

Community Connection

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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.

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

See pages 16-25 for Quality Report Cards in this issue.



LMHS Honors Employee Veterans

In honor of Veterans Day, Licking Memorial Health Systems (LMHS) thanks employees, Physicians and volunteers who have served or currently are serving in the Armed Forces (see list on page 4). LMHS President & CEO Rob Montagnese made a special announcement in the morning and afternoon on November 11 to recognize each individual for their devotion to the country. LMHS values the experience, training and character of those who were part of the military. The following staff members shared their experience and explained how military service assists them in accomplishing the LMHS mission of improving the health of the community.



Vicki Lennon,
Community Case Management
United States Army
(1986 – 1992)
Before graduating from high school, Vicki

planned to join the military in order to pay for college and gain experience. She participated in the Reserve Officers' Training Corps (ROTC) – a program for training commissioned officers of the United States Armed Forces – while she attended Old Dominion University in Norfolk, Virginia. She received a full scholarship through the ROTC program, earned her Bachelor of Science degree in Nursing and graduated as a Second Lieutenant in the Army Nurse Corps in 1986.

Vicki met her husband, Sean, the summer before entering officer training school at Fort Sam Houston in San Antonio, Texas. During her first leave, Vicki came to Newark to visit Sean, and the couple flew to Las Vegas, Nevada, to get married. After graduating from officer training school, Vicki was stationed at Presidio of San Francisco in California for a year and a half and then spent three years as a nurse at Fort Belvoir Hospital in Alexandria, Virginia.

Vicki and Sean welcomed two of their five children while she was serving in the Army. She achieved the rank of Captain, and a promotion to Major would mean more training and a tour of duty overseas. However, Vicki decided it was time for her family to establish roots. They moved to Charlottesville, Virginia, and then to Newark to be closer to Sean's family.

Vicki began working at Licking Memorial Hospital (LMH) in 2006 as a nurse in Labor and Delivery. She transferred to Home Care Services and began providing treatment for patients requiring in-home care. "I love the patients I visit and enjoy educating them about

their health," Vicki said. "I have the opportunity to see them in their own environment where they are most comfortable, and it is a better place to follow up with them. I get to know my patients, their families and support groups, and I really love that."

Through her military career, Vicki learned the importance of leadership. With each promotion in rank, she assumed more responsibility and learned to step into a situation and perform the required tasks to complete the mission. Being adaptable also helped Vicki when she transitioned from the military to civilian life. "Working as a nurse in the military, you were assigned a role and that is what you did. Since working at LMH, I have been able to experience different areas of health care and have discovered my passion for educating and assisting patients in the community." Vicki's leadership and passion for helping patients earned her a nomination for the 2020 Ohio Hospital Association's Health Care Worker of the Year Award.



Jay McKinney,
Emergency Department
United States Navy
(1990 – 2010)

Jay's military and professional careers were influenced by his parents. His father served in the Army National Guard and his mother was a licensed practical nurse (LPN). He had many family members who also served in the military, and he felt it was the natural course to take after high school. Jay, who grew up in Licking County, wanted to get out of Ohio and see the world, and enlisted in the United States Navy upon graduating from Lakewood High School in 1990.

Jay became a Navy Seabee – a nickname given to enlisted Navy personnel and officers who are assigned to the Naval Construction Force. Jay was assigned

to the Navy Mobile Construction Battalion 4, stationed in Port Hueneme, California, as an equipment operator. His unit traveled the world providing general engineering, disaster relief and humanitarian assistance, and civil support to Navy, Marine Corps and Joint Operational forces through planned deployments and contingency response.

His first deployment was to Adak, Alaska, where he operated equipment to help build and maintain roads in the area. Over the next several years, Jay's battalion would provide construction support overseas to military and civilian facilities in locations such as Iwakuni, Japan; Vieques, Puerto Rico; Guantanamo Bay, Cuba; and Kuwait. In 1992, Jay's unit was sent to Homestead, Florida, to provide recovery assistance after Hurricane Andrew devastated the area. He also spent two years stationed at Anacostia Naval Station in Washington, D.C., providing construction support to military facilities.

After 10 years of active duty, Jay joined the Naval Reserves and used his veterans benefits to attend Central Ohio Technical College. While he was attending school, Jay began working at LMH as a transporter in the Emergency Department (ED). He earned his LPN certificate in 2001, transitioned to a registered nurse in 2005 and currently works in the ED. "One thing I have learned from my time in the Navy that has stuck with me is to take pride in the uniform you wear," Jay said. "Whether it is scrubs or dress blues, it is important to maintain your uniform to make sure you always look clean and presentable."

Jay retired from the Navy in 2010 as Chief Petty Officer and attributes his organizational and leadership skills he acquired for his success as an LPN. "The Navy taught me to always prepare for the next step. Know what you need and anticipate when you are going to need it," said Jay. "If I know there is a

patient coming into the ED and there are certain supplies that will be utilized, I make sure to get them ready ahead of time."

Jay incorporates the Navy's core values of honor, courage and commitment into his work at LMH every day by meeting the demands of his job and adhering to a high standard of personal and professional conduct. Jay treats his coworkers and patients with the care and respect they deserve and is committed to working as a team to improve the health of the community.



Brandi Aber,
Laboratory Services
Air National Guard
(2002 – 2012)

Brandi Aber was a senior in high school when she experienced the tragic events of 9/11. She wanted to protect and serve her country, so she made the decision to join the Air National Guard after she graduated. There was a waiting list to begin basic training due to the high volume of individuals enlisting in the military in response to the terrorist attacks. In November 2002, Brandi entered basic training in San Antonio, Texas. After graduating, she was stationed at Keesler Air Force Base in Biloxi, Mississippi, where she began her military career as a ground radio technician.

After spending nine months in Biloxi, Brandi then was stationed at the 220th Engineering Installation Squadron in Zanesville. While she served, she attended Zane State College and studied to be a medical lab technician (MLT). "I have always been drawn to instruments like the microscope, and I enjoy looking below the surface to find answers for patients and help them get better," Brandi said. In 2006, Brandi earned her associate degree in applied science and was hired at LMH as a MLT later that year.

Brandi served in the Air National Guard for nine years and rose to the rank of Staff Sergeant. She completed her service in 2012 after the birth of her son. Her military training and experience

has taught her the value of hard work and dedication. "As a ground radio technician, I was always repairing or installing equipment, and it helped me gain a better understanding of how the instrumentation worked," Brandi said. "I use those same skills when I am working with laboratory equipment at the Hospital."

