his Medical Degree from the Medical College of Ohio in Toledo. He completed a transitional internship and a residency in anesthesiology at University Hospitals in Cleveland. Dr. Lewis and his wife, Maria, live in Granville with their two children, Gavin and Olivia. In his free time, he enjoys spending time with his family and watching his children play sports.

**Valerie Gliva, B.S.N.***Staff Nurse*

Valerie provides care for cardiac patients as a charge nurse on 2-West. Valerie earned her B.S.N. degree from Ohio University. Valerie met her fiancé, Kevin Patellos, at LMH and the couple plan to be married in October. She enjoys spending time with her dogs – Charles, Bruno and Libby.

**Erin Neikirk***Point of Care Technician*

Erin works as a point of care technician on 5-South and currently is enrolled in the nursing program at COTC. She is an active parishioner at Church of the Blessed Sacrament and enjoys kayaking and hiking. Erin has a daughter, Carleigh, and will be married to her fiancé, Dillon, in October 2021.

**Mallory Grieb, B.S.N.***Clinical Coordinator*

Mallory serves as a Clinical Coordinator for Cardiac Services providing education for department specific and hospital-wide tasks. She has worked at LMH since 2013. She earned her B.S.N. degree from Mount Carmel College of Nursing. She and her husband, Chris, have four children – Augie, Beatrice, Iggy and Cecilia.

**Ginger Palmer, R.N.***Community Case Manager*

Ginger began working for LMH in 2015, first in 4-North then transferring to her current position in Community Case Management. She is a proud grandmother to three grandchildren, and enjoys sewing, gardening and cooking. Currently, she is working toward her B.S.N. degree.

**Carlena Hoffman, R.N.***Staff Nurse*

Carlena began working at LMH soon after earning her associate degree in nursing from COTC. She provides care for post-surgical and medical/surgical patients on 6-South. Carlena enjoys spending time with her son, Jackson, and traveling.

**Jim Pfister, M.S.W.***Clinical Social Worker*

Originally from Cleveland, Jim has lived in Licking County for over 35 years. He received a master's degree in clinical social work from OSU. In his role at Shepherd Hill, he assists individuals with recovery from major depression and addiction.

**Lindsay Lachowsky***Point of Care Technician*

Lindsay is a lifelong resident of Licking County. She graduated from Northridge High School, then received an associated degree in nursing from COTC. She has worked for LMH since 2013 and is currently serving as a point of care technician in the Emergency Department.

**December Rhymer, R.N.***Registered Nurse*

December has been a nurse at Licking Memorial Family Practice – Granville since 2016. Born in Pataskala, she currently resides in Lancaster where she enjoys kayaking and hiking. December graduated from COTC in 2013. She has a daughter, Claudia, and a fiancé, Oscar.

**John Lazar, M.D.***Pediatric Hospitalist*

Dr. Lazar works as an inpatient pediatrician at LMH and obtained his Medical Degree from The OSU College of Medicine. Dr. Lazar lives in Columbus with his wife, Kailee, and son, Wilde.

**Jennifer Rice***Human Resources Recruiter*

Jennifer, a resident of Licking County for the past 20 years, began her LMHS career in 2011 and now works in Human Resources as a recruiter. She is a member of More Life Church in Newark and enjoys spending time with friends and family, including her two daughters – MaKaylee and Madison.

**Chuck Rine***Point of Care Technician*

Chuck joined LMHS in 1979 and currently works in Radiology. A lifelong resident of Licking County, he resides in Newark with his wife, Reva, and has two daughters – Christy and Misty.

**Kenita Robinson-Keck, B.S.N.***Research Nurse*

Originally from Portsmouth, Kenita has lived in Licking County for the past 40 years. She joined LMHS in 1983 and currently works in Oncology. In 1994, Kenita received her B.S.N. degree from Franklin University. She volunteers for Jail Ministries-Vertical 196 and is a member of Society of Clinical Research Associates. Kenita enjoys traveling, sewing and collecting interesting items.

