



# Community Connection

## Licking Memorial Health Systems

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Measurably Different ... for Your Health!

## LMH Earns "Top Performer on Key Quality Measures®" Recognition from The Joint Commission



Licking Memorial Hospital (LMH) was named "Top Performer on Key Quality Measures®" by The Joint Commission, the leading accreditor of healthcare organizations in America. LMH was recognized for exemplary performance in using evidence-based clinical processes that are shown to improve care for certain conditions. These clinical

processes focus on care for heart attack, pneumonia, surgery, children's asthma, stroke and venous thromboembolism, as well as inpatient psychiatric services. LMH is one of 1,099 hospitals in the U.S. earning this distinction, representing the top 33 percent of all Joint Commission-accredited hospitals reporting accountability measure performance data for 2012.

*LMH Earns "Top Performer on Key Quality Measures®" Recognition from The Joint Commission (continued on page 2)*

## LMHS Encourages You to Share the Gift of Life

Each day, 18 people die waiting for needed organ transplants, according to Donate Life Ohio, a coalition of the State's organ, eye and tissue recovery agencies. Recently, Licking Memorial Hospital (LMH) joined the Ohio Hospital Association Donate Life Partnership to help save lives by educating the community about the importance of organ, eye and tissue donation and increasing the number of registered donors. LMH encourages Licking County community members to join in supporting this cause through registration in the Ohio Donor Registry.



"In keeping with our mission to improve the health of our community, Licking Memorial Health Systems (LMHS) has become a more active advocate for organ donation," said Rob Montagnese, LMHS President & CEO. "The Ohio Hospital Association Donate Life Partnership is a great way for LMHS to become more involved and help save lives not only in Licking County, but nationwide."

*LMHS Encourages You to Share the Gift of Life (continued on page 2)*

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

See pages 8-15 for Quality Report Cards in this issue.

## COMMUNITY EDUCATION

### Are You at Risk for a Heart Attack?

**Date:** Thursday, January 30  
**Location:** LMH First Floor Conference Rooms  
**Time:** 6:00 – 7:00 p.m.  
**Speaker:** Terri McConnell, R.N., B.S.N.

*(continued on page 4)*

### Nutrition and Exercise for Life Workshop

**Date:** Thursday, February 13  
Thursday, February 20  
Thursday, February 27  
**Location:** LMH First Floor Conference Rooms  
**Time:** 6:00 – 7:30 p.m.  
**Speakers:** Aundrea Parker, L.D., R.D., and Jody Schirtzinger, P.T.A.

*(continued on page 2)*

"We are pleased to receive recognition as a Top Performer, as we strive to exceed our standards of excellence at LMH each year," said Rob Montagnese, President & CEO of Licking Memorial Health Systems. "This award provides additional assurance that community members receive excellent healthcare services at LMH."

To achieve status of a Top Performer, LMH achieved a cumulative performance of 95 percent or above for various performance rate accountability measures. A 95 percent score means a hospital provided an evidence-based practice 95 times out of 100 opportunities. Specifically, the measure sets for which LMH was recognized include heart attack, heart failure, pneumonia and surgical care. This achievement will be featured in The Joint Commission's "Improving America's Hospitals" annual report, Quality Check website ([www.qualitycheck.org](http://www.qualitycheck.org)),

and will also be noted in the Top Performer program featured in the December issues of The Joint Commission Perspectives and The Source.

"Licking Memorial Hospital and all the Top Performer hospitals have demonstrated an exceptional commitment to quality improvement, and they should be proud of their achievement," said Mark R. Chassin, M.D., FACP, M.P.P., M.P.H., President and Chief Executive Officer, The Joint Commission.

The Joint Commission is an independent, not-for-profit organization, and accredits and certifies more than 20,000 healthcare organizations and programs in the United States. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards.

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*LMHS Encourages You to Share the Gift of Life (continued from front page)*

Advances in medical science have made transplant surgery extremely successful. Transplantation is no longer considered experimental, but rather a desirable treatment option for end-stage organ failure. Unfortunately, thousands of Americans are waiting for a match and a second chance at life, without enough organ donors to meet the growing need.

Being an advocate for organ donation can be accomplished with the following steps: first, visit [DonateLifeOhio.org](http://DonateLifeOhio.org) to learn more about donation and how to register. Donors are accepted regardless of age or past medical history – anyone can be a potential donor. Individuals who are 15 ½ years or older can register their decision to donate when receiving or renewing their driver's license or state identification card; however, if they were to pass away prior to turning 18, a parent or guardian can amend or revoke their loved one's donation decision. Organs are matched through the United Network for Organ Sharing based on body

size, blood type, medical urgency and geographic location as it relates to travel time. Physicians do not accept or decline organ donations based on race, gender, age or any other discriminatory factor.

Second, share the decision to be an organ donor with friends and family members. Sharing organ donation wishes can help increase the understanding and positive impact of organ donation. One person has the potential to save eight lives through organ donation, and enhance 50 more lives through cornea and tissue donation. Joining the Ohio Donor Registry is considered an advance directive for individuals over the age of 18.

Visit [DonateLifeOhio.org](http://DonateLifeOhio.org) to learn more about donation and to register online. Registration forms also are available at the LMH Main Entrance reception desk.

## Community Education – Nutrition and Exercise for Life Workshops *(continued from front page)*



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



Jody Schirtzinger,  
P.T.A.

If you have attended weight loss seminars, but lack a practical plan to reach your weight loss goal, consider attending this three-part workshop on healthy weight loss. This program focuses on practical steps and guidance to develop a personalized weight loss plan, including recipe modification, smart grocery shopping, cooking demonstrations and beginning exercise.

Join Licking Memorial Dietitian, Aundrea Parker, L.D., R.D., and Licking Memorial Physical Therapist Assistant, Jody Schirtzinger, P.T.A., for this nutrition and exercise workshop on **Thursday, February 13, Thursday, February 20, and Thursday, February 27**, at 6:00 p.m., in the LMH First Floor Conference Rooms, located at 1320 West Main Street in Newark. The program is free; however, registration is required. To register, please call (740) 348-2527.

# LMH Home Care Earns Recognition



The LMH Home Care Department recently received the prestigious HomeCare Elite 500 Award. Pictured are (left to right): front – Cathy Chancey, R.N., B.S.N., Donya Hageman, P.T.A., Jennifer Johnson, P.T.A., Vickie Lennon, R.N., B.S.N., and Rob Wells, P.T. Back – Michelle Zigan, R.N., B.S.N., Marsha Pfeifer, R.N., Mary Reid, R.N., B.S.Ed., Judy Schmitt, R.N., B.S.N., Kay Sellars, Ghlee Lyons, POCT, Roberta Craig and Stacy McConnell, L.P.N. Not pictured is Susan Hughes, POCT.

Licking Memorial Hospital (LMH) Home Care has been named to the Top 500 of the 2013 HomeCare Elite™, a recognition of the top performing home health agencies in the U.S. The award was based on publicly available measures in the categories of quality outcomes, best practice implementation, patient experience, quality improvement and consistency, and financial performance.

“The HomeCare Elite award affirms that LMH’s excellent care extends beyond the Hospital walls,” said Debbie Young, LMH Vice President Patient Care Services. “LMH Home Care ranked very well in each of the compared measures, and especially well in the categories of patient experience (96th percentile), process measure implementation (95th percentile) and quality of care (85th percentile). These are three important endorsements that reflect the compassion and professionalism that LMH Home Care providers bring to their patients every day.”

“The 2013 HomeCare Elite winners demonstrated a commitment to providing patient-centered care and serving as leaders in the home health community,” said Mary Oakes, Senior Vice President of Post-acute at National Research. “We congratulate LMH Home Care on being one of the Top 500 home care agencies in the country.”

The award sponsors, OCS HomeCare by National Research Corporation and DecisionHealth, examined performance data from 9,969 home care agencies to determine the top 25 percent, designated as the HomeCare Elite winners. Those winners were further divided into the Top 500 and Top 100 agencies overall. HomeCare Elite was established in 2006, and LMH Home Care has received the award five times. This year marks the first time that LMH Home Care earned a Top 500 designation. Out of a Central Ohio area that includes the six counties of Franklin, Knox, Licking, Fairfield, Perry and Muskingum, LMH is one of only two facilities that received a place on the Top 500 or Top 100 list in 2013.



These events are free, but limited to Active•Fit program participants ages 6 to 12. To register for the free online program, visit [www.ActiveFit.org](http://www.ActiveFit.org).