Organization and attention to detail are skills that Brandi uses in her job daily. Physicians depend on the work she performs to help them diagnose illnesses and determine treatment. In addition to performing laboratory tests, Brandi cleans and maintains the equipment to ensure that lab results are accurate. She is proud that her work as a MLT allows her to have a positive impact on the health of the community.



Mathew Mahon,
Licking Memorial Police
United States Marine Corps
(2008 – 2014)

Mat Mahon always knew that he wanted to be a police officer. After graduating from Philo High School in 2004, he worked in construction and then entered the Ohio Peace Officer's Training Academy at Zane State College in Zanesville in 2005. Upon completing his training, Mat found it difficult to find a job within a police department and began to think about alternate career paths. The military had always interested him, particularly the United States Marine Corps. "The Marine Corps is known as one of the most formidable military forces in the world and has a reputation for excellence. I knew I wanted to be a part of that," Mat said.

He enlisted in the Marine Corps and began basic training in 2008. He was assigned to the 1st Battalion, 3rd Marines, an infantry battalion based out of Hawaii. From November 2009 to June 2010, Mat's unit was deployed to Afghanistan, within the district of Nawa-I-Barakzayi, Helmand Province.

"We were there to engage with the people in the local communities and gather intelligence," Mat said. "Although

we did not see a lot of combat, three of my fellow Marines, Lance Corporals Jacob Meinert, Timothy Poole and Noah Pier, were killed by an improvised explosive device."

Following his deployment to Afghanistan, Mat decided to take a different path in his military career. He entered the Marine Corps Embassy Security Group training program at Quantico, Virginia, to become a Marine Security Guard (MSG). As an MSG, Mat was responsible for protecting mission personnel and preventing the compromise of national security information and equipment at designated diplomatic and consular facilities. He committed to a three-year deployment, spending 12 months at the United States Embassies in The Hague, Netherlands, Lusaka, Zambia, and Frankfurt, Germany. "After experiencing the combat side of the military, it was very interesting to be involved in the diplomatic side of government," Mat said.

Mat completed his service with the Marine Corps in 2014, and he incorporated the qualities and values he learned from the Marine Corps into his personal and professional life. In 2018, Mat joined the Licking Memorial Police Department. The Marine Corps values of honor, courage and commitment helped him to be an effective leader and police officer. "My job is not only to protect the people and property within the Hospital, but I also must be ready and able to provide support during a crisis," Mat explained. "My military training and combat experience have taught me to be prepared and able to perform under stress in any type of emergency."

Mat's leadership skills also have allowed him to better serve his community. He launched his own home inspection business and uses his vast construction knowledge and attention to detail to perform a thorough inspection for each client. Mat holds his work to the highest standards of excellence and treats every person he encounters with dignity and respect.

THANK YOU, VETERANS!

Name	Branch	Department
Brandi Aber	Air National Guard	Laboratory
Brian Adams	Marine Corps	Information Systems
Jim Arnett	Air Force	Plant Operations
Nathaniel Badertscher	Army	Laboratory
Michael Barker	Air Force	Volunteer
Autumn Bell	Army National Guard	Coronary Care
Dick Birtcher	Marine Corps	Transportation
Matt Born	Air Force	2-West
John Bowyer	Army	Information Systems
Dale Boyd	Navy	Plant Operations
Bob Brooker	Air Force	Volunteer
Bill Butler	Navy	Volunteer
Phillip Cassone	Army	Volunteer
Mike Cochran	Army	Environmental Services
Erick Conn	Army National Guard	Information Systems
Elliott Davidoff, M.D.	U.S. Public Health Service	Center For Sight
Brendan Davis, M.D.	Air Force	Anesthesiology
Joan Dugan	Army National Guard	Coronary Care
Cameron Evans, PA-C	Army National Guard	Emergency
Bill Fielding	Air Force	Volunteer
Kevin Finley, M.D.	Air Force	Urgent Care – Granville
Pete Fleming	Army	Information Systems
Christopher Forbush, D.O.	Army Reserves	Family Practice – Hebron
Ken Friel	National Guard / Marines	Transportation
Bob Gabe	Air Force	Volunteer
Audrey Garove	Army Reserves	Radiology
Shelley Gittens, M.D.	Army National Guard	Pediatrics
Gary Hamilton	Army	Volunteer
Tim Hanners	Army National Guard	Culinary Services
Michael Harper	Army	Urgent Care – Granville
Malcolm Harris	Air Force	Radiology
Tabi Haynes	Air Force	Process Improvement
Dave Hiaft	Air Force	Volunteer
Matt Holmes	Marine Corps	Information Systems
Ann Hupp	Army	Surgery / Sterile Processing
Amanda John, APRN-CRNA	Navy	Anesthesiology
Tony Keirns	Army	Transportation
Nick Keisel	Marine Corps	Human Resources
Alisha Kirkpatrick	Navy Reserves	Laboratory
Chris Lallathin	Marine Corps	Pediatrics
Heather Le	Navy	4-North
Owen Lee, M.D.	Army	Radiology
Vicki Lennon	Army	Community Case Management
Donald Lewis, M.D.	Army	Urology
Mathew Mahon	Marine Corps	Police
Kateri Marie	Army	Emergency
Michelle Martin	Army	Psychiatric Services
Alissa McConnell	Navy	5-South
Jay McKinney	Navy	Emergency
Phil McLellan	Army	Engineering Services
Jeffrey McTerrell	Army	Information Systems
Patience Miller	Air Force	Family Practice – Licking Valley
Andrew Molnar	Air National Guard	Information Systems
Darlene Montgomery	Army	Public Relations
Brad Mosher	Navy	Plant Operations
Robert Mueller, M.D.	Navy	Orthopedic Surgery
Tamera Neal	Army	Emergency
James O'Bryan	Navy	Environmental Services
Ralph Otensmeier	Army	Volunteer
Jessica Pack	Army	Central Billing
Marc Predmore	Air Force	Environmental Services
Curtis Pyle	Marine Corps	Information Systems
Andrew Seipel, M.D.	Army National Guard	Family Practice – Licking Valley
Debbie Shaw	Army	Culinary Services
Mark Shaw	Marine Corps	Environmental Services
Wyatt Slonaker	Marine Corps	Information Systems
Darin Smaage	Navy	Information Systems
Doug Smith	Navy	Printing Services
James Smith	Air Force	Acute Inpatient Rehabilitation
Scott Smith	Navy	Environmental Services
Keith Stiggers	Marine Corps	Police
Scott Stuart	Army	Purchasing
Kim Swartz	Army National Guard	Dermatology
Brian Thatcher	Army	Process Improvement
Allan Thomas, PA-C	Army	Emergency
Kathy Tittle	Air Force	Pharmacy
Brenda Tompkins	Air Force / Air National Guard	Volunteer
Steve Warren	Army	Urgent Care – Downtown
Edward Westerheide, M.D.	Navy Reserves	Orthopedic Specialists & Sports Medicine, Inc.
Jim Whitaker	Air Force	Engineering Services
Chuck Wilhelm	Army	Environmental Services
Tom Williams	Army	Plant Operations
Beth Worstall	Army	Respiratory Therapy
Elizabeth Yoder, D.O.	Navy	Psychiatric Services