**Chelsie Russell, B.S.N.***Staff Nurse*

Chelsie joined LMHS in 2016 and currently works as a labor and delivery staff nurse and assists with prenatal classes. She received a B.S.N. degree from Ohio University and is a member of the Association of Women's Health, Obstetric and Neonatal Nurses. Chelsie, her husband, Chase, and daughter, Viviann, reside in Somerset, where she is a member of the Somerset American Legion Auxiliary. In her spare time, she enjoys reading and crafting.

**Amy Short***Certified Pharmacy Technician*

Amy began her career as a certified pharmacy technician at LMH in 2016. She was born in Zanesville and currently lives in Brownsville. Amy has resided in Licking County for 31 years with her husband, Greg, and has two children, Jon and Megan. She enjoys crocheting, knitting, gardening and Bible prophesy.

**Andrea Tosi***Senior Administrative Assistant*

Andrea began working at LMH in 2000. She graduated from Newark High School in 1996 and later received a bachelor's degree in business administration from OSU. She and her husband, Brian, have two children, Brayden and Blake. Her hobbies include watching her sons play sports and spending time with family.

**Pattye Whisman, M.D.***Family Practice Physician*

Dr. Whisman began working at Licking Memorial Family Practice – McMillen in 1995 after spending her early career in the LMH Emergency Department and then in a private practice in Newark. She earned her Medical Degree from OSU and completed a year of residency at Mount Carmel Medical Center in Columbus. She enjoys cooking, gardening, reading and traveling.

**Kristin Wilson***Registered Medical Assistant*

Kristin has worked for LMHS since 2003 and provides care for patients at Licking Memorial Family Practice – North Newark. She is a lifelong resident of Newark and enjoys spending time with her family, traveling, cooking and reading. Kristin enjoys interacting with her patients and has a great appreciation for her coworkers.

**Brittney Worstell***Patient Account Representative*

Brittney started working at LMHS in Patient Accounting in 2018. She is a 2009 graduate of Lakewood High School and earned an associate degree in applied science and sports fitness management from Zane State College in 2012. Brittney and her husband, Tory, who also works for LMHS, have a daughter, Laney, and a son, Holden. In her spare time, she coaches her daughter's softball team and loves vacations on the beach and camping trips with her family.

Years of Service Recognition

On May 11, LMHS leadership honored employees who are observing anniversaries in five-year increments in 2020. The 279 honored employees represented 3,260 combined years of service. Employees celebrating 35-, 40- and 45-year anniversaries were invited to attend the event and receive a framed proclamation for their dedicated service at LMHS.

35 Years of Service

Debbie Briggs, Radiology

M.J. Ehlermann, Surgery

40 Years of Service

Kathy Byers, Culinary Services

Brad Mosher, Plant Operations

Sue Maier, Cardiology

Isabel Paulson, Surgery

Sandy Mandich, Health Information

Diane West, Laboratory

45 Years of Service

Kathy Baldeschwiler, Emergency Department

Vicki Evans, Laboratory



Vicki Evans, Kathy Baldeschwiler, and LMHS President & CEO Rob Montagnese.



Licking Memorial Health Systems
 1320 West Main Street
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LMHS Family Drive-in Movie Night

**REGISTRATION
 REQUIRED**

Bring the entire family to Family Drive-in Movie Night. LMHS will present an outdoor screening of the Disney animated film, *Frozen 2*.

Date: Friday, September 18

Time: Arrive by 7:30 p.m.

Location: The grounds of the Pataskala Health Campus, located at One Healthy Place, off Broad Street, in Pataskala.

- Free snacks and beverages will be provided.
- Alcoholic beverages, tobacco products and pets are prohibited.



To register, call
(220) 564-1560.

LIMITED SPACES AVAILABLE. Only those who have pre-registered will be admitted. Attendees will need to remain in car during film presentation, unless using restroom facilities.

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

See pages 16-28 for Quality Report Cards in this issue.



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

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

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