## Active•Fit YOUTH WELLNESS EVENTS

### Active•Fit/AMIGO Challenge

**Date:** Saturday, February 8  
**Time:** 10:00 a.m. – 12:00 Noon  
**Location:** Heritage Hall  
Senior Center  
1058 East Main Street  
Newark, OH 43055

Youth, ages 6 to 12, are invited to participate in the Annual Miniature Indoor Golf Open and enjoy a healthy lunch. **Registration is limited and must be completed by Friday, January 31.**

### Active•Fit Junior Chef

**Date:** Saturday, February 22  
**Time:** 10:00 a.m. – 12:00 Noon  
**Location:** C-TEC  
150 Price Road  
Newark, OH 43055

Youth, ages 6 to 12, will learn how to make various healthy recipes and participate in several cooking stations for the preparation of a healthy lunch to be enjoyed following the program. **Registration is limited and must be completed by Friday, February 14.**

Call (740) 348-1572 to register for these free events



# Heart to Play Program Ends Another Successful Year

In 2013, Licking Memorial Health Systems' (LMHS) Heart to Play program celebrated its sixth year of providing free cardiac sports screenings to Licking County students. Last year, more than 973 student athletes from 15 school districts benefitted from the screenings, thanks to the devoted healthcare team of more than 80 staff members, including pediatricians, cardiologists, primary care providers, nurses and support staff. Each year, these dedicated individuals conduct the screenings after regular business hours in May and June. LMHS also provided free pre-participation sport screenings to approximately 1,200 students during the scheduled events, which included ImPACT concussion screenings.



Michael Galiher

The Heart to Play program provides each athlete with an electrocardiogram (EKG) screening, which helps to detect previously undiagnosed heart rhythm and anatomical defects. Preliminary results found that approximately 8 percent of those students indicated a possible cardiac abnormality, resulting in further testing. Upon physician follow-up, five students were diagnosed with potentially dangerous heart defects.

One of these students who benefitted from the Heart to Play program is Michael Galiher, a seventh grader at Wilson Middle School. Michael is no stranger to activity – he loves playing basketball, dirt-biking, and anything outdoors. His mother, Jennifer, said that Michael has a superb health history, and only took him to visit his primary care physician last summer due to a scheduled routine well child check-up and sports physical.

Because Michael has no family history of heart problems or displays outward signs or symptoms, his primary care provider did not perform an EKG. However, Jennifer planned to take Michael to one of LMHS' sports screening sessions to complete the baseline concussion testing – it was then that she decided to cover all the bases.

“On a whim, I decided to have Michael obtain an EKG test, as well. It was a fluke that I decided to get it done, even though his doctor didn't advise it – you could call it a mother's instinct,” said Jennifer.

The EKG test showed an abnormality, confirmed by Licking Memorial Pediatrician Diane LeMay, M.D. Michael's primary care physician ordered repeat EKGs, and indicated a need for further testing. Michael was diagnosed with Wolff-Parkinson-White Syndrome (WPW), and was referred to a pediatric cardiologist.

WPW is a heart disorder in which an abnormal extra electrical pathway between the upper and lower chambers of the heart can lead to a rapid heart rate. The disorder is extremely dangerous and can lead to cardiac arrest if left untreated. Michael's cardiologist recommended an ablation procedure to rectify the harmful condition.

“As a mom, I was very nervous,” said Jennifer. “Talking to Dr. LeMay eased my fears about the procedure.” Jennifer said the wealth of experience of the pediatric cardiologist – more than 17 years – helped calm her nerves, as well.

The anxiety ceased after the successful procedure, and Jennifer noted that Michael felt great the morning after. In fact, since the procedure occurred just before school began in August, Michael was granted a special privilege. “Due to his restrictions, he wasn't able to use the stairs at school. So, for a month, Michael received elevator access, which he was pretty excited about,” said Jennifer.

At his six-week review in September, Michael's heart procedure was deemed successful, after the completion and careful analysis of two EKGs. After additional testing, he received medical clearance to return to organized sports, just in time for basketball season to begin. Jennifer said that he will have annual check-ups to monitor his heart, but is very thankful this did not go undetected.

“It was such a big relief to find out about Michael's condition,” said Jennifer. “Not knowing is the most dangerous part.” Jennifer said she recommends LMHS' Heart to Play program to the parents of Michael's friends to ensure their children are tested, as well. “I can't promote it enough – just a few minutes are all it takes to save your child's life.”

## Community Education – Are You at Risk for a Heart Attack? *(continued from front page)*



Terri McConnell,  
R.N., B.S.N.

Heart disease is the leading cause of death in the United States. Each year, 1.5 million people will suffer a heart attack, with up to half of those resulting in death. Knowledge is the key to preventing a heart attack through the modification of controllable risk factors.

Terri McConnell, R.N., B.S.N., of Licking Memorial Cardiology, will discuss the risk factors of a heart attack during an educational session on Thursday, January 30, at 6:00 p.m., in the LMH First Floor Conference Rooms, located at 1320 West Main Street in Newark. The program is free; however, registration is required. To register, please call (740) 348-2527.



## Eye Surgeries Performed at LMH – Tamarack

When the Licking Memorial Hospital (LMH) – Tamarack location opened its new surgical area in July 2013, Ophthalmologists Elliot Davidoff, M.D., Mark S. Law, M.D., and James E. Silone, D.O., of the Center for Sight in Newark, were the first to perform outpatient procedures. The three physicians are members of the LMH Active Medical Staff and routinely perform ophthalmic procedures at the new facility – cataract surgery being the most commonly performed operation. Collectively, the physicians typically perform over 30 cataract surgeries per week.

A cataract – the clouding of the lens in an eye – is a common condition noted most often in older persons, but can be diagnosed at any age. Cataracts are the most frequent cause of blindness worldwide. Symptoms may include clouded, blurred or dim vision, increasing difficulty with vision at night, sensitivity to light and glare, or frequent changes in spectacle or contact lens prescription.

The cataract surgery at LMH – Tamarack involves phacoemulsification, a technique in which the cloudy natural lens is extracted by using ultrasonic vibrations to remove the cataract. The lens is replaced by a new lens implant to better correct the vision. This often results in decreased dependence on eye glasses. If there are no additional eye problems other than the cataract, the likelihood of a good outcome from cataract surgery is extremely high. The procedure itself lasts less than 15 minutes and requires no sutures.

“Unlike many cataract surgeries performed at metropolitan hospitals, we offer a unique ‘no needle, no stitch, no patch’

cataract surgery,” said Dr. Silone. “This means that patients are not typically numbed by a needle injection, and no stitches or patches are necessary after the procedure.”

Downtime is brief following the surgery – most patients return to their normal activities the day after the procedure. Drs. Davidoff, Law and Silone are considering the addition of a femtosecond laser-assisted cataract surgery for LMH – Tamarack. With this new technology, a laser is used to create the initial incisions and divide the lens, making it more efficient for the physician to remove the cataract.

Corneal transplantation is performed on individuals with damaged corneas, due to swelling, thinning, ulcers, or scarring from injury. Dr. Law offers a new procedure in certain cases where only the diseased layer of the cornea is replaced. With smaller incisions and fewer sutures, this also leads to a quicker recovery compared to the traditional corneal transplantation procedure. Unfortunately, not all corneal conditions can be treated by the newer procedures.

Drs. Davidoff, Law and Silone also are able to perform other, less common ophthalmic surgeries at LMH – Tamarack. These include eye muscle surgery, tear duct probes and glaucoma surgery. They recommend annual eye exams for those with certain medical conditions such as diabetes or hypertension, or individuals older than 65. For patients aged 50-65 years old, they recommend visiting an ophthalmologist every two years. Those who are experiencing a change in vision should visit a family physician for a referral.





## Pharmacists Increase Safety and Efficiency in the Emergency Department

More than 7 million patients suffer from medication errors each year across the nation, based on information from the National Priorities Partnership, a group of health organizations with the goal of improving healthcare quality. In order to reduce the number of patients who suffer from medication errors, an accurate medication history must be provided. “This may sound obvious and simple,” said Licking Memorial Hospital Pharmacist Janine Shipley, R.Ph., “but in reality it can be a difficult yet crucial task to patient safety.”

In 2008, Licking Memorial Health Systems (LMHS) took the initiative to improve patient care in the Emergency Department (ED) by adding Janine to the ED staff. Administration felt having a pharmacist present in the ED would benefit the physicians and nurses. Janine became the first step in increasing the accuracy and efficiency of collecting medication histories in the ED.

LMH Director of Pharmacy Jean Glaser said that the Pharmacy Department conducted an internal study in 2012 showing the difference a pharmacy-trained employee could make in the medication history gathering. “We found that, due to their training, pharmacists were producing medication histories with approximately 87 percent more accuracy,” Jean said. “Within a year we increased the staff to four Pharmacy Department employees after seeing the positive effects of the additional pharmacist. After reviewing the 2012 research, it was obvious Pharmacy employees were able to increase patient safety.”

The extreme difference in accuracy is a direct correlation to education, experience and time. “Pharmacists are trained specifically in medications,” Janine said. “This means we know what questions to ask, and are aware of drug strengths and dosages. Since this is our main focus, we can dedicate more time and resources to create the most accurate medication history. A nurse or physician has far less time than a pharmacist to devote to that specific step in the ED process.”

Jean said it was decided that an expansion to the program was necessary, allowing more patients to confer with a Pharmacy employee concerning their medication history. This was based on research information and a policy stating a medication history

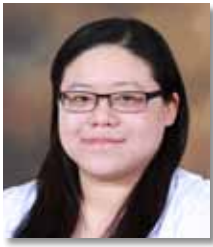
needs to be collected from all admitted patients. The policy comes from The Joint Commission, a national organization of accreditation for public health, which requires hospitals to have a policy for the collection of medication histories. Based on the Pharmacy Department’s internal study, medication histories done while the patient is in the ED are more accurate because more family members are usually present. Janine was already serving 40 hours each week, so the addition of three full-time Pharmacy staff members increased the total pharmacy staff hours in the ED to 115 hours a week.