Virtual Corporate Breakfast Offers Platform to Discuss COVID-19 Vaccines

In early November, Licking Memorial Health Systems (LMHS) Vice President of Medical Affairs Craig B. Cairns, M.D., M.P.H., presented timely information on the development of vaccines for coronavirus disease 2019 (COVID-19) at a virtual Corporate Breakfast. The Licking Memorial Hospital (LMH) Development Council hosts the event quarterly to inform community leaders about new technology and services within LMHS. To comply with COVID-19 guidelines for social-distancing, approximately 20 community leaders gathered in the LMH Café while more than 60 virtual guests viewed a livestream of the event and were able to ask questions via remote chat.

Dr. Cairns has served the Licking County community as a physician since 1977. He currently oversees the LMHS Infection Prevention Department and has been instrumental in creating and implementing safety procedures to minimize the potential spread of the virus throughout LMHS. He personally contacts patients who receive a positive result for COVID-19 from the LMHS testing sites. During the presentation, Dr. Cairns explained the phases of development and the different types of vaccines being created.

According to *The New York Times'* vaccine tracker, there are nearly 40 potential vaccines undergoing clinical trials. In order for a vaccination to be approved

by the Federal Drug Administration (FDA), it first is submitted for pre-clinical trials. The vaccine then follows three stages of development. During the first phase, researchers administer the vaccine to a small number of people to test for safety, effective dosage and immune response. If the vaccine moves on to phase 2, hundreds of people are divided into groups to determine if the response differs and to further measure safety and immune response. In phase 3, thousands of volunteers are vaccinated and compared with a different group of volunteers who received a placebo injection. The FDA requires that at least 50 percent of those who receive the real vaccine are protected before considering the product effective. If the evidence from the clinical trial demonstrates that the vaccine is efficient and safe, the company can submit the trial to the FDA for approval or request an Emergency Use Authorization (EUA). Recently, coronavirus vaccines developed by Moderna, Pfizer and German biotechnology firm BioNTech were compared with a placebo saline injection and found to be more than 95 percent effective at protecting people. The vaccines are 2 of 12 currently in phase 3 of development.

When considering how to best battle a virus, researchers with the top biopharmaceutical manufacturers may choose from a variety of processes. Some vaccines are created from an inactivated form of the virus itself, which stimulates the immune system to attack the virus. Technological advancements have led to a new type of vaccine that focuses on ribonucleic acid (RNA), a component of all living cells that carries instructions for controlling the production of proteins. The vaccine introduces a messenger RNA (mRNA) sequence that is coded for a disease-specific antigen – a substance that causes the immune system to produce antibodies against it. Once the immune system recognizes the antigen produced within the body, it is prepared to fight the real infection.

There are a number of advantages to developing an mRNA vaccine, such as those produced by Pfizer and Moderna. Creating other types of vaccines requires incubating the virus in eggs, a time consuming process that also prohibits people with egg allergies from being vaccinated. Because the RNA sequence is

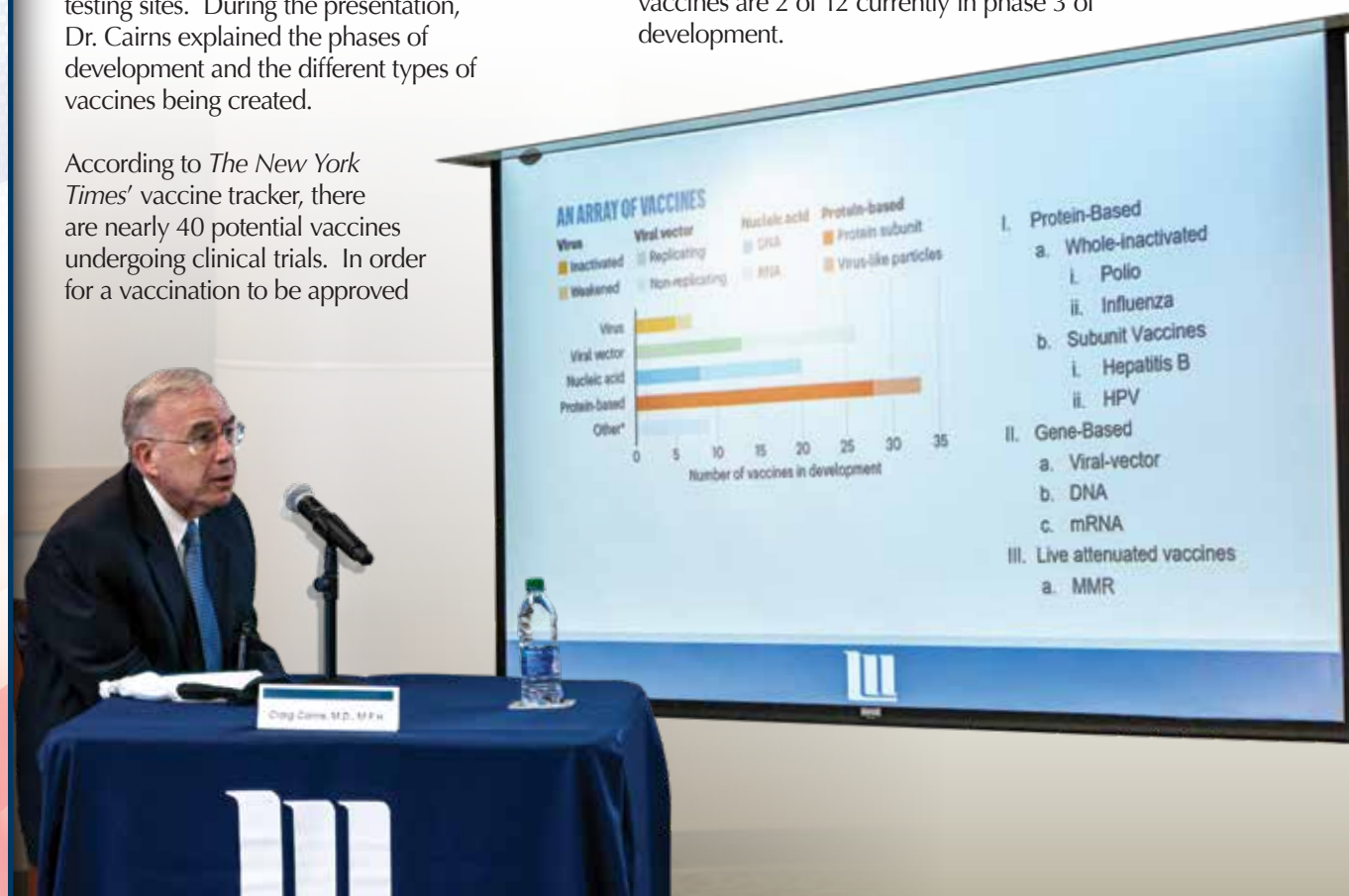
quickly and easily created, large-scale vaccine production is possible. Additionally, the mRNA vaccine also does not cause infection. The only disadvantage to the Pfizer (-80 degrees C) and Moderna (-20 degrees C) products is the sub-zero temperature storage requirement.

As the nation waits for the vaccines to be developed, misinformation has been spreading. Dr. Cairns addressed the most common untruths about the COVID-19

vaccinations and assured the attendees that the vaccines will still need to meet high standards of testing before public release. He also explained that consuming vitamins, mineral supplements or garlic will not prevent COVID-19, and cold weather will not kill the virus.

While researchers work on the vaccines, physicians and healthcare experts have found a number of treatments that have successfully assisted in COVID-19 recovery. Dr. Cairns described several different treatments, including the use of remdesivir, an anti-viral medication originally developed as a treatment for the Ebola virus that works by inhibiting replication of the virus and has been approved by the FDA for use in all patients with COVID-19. Physicians also have been administering dexamethasone, a corticosteroid used in a wide range of conditions for its anti-inflammatory and immunosuppressant effects. Convalescent plasma treatments, which involve COVID-19 patients receiving a transfusion of plasma donated by individuals who have fully recovered, also have proven successful in the recovery process. The plasma boosts an ill patient's immune system because it contains the antibodies that fight the coronavirus. These treatments are available and being used by the staff at LMH.

After Dr. Cairns' presentation, LMHS President & CEO Rob Montagnese explained that, upon approval, the vaccine will be distributed locally in stages. In the first stage, healthcare workers and other high-priority individuals, such as those in congregate care and correctional facilities, will be offered the vaccine. During this time, LMHS will vaccinate employees only. LMHS is working with local and state organizations to prepare for the next stage, offering those at-risk in the community the opportunity to obtain the vaccine. Rob also addressed questions from those watching online and in attendance. Concluding the event, Rob encouraged everyone to stay vigilant and continue precautions, such as wearing masks and social-distancing, to limit the spread of COVID-19.



LMH Included on 2020 Most Wired List

Licking Memorial Hospital (LMH) recently earned recognition as one of HealthCare's Most Wired Hospitals by the College of Healthcare Information Management Executives (CHIME). The 2020 recognition marks the seventh time that LMH has received the award. The CHIME HealthCare's Most Wired program conducts an annual survey to assess how effectively healthcare organizations apply core and advanced technologies into their clinical and business programs to improve healthcare in their communities. LMH was recognized as an organization that has deployed technologies and strategies that are achieving meaningful clinical and efficiency outcomes, as well as exploring technologies that expand access to care.

The HealthCare's Most Wired program aims to elevate the health and care of communities around the world by encouraging optimization of information technology. This is the third year that CHIME has conducted the HealthCare's Most Wired survey and supervised the program. Over the past three years, CHIME has expanded the survey to capture more types of organizations that serve patients across the continuum of care. LMH is one of 30,135 organizations surveyed in the 2020 Digital Health Most Wired program.

"Licking Memorial Health Systems (LMHS) endeavors to implement new technologies and software that optimize efficiency and offer patients the highest quality of care," said Rob Montagnese, LMHS President & CEO. "For many years, our clinical staff has used technology to assist in delivering vital care and improving patient outcomes. With the support of our community, we strive to stay at the forefront of healthcare technology to maintain our high standards of medical treatment. We are honored to have our efforts recognized nationally once again."

The annual survey is designed to identify the adoption, implementation and use of information technology in healthcare organizations that enhance patient

care. The results are intended to serve as a tool for hospital and health system leadership to map their IT strategic plans. Each organization received a customized benchmarking report, an overall score, and scores for individual levels in eight segments: infrastructure; security; business/disaster recovery; administrative/supply chain; analytics/data management; interoperability/population health; patient engagement; and clinical quality/safety.

"Developments in information technology continue to improve the way healthcare providers approach treatment and interact with their patients," said LMHS Vice President Information Systems Sallie Arnett, M.S., RHIA, CHCIO. "Currently, we are working with Epic Systems Corporation in implementing a new unified electronic health record (EHR). With the new EHR, all patient records will be stored within one system giving our providers access to comprehensive and up-to-date patient health data that will improve decision-making and provide better overall care." The new software also expands patient engagement as patients will have the opportunity to use Epic to schedule appointments, review health information, access test results, securely message providers, pay bills online and access information regarding local resources for health care, such as tobacco cessation and transportation.

"LMHS continues to be heavily focused on implementing advanced clinical systems at the point of care that directly impact the quality of care provided to our patients," said Rob. The EarlySense patient monitoring system uses a contact-free device to monitor a patient's vital signs, including cardiac and respiratory activity, and analyzes trends that alert LMH clinical staff of possible patient deterioration so that they can intervene in a timely manner and reduce the potential for adverse events. "Providing our staff with the tools to deliver clinical intervention proactively is a top priority. With EarlySense, our staff can more readily observe patients and lessen the potential for a medical emergency," Rob added. The likelihood of adverse events



are further reduced through the use of technologies such as computerized physician order entry, barcoded medication verification, and the use of an electronic transfusion administration system.