Jean estimates that with current staffing, LMH Pharmacy Department employees gather medication histories from at least 80 percent of the patients admitted through the ED. “For a community hospital, having pharmacists in the ED is rare,” Jean said. “It’s more common in large trauma centers where they specialize in emergency response. We just knew that we could improve patient care by having pharmacists collect medication histories as much as possible.”

Because a large percentage of patients are admitted through the ED, having trained professionals collecting medication histories creates a safer environment for patients. However, even with the addition of Pharmacy staff members, Janine said patients who take medications should be proactive. She suggested that patients keep a list of current medications in a purse or wallet and share this list with their adult children. The list should include: drug name, strength, directions and the time of day each medication is taken.

LMHS continually seeks new methods to ensure patient safety. In 2013, the Hospital was awarded three significant patient safety honors. LMH received The Joint Commission Gold Seal of Approval™ for its commitment to high quality, safe patient care, was named to the 100 Top Hospitals List for the eleventh year by Truven Health Analytics which evaluates overall hospital performance, including patient safety, and earned a second consecutive “A” rating by the Leapfrog Group, an independent national nonprofit group that compares hospitals’ safety performance.

# Physician Spotlight – I-Tsyr Shaw, M.D.



I-Tsyr Shaw, M.D.

I-Tsyr Shaw, M.D., joined Licking Memorial Endocrinology in 2013. She received her Doctor of Medicine Degree at the University of Toledo College of Medicine and Life Sciences in Toledo, Ohio. She completed a residency in internal medicine at the Mayo Clinic in Rochester, Minnesota, and a fellowship in endocrinology at The Ohio State University. She is board certified in internal medicine.

Dr. Shaw is accepting new patients at Licking Memorial Endocrinology, located at 1272 West Main Street, Building 2, in Newark. Appointments can be made by calling (740) 348-1740.

## Ask a Doc – TSH Thyroid Test with I-Tsyr Shaw, M.D.

**Question:** I had a TSH test to check my thyroid, and the results were high. What does that mean?

**Answer:** The thyroid is a butterfly-shaped gland, located just below the Adam’s apple in the throat. The thyroid produces thyroid hormones that affect many important body functions, including metabolism, brain development, breathing, heart and nervous system, body temperature, muscle strength, skin dryness, menstrual cycles, weight, and cholesterol levels. There are three common disorders of the thyroid: hypothyroidism (underactive thyroid), hyperthyroidism (overactive thyroid), and thyroid nodules which may or may not be cancerous.

Many patients find the TSH (thyroid stimulating hormone) test results to be confusing. TSH is not produced by the thyroid gland – rather, it is produced in the pituitary gland that is in the brain. The pituitary gland monitors the level of certain hormones, such as triiodothyronine (T3) and thyroxine (T4), in the body. When those hormone levels drop below normal, the pituitary sends a boost of TSH to the thyroid as a signal to increase production of T3 and T4. Therefore, an elevated TSH result indicates that your thyroid was being coaxed to work harder because your T3 and T4 levels were too low.

The level of TSH is determined with a laboratory blood test. The most common cause of a high level of TSH in your blood is hypothyroidism, although this test result is just one indicator that your physician will consider when making a diagnosis. At Licking Memorial Hospital, the normal range for TSH test results is 0.34 to 5.6 uIU/mL for adults and children over the age of 1 year. (Normal ranges at other laboratories may be different due to variations in testing equipment.)

If this was your first TSH test, your physician may order additional testing to rule out possibilities other than

hypothyroidism or to pinpoint the cause of your thyroid’s low production. The most common causes of hypothyroidism are:

- Hashimoto’s disease, an autoimmunity condition
- A defective or inflamed thyroid
- A thyroid that has been surgically removed
- A defective pituitary
- Certain medications
- Exposure to excessive amounts of iodine
- Malignant or benign tumor
- Radiation treatments to the neck

Hypothyroidism, in general, affects women more often than men and is more common after the age of 60. It is estimated that 20 million Americans may have some form of thyroid disease, although many are unaware of the condition. Hypothyroidism often develops so gradually that the individual does not notice the symptoms, which may include:

- Slowed heart rate
- Fatigue
- Weight gain
- Puffy face
- Intolerance to cold
- Joint and muscle pain
- Constipation
- Goiter or swelling in the neck
- Feeling of “fullness” in the throat
- Dry skin
- Dry, brittle hair
- Decreased sweating
- Heavy or irregular menstrual cycles
- Infertility
- Depression

Hypothyroidism usually can be well managed with synthetic T4, taken orally every day. Patients who have heart disease and women who are pregnant may require frequent TSH testing to regulate the dosage of synthetic hormones they need.



## Patient Story – Carol Marston

At first, Carol Marston accepted minor knee pain as a consequence of aging. However, the pain increased so much over several years that it prevented her from enjoying many of her favorite parts of life. She could no longer take daily walks with her husband, Gene, or attend her grandchildren's sporting events, and she found that situation to be unacceptable.

"It was to the point that I felt I had no quality of life," Carol remembered. "I thought about the pain all the time. I could not get comfortable in bed. It was too painful to walk from the car to the school gymnasium to go to a basketball game. I was taking over-the-counter pain relievers, but they were not helping. I had to do something."

In 2009, Carol visited Edward Westerheide, M.D., of Orthopaedic Specialists and Sports Medicine, and his X-rays confirmed what she had been feeling. "He showed me that there was no cartilage padding left between the bones. With every step, the bones were rubbing together," she said. Carol decided to have total knee replacement surgery, starting with the left knee since it was much more painful than the right knee.

Before her surgery date at Licking Memorial Hospital (LMH), Dr. Westerheide referred Carol to LMH Home Care services. Physical Therapist Rob Wells visited her Utica home to identify possible hazards and make suggestions that would ease her recuperation after surgery. Carol recalled, "My kitchen was already spacious enough that I would be able to move around with a walker. In the bathroom, Rob recommended that we place an elevated seat on the toilet, handrails next to the toilet, and a chair in the shower. He explained that my bedroom should be close to the bathroom, so Gene and I moved to one of the guest rooms. Rob also noticed that I would need handrails on the steps that led to the garage out of the kitchen. His assessment of all the special accommodations that I would need allowed us to borrow everything from family members while there was still time before the surgery. The only things we had to buy were two recliners for the living room so that I could elevate my leg while sitting."

Carol's rehabilitation began while she was still in the Hospital. An inpatient physical therapist showed her the proper technique



Gene and Carol Marston

to get out of bed and some preliminary exercises. Carol also began using a continuous passive motion machine (CPM) to gently flex and extend her new artificial knee joint.

Just a couple of days after Carol left the Hospital, Rob returned to her home to continue the rehabilitation process there. "It was great to have him come to my house," Carol said. "I would not have wanted to get out of bed, get dressed and ride to Columbus, or even to Newark, while my leg was still hurting."

Rob gave Carol an individualized exercise program titled, "Routines for Carol Marston, created by Robert Wells," with exercises he chose for her. Carol's daily one-hour rehabilitation sessions began with leg exercises while lying flat on her bed. Next, Rob showed her exercises to perform while sitting in her recliner and standing by the kitchen counter. "They were difficult at first," Carol said. "But Rob was careful to ensure that I did not overdo it. He gradually increased the number and intensity of each technique as my leg grew stronger. I warmed up with exercises before he arrived, and continued after he left. The Hospital arranged for me to have a CPM machine to use at home. I also used an exercise bike and porch glider frequently. Exercise means everything. I think that I had a speedy recovery because I really worked at it. Dr. Westerheide was amazed by my progress after just six weeks."

Even though the left knee replacement was very successful, Carol put off having the right knee surgery. "I am not used to being laid up," she said. "It changes things for a while." However, the right knee eventually became so painful that Carol once again found that she was missing cherished events. In January 2013, she scheduled a second knee replacement surgery with Dr. Westerheide at LMH.

"This time, I knew what to expect, and I began to prepare," she said. "Even though my right knee hurt, I started walking and doing the leg exercises, because I wanted to build up my strength."

When Carol was referred to LMH Home Care services for the second knee replacement surgery, she asked for Rob to be her physical therapist again. She said, "We had become friends."

*Patient Story – Carol Marston (continued on page 10)*



# Patient Safety – How do we compare?

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

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

**1** The Institute of Medicine published a report in 2000 that highlighted the stunning effects of medication errors. The report set forth a national agenda for reducing errors and improving patient safety by designing a safer health system. Although the medication error rate at Licking Memorial Hospital (LMH) is significantly better than the national benchmark, we make continuous efforts to improve the process. LMH dispensed nearly 851,183 doses of medication in 2012.