LMH also has adopted technologies which allow for real-time documentation of patient care, including integrated computer systems with advanced clinical decision support tools, voice recognition technology and computer-assisted diagnosis tools. Clinical imaging systems used for radiology and cardiology images are fully electronic allowing information to be shared in real-time between the healthcare providers regardless of the provider's location. Voice communication using the unique hands-free Vocera devices, worn by nearly every member of the clinical staff, occurs over the secure wireless network. In addition, Vocera devices allow patients to communicate directly with nurses by activating the call button.

Information security and maintaining the confidentiality, integrity and availability of patient information is a main focus of the Information Systems Department at LMH. Through the use of a privacy monitoring system, external audits by a certified security organization, and strong authentication protocols, LMH protects the privacy of patient information, ensures health records are accurate, and that systems are operating at full capacity to provide the highest quality of care.

CHIME published an industry trends report based on Digital Health Most Wired responses from U.S. participants. The 2020 National Trends Report can be accessed at chimecentral.org.

LMHS Ride Program

When assessing the needs of Licking County, Licking Memorial Health Systems (LMHS) found a lack of transportation was creating a barrier to good health and wellbeing. Patients often reported they were unable to attend scheduled appointments, missed follow-up visits, or could not receive laboratory testing. Building new facilities and creating clinics close to Downtown Newark offered care in more convenient locations and alleviated some of the transportation issues; however, the challenge remained for many area residents. With a desire to assist patients, Licking Memorial Community Case Management created the LMHS Ride Program in the summer of 2019 to offer free transportation for non-emergent medical and healthcare appointments. LMHS Ride provides transport to and from Licking Memorial Health Professionals (LMHP) appointments and Licking Memorial Hospital (LMH) Radiology, Laboratory and Cardiology Departments. Patients also may be driven to non-LMHS physicians and mental health pre-scheduled appointments within Licking County.

Born and raised in Licking County, Linda Brown recently returned to Newark after spending time in Mount Vernon with her granddaughter. She does not own a car due to the expense and relies on public transportation. While at a regularly scheduled appointment, Linda shared with an LMHS professional that she was concerned about attending future visits because transit bus scheduling was

becoming more complicated due to high demand. The staff member told Linda about the LMHS Ride Program. "When I called to find out how to use the program, the coordinator made it so easy, and I had a ride scheduled for my next appointment right away," Linda said. "Riding in the van is very comfortable, and I am so grateful to LMHS for providing this service."

A coordinator assists in scheduling patients for transportation by one full-time and one part-time driver who are available Mondays, from 7:30 a.m. to 3:30 p.m., and Tuesday through Friday, from 7:30 a.m. to 5:30 p.m. "I feel very safe with both the drivers. They are kind, polite, considerate and conscientious about making sure I am at my appointment well before the scheduled time," Linda shared. Any Licking County resident, 18 years of age or older, without another transportation option, including managed care insurance with transportation benefits, is eligible to use the program. Patients requesting transportation service must be able to access the vehicle unassisted or have the assistance of a care giver. Wheelchair transport is not available. One support person may accompany the patient. Upon completion of the scheduled medical visit, return transportation is provided within a timeframe available to drivers.

The LMHS Ride coordinator works closely with the employees at the LMHP offices and LMH services to ensure a driver is available before an appointment is scheduled. From January 2020 until

September 2020, the drivers completed 983 rides. Severe weather or road conditions pose a hazard for both patients and the drivers, so the coordinator notifies affected persons as soon as possible if the ride has to be cancelled. LMHS asks that riders obey the following rules:

- Passengers should be ready 30 to 45 minutes prior to their scheduled time to limit delays
- Seatbelt must be fastened at all times
- No standing while the vehicle is in motion
- Be respectful and courteous to other passengers
- No eating or drinking in the vehicle
- No alcohol, recreational drugs, or weapons
- No smoking, vaping, or use of other tobacco products
- No loud music
- No profane or offensive language nor verbal or physical abuse of other passengers or driver
- Contact LMHS Ride 24 hours in advance, or as soon as possible, if your appointment is cancelled
- LMHS is not responsible for lost personal items.

LMHS reserves the right, at any time, to refuse to transport disruptive persons, and may dismiss those from this voluntary program for violating the rules. To find out more about the program or schedule an appointment, please call (220) 564-7433 (LMH-RIDE).

LMHS Offers Sports Screenings to Students

Due to COVID-19, Licking Memorial Health Systems (LMHS) modified its annual Sports Screening Program for 2020. While the Heart to Play electrocardiograms and echocardiograms as well as ImpACT (Immediate Post-concussion Assessment and Cognitive Testing) baseline concussion testing were unable to be offered, LMHS continued providing free pre-participation physical exams to local youth. Licking County student-athletes and marching band members entering grades 7 through 12, and students from C-TEC's Criminal Justice,

Fire and Physical Therapy programs were eligible to participate in the program.

"It was disappointing that COVID-19 precautions prevented LMHS from conducting Heart to Play screenings and ImpACT concussion testing this year. However, allowing students to safely participate in extracurricular or strenuous activities upon their return to school remained a priority," said LMHS President & CEO Rob Montagnese. "Providing the state-required, pre-participation exams at no cost continues our commitment to

improving the health of the community, and we look forward to offering all aspects of the LMHS Sports Screening Program again in the future."

Appointments for the physical exams were available throughout July at Licking Memorial Urgent Care in Downtown Newark, Granville and Pataskala. A total of 559 students received screenings during the 12 dates at the Downtown Newark and Granville locations and the 3 dates in Pataskala.

Physicians Recognized at Annual Medical Staff Celebration

In October, Licking Memorial Hospital (LMH) held a virtual Medical Staff Recognition ceremony to show appreciation for the physicians' commitment to improve the health of the community. The event was modified to comply with social distancing guidelines during the COVID-19 pandemic and was streamed live for Medical Staff to view. The LMH Active Medical Staff is comprised of 175 physicians who represent more than 31 medical specialties. Additionally, 42 physicians are members of the consulting staff.

LMH Chief of Staff Brent M. Savage, M.D., introduced new physician appointees and recognized those receiving their 5, 10 and 15 year service awards. Licking Memorial Health Systems (LMHS) President & CEO Rob Montagnese recognized physicians receiving their 20, 25, 30, 35, 50 and 55 year service award, and those who were able to attend in person were invited to do so. To conclude the evening, Rob presented the 2020 Physician of the Year award to the entire LMH Medical Staff. Terrill D. Burnworth, D.O., of Licking Memorial Emergency Medicine, and

Phillip G. Savage, D.O., of Licking Memorial Hospitalists, accepted the award on behalf of the LMH Medical Staff.