	LMH 2010	LMH 2011	LMH 2012	National <sup>(1)</sup>
Medication errors	0.014%	0.013%	0.011%	0.310%

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

	LMH 2010	LMH 2011	LMH 2012	National <sup>(2)</sup>
Pneumonia infection rate of ICU patients on ventilators	1.3	1.5	0.0	1.2
Urinary tract infection rate for ICU patients with urinary catheters	0.0	0.9	0.8	1.3
Bloodstream infection rate for ICU patients with central venous catheters	1.5	0.0	0.0	1.1

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

	LMH 2010	LMH 2011	LMH 2012	Goal
Inpatient falls	0.21	0.30	0.24	less than 0.30

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

	LMHP 2010	LMHP 2011	LMHP 2012	Goal
LMHP patients on Coumadin with PT/INR in last two months	96%	95%	93%	greater than 90%

Patient Safety – How do we compare? (continued on page 10)

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

LMHP patients on Metformin with creatinine within last year	<b>LMHP 2010</b> 91%	<b>LMHP 2011</b> 95%	<b>LMHP 2012</b> 95%	<b>Goal</b> greater than 90%
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**6** Venous thromboembolism (VTE) is a serious condition that results when a blood clot forms within a vein. These clots can travel to the lungs and cause serious harm or even death. In fact, VTE is the most preventable cause of death and accounts for more annual deaths than those from breast cancer, AIDS, and traffic accidents combined. VTE is 100 times more common in hospitalized patients compared with the community at large. Without prophylaxis, up to 20 percent of high-risk surgical patients develop DVT and up to 26 percent of all medical patients are affected. High risk groups include: up to 34 percent of heart attack patients and up to 40 percent of patients with heart failure. Cancer and stroke patients are particularly at risk with VTE complicating as many as 75 percent of these hospitalizations. Often, patients will have no symptoms when a clot has formed. By using preventive measures, such as blood thinners or mechanical devices, the risk for developing a clot can be significantly reduced. Due to the great risk of blood clots for patients, LMH has adopted a prevention protocol that applies to nearly all patients admitted to the Hospital to reduce their risk.

Medical patients receiving VTE prophylaxis by end of Hospital day 2	<b>LMH 2010</b> 89%	<b>LMH 2011</b> 94%	<b>LMH 2012</b> 94%	<b>National<sup>(3)</sup></b> 86%
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**7** LMHS recognizes the importance of keeping staff healthy and lessening the likelihood that they will infect patients with influenza while under their care. The Health Systems is committed to providing and encouraging free, easily accessible flu vaccines to all employees.

LMHS employees receiving the seasonal influenza vaccine	<b>LMHS 2010</b> 85%	<b>LMHS 2011</b> 86%	<b>LMHS 2012</b> 84%	<b>LMHS Goal</b> greater than 80%	<b>National<sup>(4)</sup></b> 72%
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**Data Footnotes:** (1) *To Err Is Human – Building a Safer Health System*, National Academy Press, Washington D.C., 2000. (2) *CDC National Healthcare Safety Network pooled median (ICU only) from January 2006 through December 2007, issued November 2008.* (3) *Comparative data from the Midas Comparative Database.* (4) *Centers for Disease Control and Prevention (CDC), Interim Results: Seasonal Influenza Vaccination Coverage Among Health-Care Personnel, MMWR April 2, 2010 / 59(12); 357-362.*

*Patient Story – Carol Marston (continued from page 8)*

He was so encouraging and always answered all my questions in terms that I could understand. I felt very comfortable with him.”

In addition to the physical therapist visits, LMH Home Care also provided Carol with twice-a-week visits by Judy Schmitt, R.N., B.S.N., who is a case manager. Carol recalled, “Judy monitored my overall health at each visit in the first weeks after the surgery by taking my temperature and blood pressure. She was interested in how I was feeling, and she looked over the chart we kept in the kitchen to ensure that I was taking my medications properly. She gave me some tips, such as massaging the incision area lightly with two fingers to help the skin heal and reduce scarring.” Judy also monitored Carol’s incision to ensure that it was healing properly and drew blood for lab tests to monitor her medications.

Several months after the second knee replacement, Carol’s knee had healed so well that the 6-inch scar was barely noticeable. “Both knees have a faint white line over the knee cap. The best part is that I have no pain whatsoever in my knees now. The only thing that I notice is that I am not able to squat down low to the ground anymore. When I need to crouch down for gardening or housework, I use a small stool that I keep nearby,” she said.

With two pain-free knees, Carol has been able to resume the activities that define her quality of life. She can drive, take long walks with Gene, and walk up and down stairs. She recently attended a granddaughter’s basketball game at Utica High School, smiling and cheering from the top row of the bleachers where she purposely sat just to prove that she could make the climb.

# LMH Home Care Brings Services to Patients

Licking Memorial Hospital (LMH) provides a wide range of services to patients who need short-term medical care after a surgery, illness or injury, but cannot travel to visit their healthcare professionals. Through LMH Home Care, these patients can receive skilled nursing care and rehabilitative therapy at home, rather than staying at a nursing home facility.

The LMH Home Care staff includes many disciplines. According to the patient's unique needs, care or assistance may be provided by:

- Registered nurses
- Licensed practical nurses
- Home health aides
- Physical therapists
- Occupational therapists
- Speech language pathologist
- Medical social worker
- Support staff

All staff members at LMH Home Care are employees of the Hospital and have received a thorough background and credentialing check. In addition, home health aides are required to complete 80 hours of initial training and an additional 12 hours of annual in-service education. Home Care nurses provide supervision for the home health aides to ensure the patient's needs are being properly met. LMH Home Care is Medicare/Medicaid certified and accredited by The Joint Commission.

"LMH Home Care services are ideal for patients who no longer require a hospital level of care, yet they are not able to



LMH Home Care can provide a wide range of medical services to patients who are recovering at home from a surgery, illness or injury.

care for themselves while they continue to recuperate. A physician's referral is required, stating that the patient needs skilled nursing care or therapy," explained Debbie Young, Vice President Patient Care Services, adding, "LMH has provided Home Care services for more than 20 years, and we are one of the few organizations that offer speech therapy as part of the program."

After receiving a physician's referral, the LMH Home Care representative contacts the patient to arrange the first visit. Together,

LMH Home Care, the patient and the referring physician develop a care plan to address the patient's special needs.

Home Care services that are available through LMH include, but are not limited to:

- IV therapy and nutrition
- Wound management
- Medication instruction
- Pain management
- Home exercise therapy
- Speech and swallowing therapy
- Home management instruction
- Personal care assistance
- Social, emotional and economic assistance

LMH Home Care services are available 24 hours a day, seven days a week. Direct billing for services is provided to Medicare, Medicaid, private insurance or other payer sources. For more information, please call (740) 348-1860.

## Health Tips – Removing Hazards for Patients at Home

Patients who are recuperating from a major surgery, illness or injury are at increased risk for falls or other accidents at home. Here are some tips to make the home safer for patients who are returning from the hospital:

### Outside the home

- Remove any ice or wet leaves from sidewalks.
- Install handrails and non-skid treads on the front steps.

### Inside the home

- Keep walkways free of clutter and extension cords.
- Remove throw rugs or secure them with non-skid backing.
- Place night lights in hallways.
- Securely place white or yellow tape on stair edges.
- Store medications in a safe place in their original containers.
- Prepare a medication chart with dosage amounts and times.
- Keep a phone within easy reach.

### Kitchen

- Place commonly used items at waist level.
- Wipe up spills on floors immediately.

### Bedroom

- Consider purchasing a bedside toilet.
- Consider purchasing a hospital bed with side rails.

### Bathroom

- Set water temperature to 120 degrees Fahrenheit or less.
- Place grab bars beside toilet and in shower.
- Install a raised toilet seat.
- Place non-skid adhesive strips in bathtub and shower.
- Install a hand-held shower head in the shower.
- Place a shower seat in the shower.





## Patient Story – Josh Pennington

A series of intuitive decisions led Josh Pennington, Pastor of More Life Church in Newark, to the right place at the right time on September 4, 2013. A few minutes' difference in that day's timeline could have been deadly for Josh when he suffered a heart attack at the young age of 35 years.

The day had started out normally for the Pennington family, which includes Josh, his wife, Angie, and their four children: 14-year-old twins Jacob and Julia, 12-year-old Audrianna and 11-year-old Alex. Josh had just taken Alex to school when he noticed an unusual sensation.

"It was a slight discomfort in my chest," Josh recalled. "It was nothing major, but it was enough that I mentioned it to Angie."

Josh has a strong family history of heart disease. Each of his grandfathers had suffered heart attacks – one at the age of 47, the other at the age of 51 – and his father survived a heart attack at the age of 55. However, Josh was pretty confident that his heart was in good shape. He was preparing to celebrate his 36th birthday in four days, and he led an active lifestyle.

The chest pain soon subsided. "But then I began to feel a dull pressure in my left arm," Josh remembered. "I knew that pain in the arm is a warning sign of a heart attack." Even so, he was still unsure whether he was experiencing a serious problem.

Josh called his sister-in-law, a certified nurse practitioner, for advice. Her response was firm. "She said I needed to go to the emergency room right away," Josh said, "but I was still in denial. I decided to take a shower and change clothes. If I still had the pain, I thought I would have Angie drive me to the Hospital."

Reflecting on his reluctance to call 911 for help, Josh admits that he was irrationally trying to avoid possible embarrassment. "In my mind, I thought I could not be having a heart attack because I was only 35. I did not want to be the guy who called the squad for a case of indigestion or gas," he explained.

Josh noticed the discomfort was following a pattern – after a period of chest pressure, his arm would hurt, then all pain would subside for a while. In the shower, his symptoms returned with more intensity, and he asked Angie to call 911.



Josh and Angie Pennington enjoyed hiking and rock climbing in Joshua Tree National Park in California in November 2013.

"I really had intended to have Angie drive me to the Hospital, but at the last minute, I just had a feeling that we should call the squad. That was a very big decision. The squad was there in seven minutes, and began giving me care immediately. Before they arrived, the mental side of my condition was very distressing. They brought a sense of calm, and I felt as though I could relax."

The emergency medical technicians (EMTs) transmitted Josh's vital signs and EKG results directly to the Emergency Department at Licking Memorial Hospital (LMH). His heart

rate and blood pressure appeared to be normal, but Emergency Medicine Physician Scott D. Jolly, D.O., instructed the EMTs to give Josh a dose of nitroglycerin in case a heart attack was occurring.

When Josh arrived at LMH, the squad's transmitted information allowed him to bypass the normal registration and triage processes. Josh remembered, "They brought me straight back to one of the patient examining rooms, and I saw Dr. Jolly right away. I know that arriving by the squad gave me access to more expedient care than I would have had otherwise."

Josh's signs and symptoms were not following a typical course for a heart attack. His EKG results were inconclusive, and he had not felt any chest or arm pain since the squad arrived at his home. Despite Josh's young age and apparent lack of symptoms, Dr. Jolly suspected that some cardiac condition existed. He recommended that Josh be admitted overnight for observation and testing.

While Josh was being set up in the Coronary Care Unit, Hospitalist Khanh V. Dang, M.D., stopped by to introduce himself and explain the tests that would be performed. "I had a heart attack right in front of him, and a STEMI (ST segment elevation myocardial infarction) alert was announced," Josh said. "The room filled up immediately with at least 15 staff members. The pain was terrible, but I knew that they were going to take care of it."

Another EKG test was quickly performed, and it verified that a heart attack was occurring. Josh was quickly taken to the cardiac catheterization lab, where Interventional Cardiologist

*Patient Story – Josh Pennington (continued on page 14)*

# Heart Care – How do we compare?

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

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

**1** Angiotensin-converting enzyme (ACE) inhibitors reduce the risk for mortality in patients with left ventricular systolic dysfunction (LVSD) after heart attack. LVSD refers to the reduced squeezing ability of the left ventricle that can occur after heart attack. Additionally, the likelihood of the patient having another heart attack can be reduced if an ACE inhibitor is administered.

	LMH 2010	LMH 2011	LMH 2012	National Average <sup>(1)</sup>
ACE/ARB (Angiotensin-receptor blockers) at discharge for LVSD	100%	100%	100%	100%

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

	LMH 2010	LMH 2011	LMH 2012	National Average <sup>(2)</sup>
Median time from arrival to completion of EKG	4.9 minutes	2.5 minutes	3.0 minutes	7.3 minutes

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

	LMH 2010	LMH 2011	LMH 2012	National Average
Mean time from arrival until balloon angioplasty performed	N/A	51 minutes	56 minutes	less than 62 minutes <sup>(2)</sup>
Time to balloon within 90 minutes	N/A	100%	96%	greater than 94% <sup>(1)</sup>

**4** During a heart attack, the heart is severely stressed. Beta blocker medications help decrease this stress by reducing heart rate, blood pressure and the heart's demand for oxygen. Additionally, aspirin has been shown to prevent further blood clotting in heart attack patients.

	LMH 2010	LMH 2011	LMH 2012	National Average <sup>(1)</sup>
Aspirin within 24 hours of patient arrival	100%	99%	100%	100%
Aspirin ordered at hospital discharge	93%	99%	99%	99%
Beta blocker ordered at hospital discharge	100%	100%	99%	100%

**5** Cardiac rehabilitation programs aid people who have experienced heart attacks. LMH's program provides medical oversight and heart monitoring for individuals as they exercise and strengthen their hearts. LMH also measures participants' progress in improving certain indicators of heart health. The following results were reported by cardiac rehabilitation patients.

Health Indicator	LMH 2010	LMH 2011	LMH 2012	Goal <sup>(3)</sup>
Stopped smoking	78%	66%	68%*	greater than 75%
Improved weight	57%	55%	69%*	greater than 75%
Increased exercise time	100%	100%	100%*	100%

\*The cardiac rehabilitation goals are customized for each individual patient. LMH offers nutritional counseling, supervised wellness sessions and an incentive program to reinforce the importance of making healthy lifestyle choices, but it is the individual patient's efforts to attain these goals that achieve the highest rates of success.

**6** The left ventricle is the chamber of the heart that pumps blood out of the heart and into the body. Measuring left ventricular function (LVF) helps determine how well a chronic heart failure (CHF) patient’s left ventricle is working.

	LMH 2010	LMH 2011	LMH 2012	National Average <sup>(1)</sup>
LVF assessment completed	99%	99%	100%	99%

**7** Medications beneficial to many heart failure patients include ACE inhibitors, beta blockers, and angiotensin-receptor blockers (ARBs). ACE inhibitors and ARBs have been shown to lower mortality and improve functional capacity and quality of life. Beta blockers can reverse or prevent some of the health effects associated with heart failure. Patients treated with beta blockers may see significant improvement in heart function after three months.

	LMH 2010	LMH 2011	LMH 2012	National Average
CHF patients on ACE or ARB at discharge	94%	97%	100%	96% <sup>(1)</sup>
CHF patients on beta blockers at discharge	94%	96%	100%	90% <sup>(3)</sup>

**8** It is vital that heart failure patients be involved in their own care to reduce health complications and improve quality of life. They must monitor their weight, limit their salt intake, and take their medications regularly. Healthcare providers need to give thorough discharge instructions to help these patients effectively manage their condition.

	LMH 2010	LMH 2011	LMH 2012	National Average <sup>(1)</sup>
All discharge instructions given	93%	92%	98%	93%

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

	LMHP 2010	LMHP 2011	LMHP 2012	Goal <sup>(4)</sup>
LMHP CAD patients with aspirin and/or antithrombotic prescribed	92%	93%	93%	greater than 80%

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

	LMHP 2010	LMHP 2011	LMHP 2012	National Average <sup>(5)</sup>
LMHP CAD patients with LDL less than or equal to 100 mg/dl	58%	64%	66%	greater than 50%

**Data Footnotes:** (1) *Hospitalcompare.hhs.gov national benchmarks.* (2) *Midas and CPMS Comparative Database, 2011-2012.* (3) *Benchmark indicates LMH Goal.* (4) *Benchmark indicates LMHP Goal.* (5) *National Committee for Quality Assurance, “State of Health Care Quality 2012.”*

*Patient Story – Josh Pennington (continued from page 12)*

Hassan Rajjoub, M.D., found that Josh’s left anterior descending artery was 99 percent blocked, a condition commonly called “the widow maker.” Dr. Rajjoub implanted a stent in Josh’s artery, and blood flow was successfully restored.

Josh was dismissed from the Hospital on September 6, and has resumed normal activities. He is confident that if he had not already been at LMH when he went into full cardiac arrest,

he would not have celebrated his 36th birthday. For the sake of his family, he is thankful that he fought through his fear of embarrassment to call 911. He is appreciative of the prompt, reassuring care that he received from the EMTs, and he is grateful to the skilled, attentive medical team at LMH whose professional training and intuitive attention to detail saved his life.



# Call 911 for Speediest Heart Attack Response

The catch phrase of cardiology is “Time equals muscle” – a reminder to medical personnel that thousands of irreplaceable heart muscle cells die every minute that a heart attack goes untreated. For that reason, 911 should be called for emergency assistance when anyone exhibits the signs of a heart attack. (See Health Tips below).

“Some individuals with good intentions try to rush a heart attack patient to the hospital in their own vehicle, but they are inadvertently placing the patient’s life at further risk,” Interventional Cardiologist Hassan Rajjoub, M.D., said. “Patients who are treated for heart attacks have better outcomes if they arrived at the hospital by EMS (emergency medical squad) rather than private transportation.”

Licking County EMA/911 reports that the average EMS response time is approximately 7.5 minutes within the county. Emergency medical technicians (EMTs) begin the triage and treatment processes as soon as they reach the patient’s location, and they have resuscitation equipment readily available if the patient’s condition worsens.

En route to Licking Memorial Hospital (LMH), the EMTs transmit the patient’s EKG results and other vital data to the LMH Emergency Department (ED). The EMTs are able to administer oxygen and begin an intravenous line for fluids. If the transmitted data confirm that a heart attack is in progress, the



Heart attack patients who arrive at LMH by emergency squad can often be taken directly to a treatment room.

on-call interventional cardiologist is alerted, and the cardiology team prepares for the patient’s arrival. Within a few minutes after the EMS arrives at LMH, the heart attack patient can receive life-saving treatment in the catheterization lab.