The Physician of the Year recipient typically is chosen by the members of the LMH Active Medical Staff; however, this year's selection was made by the Medical Executive Committee. "What our Medical Staff has accomplished during this time is beyond reproach," said Rob. "They were able to adapt quickly to ever-changing logistics and policies and have been critical to helping the administration identify Hospital and patient needs during this pandemic."

The award traditionally recognizes a physician who has consistently demonstrated care and concern for patients, clinical knowledge, and a good relationship with peers and other Hospital staff members. For that reason, the Committee felt that it was fitting to honor the entire Medical Staff for the leadership shown during this unprecedented healthcare situation.

Past Recipients of the LMH Physician of the Year Award

- 1988** – Charles F. Sinsabaugh, M.D.
- 1989** – Craig B. Cairns, M.D.
C. Michael Thorne, M.D.
- 1990** – Mark A. Mitchell, M.D.
- 1991** – Carl L. Petersilge, M.D.
- 1992** – Edward A. Carlin, M.D.
Harold E. Kelch, M.D.
- 1993** – Gerald R. Ehrsam, M.D.
- 1994** – William K. Rawlinson, M.D.
- 1995** – Pattye A. Whisman, M.D.
- 1996** – J. Michael Wills, M.D.
- 1997** – Terry P. Barber, M.D.
- 1998** – Mary Beth Hall, M.D.
- 1999** – Debra A. Heldman, M.D.
- 2000** – Frederick N. Karaffa, M.D.
- 2001** – Elliot Davidoff, M.D.
Bryce I. Morrice, M.D.
Mark L. Reeder, M.D.
- 2002** – Jacqueline J. Jones, M.D.
- 2003** – Owen Lee, M.D.
- 2004** – Larry N. Pasley, M.D.
- 2005** – Joseph E. Fondriest, M.D.
- 2006** – May-Lee M. Robertson, D.O.
- 2007** – Peter T. Nock, D.O.
- 2008** – Eric R. Pacht, M.D.
- 2009** – Ann V. Govier, M.D.
David E. Subler, M.D.
- 2010** – Richard A. Baltisberger, M.D.
David R. Lawrence, D.O.
- 2011** – Talya R. Greathouse, M.D.
- 2012** – Bassam Kret, M.D.
- 2013** – Shakil A. Karim, D.O.
- 2014** – Brent M. Savage, M.D.
- 2015** – Garth A. Bennington, M.D.
- 2016** – Janae M. Davis, M.D.
- 2017** – Audrey K. Bennett, M.D.
- 2018** – Elizabeth A. Yoder, D.O.
- 2019** – Matthew C. Bromley, D.O.



LMH Chief of Staff Brent Savage, M.D., (left) and LMHS President & CEO Rob Montagnese (right) honored Robert P. Raker, M.D., (seated) and Harold Kelch, M.D., (middle right) for 55 years of service.

2020 Physician Service Awards

55 years

Harold E. Kelch, M.D.
Robert P. Raker, M.D.

50 years

Henry D. Rocco, M.D.
Claude R. Rousseau, M.D.

35 years

David M. Jackson, M.D.
Donna J. McDonald, M.D.

30 years

Catherine A. Chiodo, D.P.M.
David W. Koontz, D.O.
Maureen Y. Yablonski, M.D.

25 years

Stephanie E. Ladson-Wofford, M.D.

20 years

Jeff A. Bare, D.O.
Lori J. Elwood, M.D.
Shelley A. Gittens, M.D.
Scott D. Jolly, D.O.
Seung H. Park, M.D.

15 years

Garth A. Bennington, M.D.
Daniel B. Logan, D.P.M.

10 years

May U. Mbah, M.D.
Nawar Saieg, M.D.
Brent M. Savage, M.D.

5 years

Abul S. Ahsan, M.D.
Daniel W. Kennedy, M.D.
Lisa J. Lee, M.D.
Henry Y. Lu, M.D.
Adam C. Maier, D.O.
Bruce A. Merwin, M.D.
Robert W. Mueller, M.D.
Kevin M. Ouweleen, M.D.
Amanda L. Quisno, D.P.M.
Timothy Rossi, D.O.

Regular Cancer Screenings Remain Important During COVID-19

Routine screenings play an important role in the early diagnosis of various cancers, including breast, lung, colorectal and cervical cancer. Early detection is critical for obtaining the necessary treatment to ensure survivability. The American Society of Clinical Oncology's fourth annual National Cancer Opinion Survey revealed that approximately two-thirds of Americans reported that their scheduled cancer screenings were delayed or skipped as a result of the COVID-19 pandemic.

At the onset of the COVID-19 pandemic, many healthcare facilities, including Licking Memorial Health Systems (LMHS) were required to postpone elective medical procedures, including cancer screenings, to preserve medical resources and personal protective equipment (PPE) for patients infected with COVID-19 and to reduce the risk of spreading the virus to others. Once elective medical procedures resumed, LMHS saw a decline in scheduled cancer screening procedures. "The pandemic certainly has caused a disruption in cancer care and diagnoses, including deferred surgeries, modified therapies and delayed screenings," said Aruna Gowda, M.D., of Licking Memorial Hematology/Oncology. "The effects of COVID-19 could have a heavy impact on future cancer diagnoses, treatments and other critical cancer care services."

Temporary delays for cancer screening, up to a few months, are not problematic; however, the concern is skipping screenings entirely. The purpose of a cancer screening is to check for cancer

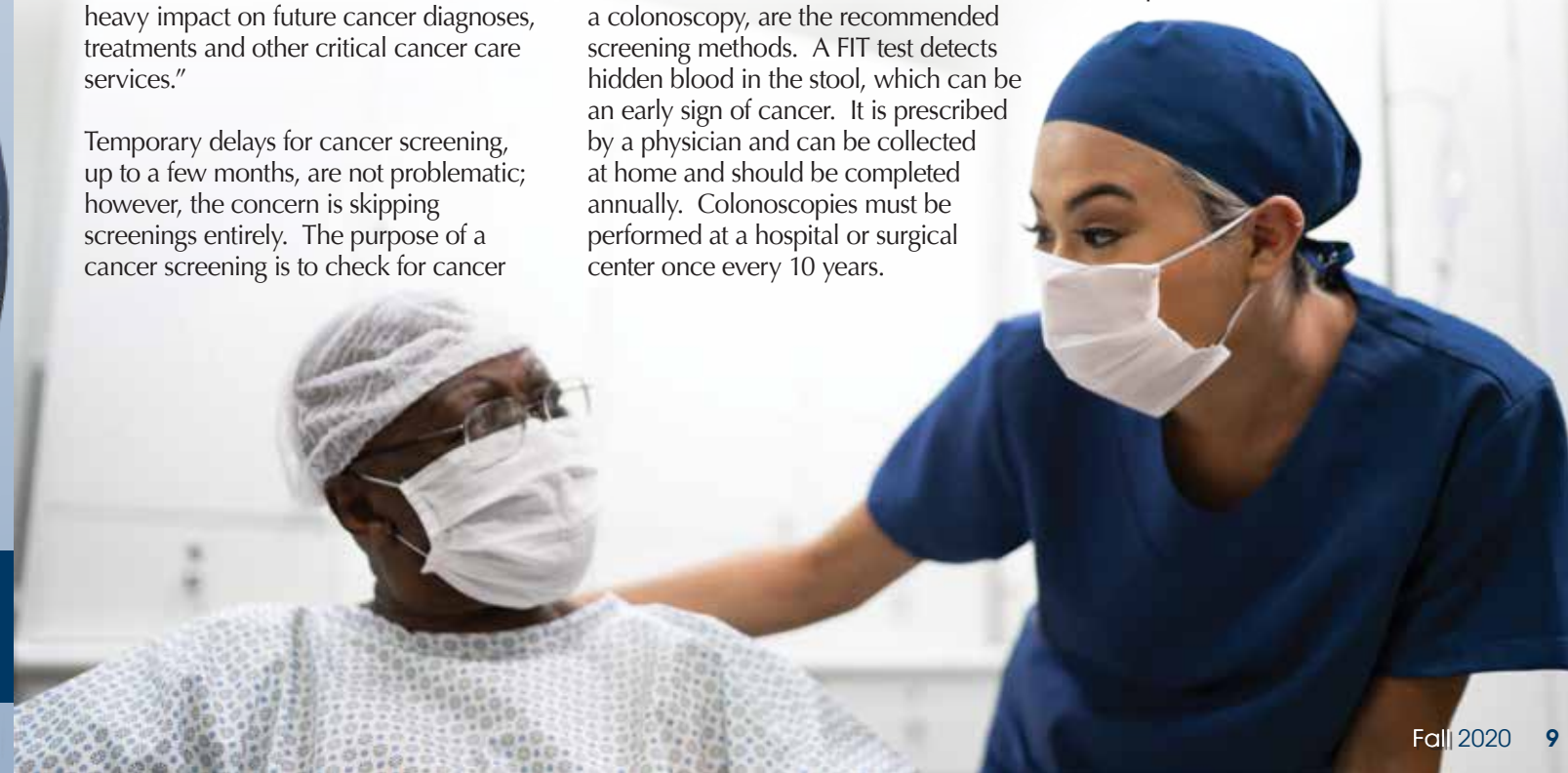
before there are symptoms when cancer can be detected early and treatment will work best. A colonoscopy can detect the presence of precancerous polyps that can be removed before turning into cancer. Patients who wait to screen until symptoms are present are likely to be diagnosed with a more advanced stage of cancer, which can lead to more intense and costly treatments.

The American College of Obstetricians and Gynecologists recommend women at average risk for breast cancer start mammograms at age 40 to 49, after counseling, but no later than age 50. Mammograms should be repeated every one to two years and continued until age 75, but possibly longer. For cervical cancer screening, women age 21 to 29 should have a Pap test every three years, and women age 30 to 65 should have a Pap test and an HPV test every five years.

The American Gastroenterological Association recommends that people at average risk of colorectal cancer start regular screening at age 50. There are some recommendations and evidence that support screenings begin at age 45. A stool-based test, such as the highly sensitive fecal immunochemical test (FIT), or a visual exam of the colon, known as a colonoscopy, are the recommended screening methods. A FIT test detects hidden blood in the stool, which can be an early sign of cancer. It is prescribed by a physician and can be collected at home and should be completed annually. Colonoscopies must be performed at a hospital or surgical center once every 10 years.

The pandemic has caused people to limit their contact with others out of fear of contracting the virus, and as a result, some patients have delayed or cancelled their preventative screenings. "LMHS has strict safety procedures in place, and the risk of acquiring COVID-19 within Licking Memorial Hospital (LMH) is very low," Dr. Gowda explains. "Contraction of the virus is more likely to happen outside of the Hospital environment in large gatherings where social distancing is not being practiced. It is important for us to educate the community about how the virus is spread and that LMH is a safe place to go for medical care."

All LMHS facilities continue to take the necessary measures to protect patients, visitors and staff during the COVID-19 pandemic, including temperature checks and health screenings. Face masks are required at all LMHS facilities, and staff wear the appropriate PPE to perform their duties. Patients who are scheduled for surgical procedures receive COVID-19 testing. Individuals who have questions about LMHS' COVID-19 safety procedures may contact the Infection Prevention Office at (220) 564-4158 or (220) 564-4153. The office is available Monday through Friday, from 7:00 a.m. to 3:30 p.m.



Behind the Scenes – Information Systems

Technology is an integral part of patient care at Licking Memorial Health Systems (LMHS). Every step of the care process – including registration, clinician input, medications and final instructions – is entered into a computerized system and added to a patient's file. Patients have the ability to access their own medical records and vital health information either online or through an app. Beyond personal information, computer programs are used to run the telephone system, place patient food orders at Licking Memorial Hospital (LMH), process payments made at the Gift Shop, and log and track fitness information for the Active•Fit and Active•Senior programs. The highly trained employees of the Information Systems (IS) Department, who operate, maintain and safeguard ever-changing technology, are a key factor in ensuring LMHS' mission to improve the health of the community is fulfilled.