“Treatment for patients who arrive by EMS can be expedited because the preliminary diagnosis and registration information have been completed en route,” Dr. Rajjoub said. “Since time is muscle, those saved minutes can make the

difference between life and death for a patient, or between total recovery and severe disability. Furthermore, you should never drive yourself to the hospital except as a last resort if you are the one experiencing the symptoms of a heart attack.”

In addition to the time saved toward triage, diagnosis and registration, heart attack patients benefit from EMS transport for the following reasons:

- EMTs can begin treatment medication immediately.
- EMS vehicles are equipped with life-saving equipment if the patient should lapse into total cardiac arrest, and EMTs can perform CPR as the patient is being transported to the hospital.
- EMS vehicles have the right-of-way in congested traffic.
- EMS personnel are professionally trained to remain calm and drive safely during stressful situations.

## Health Tips – Signs and Symptoms of a Heart Attack

Heart attacks are life-and-death emergencies, and every second counts in receiving treatment. If you, or someone else, has any of the following signs and symptoms of a heart attack, call 911 immediately.

### Warning signs and symptoms of a heart attack:

- Most heart attacks start slowly, with mild pain or discomfort.
- Most heart attacks involve discomfort in the center of the chest that lasts more than a few minutes or goes away and comes back. It can feel like uncomfortable pressure, squeezing, fullness or pain.
- Discomfort in other areas of the upper body can also indicate a heart attack. Symptoms can include pain or discomfort in one or both arms, the back, neck, jaw or stomach.
- Shortness of breath may occur with or without chest discomfort.
- A cold sweat may develop.
- Other symptoms may include nausea or light-headedness.
- Not all these signs occur in every heart attack. If chest discomfort is present (especially with one or more of the other signs), wait no longer than five minutes before calling 911 for help.

...e-to-vigorous phy...  
...vessel disease, thus reducing risk of heart...  
...s 30 minutes of moderate-to-vigorous exercise...  
...ek (150 minutes of exercise per week)...  
...n to be the same even if breaking 30 minutes...  
...5 minute or three 10 minute sessions per day...  
...ontributes to healthier blood pressure...  
...es management, weight and overall mind...  
...lar exercise are endle...



## Corporate Breakfast Urges Heart Attack Awareness

During the Licking Memorial Hospital (LMH) Development Council's Corporate Breakfast on December 3, LMH Director of Emergency Services Brad Copley, R.N., presented "Heart Attack Awareness," an educational program that advised guests on ways to avoid heart disease, how to recognize heart attack symptoms and the importance of calling 911 when heart attack symptoms occur. "Some people are more likely to develop heart disease because they have unmodifiable risk factors," Brad explained. "Risk factors that cannot be changed include advanced age, being a male, having a strong family history of heart attacks, and having African American, Mexican American, Native American, Hawaiian and certain Asian American ancestry. However, other risk factors can be changed to lower a person's risk for heart attacks. These include smoking, diabetes, hypertension, high cholesterol, obesity and lack of exercise."

Brad added, "Cigarette smoking is the most important preventable cause of premature death in the U.S. It contributes to fatty buildup in the arteries that can lead to heart attacks. The good news is that the risk of heart attack is cut in half within one year of quitting smoking. While some modifiable risk factors, such as diabetes, can never be completely eliminated, careful management of those conditions will greatly lower the risk of developing heart disease."

While the most common symptoms of a heart attack are widely known (See Signs and Symptoms of a Heart Attack on page 15), Brad pointed out that many patients experience atypical symptoms, especially women, individuals with diabetes and those who are elderly. "Women often have more subtle symptoms than men," he said. "They may feel dull pain in the neck or jaw, or between the breasts or shoulders. They may be tired and have shortness of breath. They also may experience nausea or discomfort in the upper abdomen. Women have a higher heart attack mortality rate than men because their symptoms tend to be vague, and they delay seeking help."

Likewise, individuals with diabetes or advanced age often have signs and symptoms that they do not immediately recognize for

heart attack. Brad explained, "Patients with diabetes may not have severe chest pain because the sensation of pain is different for them. For elderly adults, the main complaint may be shortness of breath. The main thing to remember is that a heart attack can occur without chest pain. Call 911 right away if you suspect a heart attack is occurring. Too many people die because they wait to see if their symptoms will go away."

Emergency medical technicians (EMTs) from the Newark City Fire Department presented a mock STEMI (ST Elevation Myocardial Infarction) demonstration to show how they initiate immediate treatment when responding to a heart attack victim. Interventional Cardiologist Hassan Rajjoub, M.D., said that some heart attack patients make the mistake of trying to take care of last minute details while waiting for the emergency squad to arrive. "At this point, you want to minimize any activity or stress on the heart," he said. "Do not change your clothes or wash the breakfast dishes. After you call 911, you need to sit or lie down and wait for help to arrive. It is also advisable to chew a single non-coated 325 mg aspirin to get it into your bloodstream as quickly as possible. Aspirin slows the blood's clotting action and increases your chances of surviving a heart attack if taken when symptoms first begin."

Dr. Rajjoub reiterated that many heart attacks could be prevented with healthy lifestyle changes. "Smoking is still prevalent in our community," he said, "and our diets are unhealthy. The best time to make improvements in those major heart attack risk factors is while the heart is still healthy, before a heart attack occurs."

Corporate Breakfasts are sponsored four times each year by the LMH Development Council to share news about the Hospital with community leaders. The Development Council was established in 1987 to increase charitable giving to LMH and to promote positive community relations. More than 75 distinguished members of the community volunteer their time to serve on the Development Council.



# Lifetime Achievement Reception Honors Distinguished Recipients



Licking Memorial Health Systems (LMHS) President & CEO Rob Montagnese welcomed past recipients of the LMHS Lifetime Achievement Award to the 2013 Lifetime Achievement Award Reception. Pictured are (left to right): front row – John H. Weaver, Mary Jane McDonald, Eschol Curl, Jr., Clarissa Ann Howard, B.S.N., and Glenn F. Abel. Back row – Rob Montagnese, Jerry McClain, William T. McConnell, Dan DeLawder, Lewis R. Mollica, Ph.D., Robert H. McGaughy, and Stuart Parsons.



LMHS also recognized the Look Up Dental Clinic with the Building a Healthier Community (BAHC) Award. Pictured are Board members of the Clinic who accepted the BAHC Award (left to right): Chairman Geoffrey Bauman, D.D.S., Pastor Scott Hayes, Susan Steinman, Deena Robinson, and Michael Vitt, D.D.S. The Look Up Dental Clinic provides urgent/emergent dental care for uninsured, low-income adults in Licking County and is staffed by volunteer dentists and hygienists. This is the ninth year that the Building a Healthier Community Award has been given to an individual, group or organization in Licking County seeking to improve the health of the community.



LMHS President & CEO Rob Montagnese (left) honored 2013 Lifetime Achievement Award recipient Eschol Curl, Jr. (center) along with his wife, Dorothy, (right) on November 8 at the J. Gilbert Reese Center on the Newark campus of The Ohio State University and Central Ohio Technical College. Eschol was presented the award at the reception in tribute to his long history of service in the Licking County Community. He is the 26th recipient to receive the prestigious Lifetime Achievement Award in recognition for his inspiration and leadership in Licking County.



## Touching Little Lives Donates Items to LMH

Licking Memorial Hospital (LMH) recently received a donation of items for distribution to infants in need from Touching Little Lives, Inc. (TLL). On behalf of the Health Systems, President & CEO Rob Montagnese (right) accepted more than 100 handcrafted quilts and clothing items from TLL Trustee Nancy Coho (seated) and Co-Chairperson and Secretary Linda Marshall. A nonprofit organization established in 2000, TLL's mission is to make and distribute free handmade items to premature and needy newborns in Ohio. In 2012, the organization donated almost 40,000 items throughout the state, delivering to more than 40 facilities. During the past year, TLL donated 840 items to LMH.



# Support Groups Offered at Licking Memorial Hospital

Community members are invited to join one of the newly offered Licking Memorial Hospital (LMH) support groups. The meetings are held at various times throughout the month and are free to the public; however, registration is required, and space is limited.

## **A New You: Weight Loss Support Group**

*Last Wednesday of the month, beginning January 29, 6:00 p.m., in the LMH First Floor Conference Rooms*

LMH will provide an ongoing support group designed for individuals interested in making lifestyle changes for weight loss in 2014. The program will focus on healthy lifestyle changes related to permanent weight loss and improving overall health, as well as providing participants with an opportunity for ongoing support and encouragement. The meeting will feature guest speakers on a variety of topics, including exercise, nutrition and stress management. The facilitators of this group include LMH Dietitian Aundrea Parker, R.D., L.D., LMH Physical Therapy Assistant Donya Hageman, P.T.A., and LMHS Quality Manager of Patient Education Deb Pratt, R.N., B.S.N. Please call (740) 348-2527 to register.

## **Cancer Support Group**

*Second Saturday of the month, beginning February 8, 9:00 a.m., in the LMH Auditorium  
Third Wednesday of the month, beginning February 19, 1:00 p.m., in the LMH First Floor Conference Rooms*

Living day-to-day with cancer can be a difficult and lonely journey. Beginning in February, LMH will offer two monthly support groups specifically designed for individuals with cancer. Each group is facilitated by Oncology staff to offer encouragement and resource information, as well as provide an opportunity for sharing among group members. Support groups are open to individuals with cancer and one caregiver or support person. Please call (740) 348-2527 to register, and be sure to indicate your chosen date/time when you register.

## **First Impressions Breastfeeding Mothers' Support Group**

*One Tuesday each month  
10:00 a.m., in the LMH Auditorium*

This LMH sponsored group offers support and encouragement to breastfeeding mothers and will be facilitated by an LMH International Board Certified Lactation Consultant, who will be available to answer questions. Infant weight checks will be offered, and light refreshments will be served. Please call (740) 348-4346 for registration and an upcoming meeting schedule.

## Newborns in Need Donation

Licking Memorial Health Systems President & CEO Rob Montagnese (pictured right) recently accepted a donation from the Greater Newark Chapter of Newborns in Need (NIN) to premature, ill or impoverished newborns at Licking Memorial Hospital (LMH). NIN volunteers create handmade quilts, hats, booties, sweater sets and many other items that new mothers and babies may need. With this recent donation, Greater Newark NIN has donated almost 3,000 basic newborn necessities to LMH alone.

The Greater Newark Chapter is led by President Ann Marie Van Guilder (right center), who started the Chapter 11 years ago with just 10 dedicated ladies. Also pictured are Secretary Ann Forgrave (left center) and Workroom Coordinator Carol Svatora (left). Since its founding in 2002, NIN of Greater Newark has grown to include 60 volunteers and donates to hospitals and other local organizations in communities east of Columbus.



# Donors Recognized for Contributions to Licking Memorial Health Foundation

New donors were recently recognized for their generous contributions to Licking Memorial Health Foundation (LMHF). These contributions ensure that Licking Memorial Hospital (LMH) can continue to provide excellent, quality health care for the community with state-of-the-art technology and facilities.



Glenn and Alice Ann Abel were recognized for their commitment to The John Alford Fellowship by LMHS President & CEO Rob Montagnese (right) and Vice President Development & Public Relations Veronica Link (left).

## The John Alford Fellowship

### Glenn and Alice Ann Abel

Glenn and Alice Ann Abel were recognized for their commitment to The John Alford Fellowship. Membership is reserved for individuals who support the Licking Memorial Health Systems (LMHS) mission to improve the health of the community by pledging a minimum of \$25,000 to LMHF over a period of 10 years.

Glenn worked for JBA Architects for 40 years, starting as a Project Manager in 1957 and retiring as Chairman/Chief Executive Officer. He is a former member of both LMH and LMHS Boards of Directors, serving as Chairman of the LMHS Board from 2003 to 2008. Glenn continues to serve on the LMH Development Council Executive Committee and was presented the Lifetime Achievement Award in 2008. He also is a current member and past President of the Newark Rotary Club. Originally from Big Bend, Wisconsin, Glenn graduated from the University of Illinois with a Bachelor of Architecture degree, and received additional education at Marquette University, the University of Wisconsin and The Ohio State University.

Alice Ann remains active in the Licking County community as the current treasurer and past President of the Coterie Club. She is a past President of the Newark Jaycee-Ettes and the Council for Exceptional Children, and a former Chairperson of TWIGS 15 and the Licking County Chapter of the American Red Cross Board of Directors. Also a native of Big Bend, Wisconsin, Alice Ann graduated from the University of Wisconsin and received additional education at The Ohio State University.

Glenn and Alice Ann are charter members of Our Savior Lutheran Church in Newark, where she currently is an Altar Guild Chairperson. Alice Ann also has previously served as

the Deacon of Education, Sunday School Superintendent and a Sunday school teacher at the church. They have lived in Newark for 56 years and have one grown daughter, Lori Ann.

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



In honor of his commitment to The Caduceus Society, LMHS President & CEO Rob Montagnese (right) and Vice President Development & Public Relations Veronica Link (left) presented William Stallworth, M.D., with a glass recognition piece.

## The Caduceus Society

### William Stallworth, M.D.

William Stallworth, M.D., a physician at Licking Memorial Urology, was honored for his commitment to The Caduceus Society. Dr. Stallworth received his Bachelor of Science degree in Biology from Aurora University in Aurora, Illinois. He received his Medical Degree at the University of Illinois College of Medicine in Chicago, Illinois, and completed a surgery internship at Cook County Hospital in Chicago. He also completed a residency in urology at the University of Chicago Medical Center. Dr. Stallworth is board certified in urology.

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

## Founder Level

### Licking County Foundation

The Licking County Foundation (LCF) was honored for their contributions at the Founder Level. Founders are special friends of LMHS, both individuals and businesses, who support the LMHS mission to improve the health of the community by donating \$100,000 or more.





LMHS President & CEO Rob Montagnese (right) presented a glass recognition piece to Licking County Foundation Governing Committee Chairman Mike Cantlin for the organization's Founder level commitment.



LMHS President & CEO Rob Montagnese (right) and Vice President Development & Public Relations Veronica Link (left) recognized Kaiser Aluminum General Manager Dragos Ungurean for the company's membership in The LMH Golden Corporate Honor Roll.

The Foundation is dedicated to improving the quality of life in Licking County by helping generous people meet their philanthropic goals. LCF is a public charitable organization comprised of a collection of professionally-managed funds given by caring individuals, businesses and organizations. Through grants distributed to local projects, programs, organizations and students, the funds enhance many different facets of life in Licking County including education, arts and culture, youth and families, health and human services, parks and recreation, and more.

Thanks, in part, to a \$75,000 grant from the Licking County Foundation, the Licking Memorial Dental Clinic for Children opened in 2010 to provide uninsured children access to preventive dental care. To further support the Clinic, the LCF Governing Committee approved an additional \$48,000 grant in 2013. The grants were made possible through the William E. and Annie S. Miller Memorial Fund, which supports the medical, dental and behavioral health of low-income youth in Licking County.

### Golden Corporate Honor Roll Kaiser Aluminum

Kaiser Aluminum was recognized for its recent commitment to The Golden Corporate Honor Roll. The Newark plant is one of Kaiser's 12 fabrication facilities in North America and serves aerospace, automotive, ordnance and industrial markets from the facility, which is located off State Route 79 in Heath. Originally constructed by the U.S. Department of Defense in 1942, Kaiser Aluminum purchased the plant in 1949. The facility underwent a modernization project in 1980 with additional improvements and casting capabilities added within the past five years.

The Golden Corporate Honor Roll is a distinguished list of companies that have made a total commitment of \$10,000 or more to LMH. Participation in this program signifies the company's alliance with LMH to ensure the continuation of excellent healthcare services.

LMHS is proud to acknowledge those who make significant contributions to support the Health Systems' mission to improve the health of the community. Charitable contributions to LMHF will be utilized to provide state-of-the-art technology at LMH. The contributions are not used for salaries or general operating expenses.

## Donors

Undesignated contributions to Licking Memorial Health Foundation in 2013 benefit the Radiology Initiative at Licking Memorial Hospital. This section highlights our donors and their very generous gifts received in September and October 2013.

### 2013 GOLF GALA

Hospice of Central Ohio  
Tuscany Gardens

### 5K RUN AND FUN WALK

Park National Bank

### CADUCEUS SOCIETY

Sarah & KW Tim Park, M.D.

### CAPITAL IMPROVEMENT FUND

TWIGS 6  
TWIGS 24

### COMMUNITY CORNERSTONE CLUB

Julie Ketner Barrett  
Jim and Linda Brucker  
Mr. and Mrs. Jack Crockford

Stephen H. Fowler  
Mr. and Mrs. Terry Frame  
Ms. Nasie Gallagher  
John and Elaine Gard  
Ray and Barbara Holtz  
Raymond and Trish Holtz  
Cindy Kikeli  
Mr. and Mrs. Willard Kuhlwein  
Jim and Nancy Mitchell  
Susan Henry-Mounts  
Judy and Fred O'Dell  
Alexa Robinson-O'Neill and Robert O'Neill  
Owens Corning Science & Technology, L.L.C.  
Diane Paetz  
Roberta and Fred Pryor  
Larry and Penny Sargent

### GENERAL

Mike Massaro

### GOLDEN CORPORATE HONOR ROLL

Fifth Third Foundation

### GRANTS

Fifth Third Foundation

### THE JOHN ALFORD FELLOWSHIP

Stuart and Marcia Parsons

### MEMORIAL

In memory of Jerry Reid  
by: Robert and Patricia McGaughy

### PAVING OUR FUTURE

Cathy Boykin  
Judy Nolette  
Richard Saylor

### THE WILLIAM SCHAFFNER SOCIETY

Shannon Garten



# Development Spotlight – Gordon Wilken



Gordon Wilken

Gordon Wilken recently joined the Licking Memorial Hospital (LMH) Development Council Community Relations committee. As a Claim Manager at State Farm Insurance, he oversees auto claims operations for areas within Ohio, Kentucky and Tennessee. Prior to joining the Development Council, Gordon was a member of the LMH Board of Directors in 2003 and the Licking Memorial Health Systems (LMHS) Board

of Directors from 2004 to 2013, serving as Chairman from 2009 to 2012.

“I am pleased to have the opportunity to continue to serve and be a community advocate for LMH and LMHS on the Development Council,” Gordon said. “Over the past decade that I have been involved with LMH and LMHS as a Board member, I have seen the services provided to the community grow and expand – not only in quantity, but in quality as well. Licking County is fortunate to have a local Hospital and professional

medical providers who recognize the needs of the community and respond to them.”

A graduate of Lexington High School in Lexington, Illinois, Gordon received his bachelor’s degree in accounting from Illinois Wesleyan University in Bloomington, Illinois. He is licensed as a Certified Public Accountant (CPA), a Chartered Property and Casualty Underwriter (CPCU), a Chartered Life Underwriter (CLU) and a Chartered Financial Consultant (ChFC). He serves on the Ohio Insurance Institute Education Committee and as a Griffith Insurance Foundation Board Member for two years, and formerly served as Chairman of the Newark First United Methodist Church Finance Committee. Gordon is a member of the American Institute of Certified Public Accountants, the Illinois Society of Certified Public Accountants and the Society of Financial Services Professionals.

Gordon has resided in Licking County for almost 20 years and lives in Granville with his wife, Anna. He has two grown children, Matthew and Paul, as well as two step-children, Justin and Meghan. In his spare time, Gordon enjoys yard work, golfing and spending time with his family.

# Retiree Spotlight – Mary Johnson-Vance



Mary Johnson-Vance

Mary Johnson-Vance had worked less than two years at Licking Memorial Hospital (LMH) when her husband’s military transfer relocated the family overseas. At the time, she did not know that the brief experience would serve as the foundation for a career totaling nearly 25 years in the LMH Laboratory. Mary began working at LMH in 1976 after her husband, David, was assigned to the Newark Air Force Base, but their stay ended with his transfer

to Okinawa, Japan in 1977. The couple enjoyed their time in Licking County and decided to move back when David retired from military service. Mary contacted the Laboratory Director when she returned to the area and was rehired in 1984. She then served as a Clinical Lab Scientist until her retirement in 2006.

Mary, who was often known as “M.J.” to her LMH coworkers, was a generalist who worked in all areas of the Laboratory. She served three years as the Lab Safety Officer and was the lone technician on third shift for 10 years. Reflecting on her lengthy career, Mary marvels at the drastic impact of technological advancements in the LMH Laboratory.

“It took a fairly long time to produce results when I began working in the Lab, but it wasn’t long before everything started to change,” Mary recalled. “Computer systems – especially the implementation of the Meditech software – and improved instrumentation helped deliver fast, accurate results to physicians and patients. It is a real credit to Hospital leadership that they budgeted well and kept up with technology to remain one step ahead of all the changing needs in the Lab.”

Mary frequently trained new technicians and medical technologist students who completed their clinical rotations at

LMH, and relished the opportunities she had to be a teacher. However, nothing was more rewarding than the regularity with which her work helped to diagnose a patient’s illness in its early stages and allowed for a successful treatment of the disease. She also enjoyed the culture of respect and family atmosphere that existed throughout the Hospital, and still meets her retired Laboratory colleagues for lunch on a bimonthly basis.

Born in South Dakota and raised in Oklahoma, Mary has called Licking County home for more than 30 years. She is a veteran of the U.S. Air Force where she met David, who passed away in 1985, after 21 years of marriage. She was married to her second husband, Bill Vance, for 18 years before his passing in 2009. In retirement, Mary enjoys the company of her family, which includes her daughter, Donna Johnson, three stepchildren, Jeff Vance, Julie Davis and Pamela Jackson, and 11 grandchildren. She is an active member at Pleasant Chapel United Methodist Church where she serves on several church council committees. Mary also enjoys photographing sporting events, family get-togethers and nature.

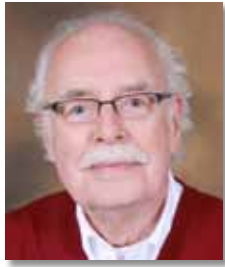
## New Appointment



**Victor F. Ferrini, M.D.,**

joined Licking Memorial Surgical Services.

# Volunteer Spotlight – Bob Brooker



Bob Brooker

In less than a year's time, Bob Brooker has volunteered nearly 300 hours at Licking Memorial Hospital (LMH). Bob joined the Volunteer Services Department last April and spends two mornings each week at LMH. He is responsible for delivering newspapers and mail on Mondays. Each Friday, he staffs the Reception Desk in the main lobby, and enjoys the opportunity to meet and help visitors at the Hospital.

Bob retired in 2010 after 18 years with the Franklin County Auditor's office in the Public Information Department. He began his career in communications as a member of the U.S. Air Force (USAF) Information Office. During a five-year period with the USAF, Bob composed press releases, contributed to radio broadcasts and spent several years in England producing a military base newspaper. The Lancaster, Ohio native returned stateside and moved to Newark in 1968, after being hired at a local radio station, where he worked for 20 years.

Bob decided to offer his services at LMH due to its proximity to his home and the positive experiences of other volunteers which he had read about in Licking Memorial Health Systems' Community Connection magazine. The Volunteer Spotlight articles piqued his interest in serving at the Hospital, and he now greatly enjoys his time as a member of the Volunteer Services Department.

"Bob has been with us only a short time, but he fit right in and quickly learned his responsibilities. He is friendly and respectful to everyone he meets, and always greets them with a smile," said Director of Volunteers, TWIGS & Events Carol Barnes. "We feel very fortunate to have added him as another exceptional member to our list of wonderful volunteers."

Bob's wife of 25 years, Michele, is a part-time travel agent and the couple often plans cruises with groups of family and friends. Bermuda is Bob's favorite destination and he is looking forward to making a return trip in the near future. When he is not sailing the seas, Bob enjoys the company of his three dogs and rooting for the Ohio State Buckeyes and Cleveland Browns.

## Parkinson Support Group Donation

Licking Memorial Hospital (LMH) received a donation of more than 100 plush toys from the Licking County Parkinson Support Group. The group has collected for two consecutive years and donated the toys to Licking Memorial pediatric patients.

The Licking County Parkinson Support Group was formed to serve those with Parkinson's disease, as well as their caregivers. The group meets on the third Sunday of every month at 2:00 p.m., in the LMH First Floor Conference Rooms. Each monthly meeting consists of professional speakers and leaders who present informative programs concerning patient and caregiver needs. For more information about the Licking County Parkinson Support Group, please contact John Stover at (740) 967-3809.

LMHS President & CEO Rob Montagnese (right) accepts the plush toy donation from Licking County Parkinson Support Group members John and Neva Stover







# National Doctors' Day March 30

In recognition of Doctors' Day, express your appreciation for your favorite physician by making a donation to the Licking Memorial Health Foundation in his or her honor. Contributions will be utilized for facility improvements at Licking Memorial Hospital. For more information, or to make a donation in a physician's name, please call (740) 348-4102.

To make a donation online, visit [www.LMHealth.org](http://www.LMHealth.org), and click on the Doctors' Day Recognition link.



**Licking Memorial  
Health Systems**





## Licking Memorial Health Systems

1320 West Main Street  
Newark, Ohio 43055

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](http://www.LMHealth.org).**

A publication of the LMHS Public Relations Department. Please contact the Public Relations Department at (740) 348-1572 to receive future mailings.

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# Community Events

For more information about any LMHS event, please call (740) 348-1572, or visit [www.LMHealth.org](http://www.LMHealth.org)

## Community Education Program – Are You at Risk for a Heart Attack?

Thursday, January 30, at 6:00 p.m.  
LMH First Floor Conference Rooms  
No charge. Open to the public. Registration is required.

Terri McConnell, R.N., B.S.N., will be the speaker. Please see front page for more information. To register, call (740) 348-2527.

## Community Education Program – Nutrition and Exercise for Life Workshops

Thursday, February 13, at 6:00 p.m.  
Thursday, February 20, at 6:00 p.m.  
Thursday, February 27, at 6:00 p.m.  
LMH First Floor Conference Rooms  
No charge. Open to the public. Registration is required.

Aundrea Parker, L.D., R.D., and Jody Schirtzinger, P.T.A., will be the speakers. Please see front page for more information. To register, call (740) 348-2527.

## Ask the Doc

Saturdays, from 9:00 to 10:00 a.m.  
No charge. Open to the public.  
Shepherd Hill, 200 Messimer Drive, Newark

A physician will answer questions about chemical dependency and treatment options. Call (740) 348-4877 for more information.

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

Licking Memorial Diabetes Learning Center, 1865 Tamarack Road  
Tuesday classes                      Wednesday classes  
9:00 to 11:00 a.m.                      1:00 to 3:00 p.m., or 7:00 to 9:00 p.m.

Registration and physician referral are required. To register, please call (740) 348-4722. For information on course fees, call (740) 348-4915. Fees vary depending on insurance coverage.

## First Impressions – Maternal Child Classes

Childbirth Education Classes                      Newborn Basics Class  
Stork Tour    Breastfeeding Class  
Infant and Child CPR                              Sibling Preparation Class

For more information or to register, call (740) 348-4346 or e-mail: [firstimpressions@LMHealth.org](mailto:firstimpressions@LMHealth.org).