In the continual search to find more efficient and up-to-date technology, IS assisted in researching different platforms to streamline patient access to medical information. In collaboration with Epic Systems Corporation, members of the IS team began the software configuration process for a new unified electronic health record (EHR) system that will offer high-quality care and convenient communication to patients and providers. While the new system consists of pre-set parameters, Epic offered LMHS the opportunity to customize the processes and work-flow settings to create procedures unique to the organization. Hiring additional employees was necessary to assist in the process given the guidelines and timeline set by Epic. LMHS leadership realized the expertise of physicians, nurses, pharmacy technicians, billing specialists and many other current employees was needed to create forms, alerts and other protocols that would be easily understood and user friendly.

All employees involved with the Epic project were required to undergo training through Epic Systems Corporation in Wisconsin. At the beginning of the year, dozens of team members made the trip to earn the certifications needed for the massive build project.

"As COVID-19 began to spread quickly in the United States, we realized traveling out of the state was not beneficial for the health and wellbeing of our employees," said LMHS President & CEO Rob Montagnese. "Vice President Information Systems Sallie Arnett led the way in assuring her staff and all other LMHS employees who could work from home had the tools needed to do so."

Epic training continued through alternate means such as online conferences and meetings. Despite the challenges of a home-based workforce, the IS team continued the build process and was able to stay on the schedule set by Epic for implementing the system. Epic currently is undergoing testing with the certified employees and super users – system users with extensive knowledge of workflows and the supported Epic applications. The remainder of LMHS staff will be trained and become familiar with Epic in the first quarter of 2021, and the system is expected to be fully incorporated by March.

With additional employees on the IS team, the Department underwent a number of changes. Several managers were promoted to a Director level to oversee the various teams throughout the Department, including physician practice electronic medical records and business analytics, infrastructure, health information and Hospital electronic medical records, project management, information security, and revenue cycle. The application analysts continue to configure and test the functionality of the systems they are developing. This includes extensive testing of all equipment. The project management team oversees the activities of all system applications and helps to coordinate communications. As part of the installation process, a number of analysts and trainers who learned the system first are now training others on the processes. While the main focus of the teams has been the implementation of Epic, the systems currently in place are being maintained and safe-guarded by the designated teams.

The Health Insurance Portability and Accountability Act (HIPAA) of 1996

is a federal law that protects sensitive patient health information from being disclosed without the patient's consent or knowledge. With all medical information available in digital form, security is a high-priority for LMHS. IS has a dedicated team of experienced employees who create policies to protect patient information and all other systems in use throughout the organization, including email. The team continually is updating firewalls and other security measures to avoid a data breach. The group also works to educate LMHS employees about various cyberattacks and methods that hackers utilize to deceive people into divulging passwords or other sensitive information. The system constantly is monitored for malicious activity and apprised for threats. Any new program, software and hardware is thoroughly researched and assessed for security risks.

In order to run a program, print an order or input a request, the equipment itself must be functional. Infrastructure team members are responsible for all maintenance and upgrades on the computers, printers and other devices used throughout LMHS. While many of the employees are able to perform some tasks remotely, Infrastructure team members often must physically inspect equipment in need of repairs or other maintenance. The team also is responsible for the hundreds of servers housed at LMH. In order to obtain the best results and satisfaction, the IS team members continue their personal education regarding changes and advances in equipment and software. They also proactively work to prevent failures by diligently reading output reports on machines and reviewing equipment usage to determine an appropriate time for upgrades and replacements. Before the Epic installation began, the infrastructure team was tasked with inventorying all available hardware and completing an assessment to determine needs for project success.

When Epic is installed and fully operational, LMHS looks forward to combining services for the Hospital and physician practices, such as medical record information and billing. The new

system will offer a centralized billing process for patients. Numerous employees with billing experience were tasked with the creation of a streamlined system that will be more intuitive for staff and patients.

Technology benefits every aspect of the daily routine of LMHS. Members of the IS team take their job responsibilities very seriously and are passionate about providing quality service for the health and wellbeing of the community. The team members understand that every program and piece of equipment that works properly directly impacts the quality of patient care available.

Families Prepare for Flu Season with Free Vaccines

In October, Licking Memorial Health Systems (LMHS) offered free influenza vaccines to Licking County infants and children. More than 450 youth, up to the age of 18, attended the "Be Wise ... Immunize" clinic at Licking Memorial Family Practice – Downtown Newark and Licking Memorial Pediatrics – Pataskala. To comply with COVID-19 guidelines, an additional date was added and registration was required this year. Staff members from Licking Memorial Pediatrics administered the vaccines after consulting with the children's parents.

The Centers for Disease Control and Prevention (CDC) reports that an estimated 11 million children suffered from influenza during the 2019-2020 flu season. The CDC recommends annual flu vaccines for all children, ages 6 months and older. Children with chronic health conditions are especially vulnerable and should receive a vaccine before the height of influenza activity, which began in October and continues through May.

Rob Montagnese, LMHS President & CEO, said the successful turnout at the immunization clinic was very encouraging. "LMHS offers youth free flu immunizations in an effort to increase our community's level of protection," he said. "The flu vaccine prevents millions of illnesses and flu-related doctor's visits each year, and we are pleased that our community recognizes the importance of personal and family health and the effect it can have on others around them."

Those who have yet to receive the vaccine this season are urged to obtain one. Immunization protects the health of the community by decreasing the risk of spreading the flu to others, especially infants, those with compromised health, and the elderly who are more susceptible to contracting the flu. During the current pandemic, flu vaccination also can save health resources for the care of patients with COVID-19. All Licking Memorial Family Practice and Licking Memorial Pediatrics locations have the vaccine available.



The logo features a stylized infinity symbol with a small 'm' inside, followed by the text "Be Wise..." in a serif font, and "IMMUNIZE" in a large, bold, blue sans-serif font below it.

Virtual Corporate Breakfast Highlights Vascular Surgery Practice and Services

The Licking Memorial Hospital (LMH) Development Council hosted a virtual Corporate Breakfast in September. To comply with COVID-19 guidelines, guests were provided a link to a livestream of the event and able to ask questions via remote chat. More than 80 community leaders viewed the event to learn about the expanded vascular surgery services available through Licking Memorial Health Systems (LMHS).

Earlier this year, Mark DeFrancisco, D.O., and William Phillips, D.O., brought their experience and expertise to the newly-formed Licking Memorial Vascular Surgery specialty practice. During the event, Dr. DeFrancisco and Dr. Phillips provided an overview of the practice and their journey to join LMHS, which included working together in Columbus. They completed their general surgery residency alongside Howard Reeves, D.O., who is a member of the LMH Active Medical Staff and has been providing care to the Licking County community at his practice, Surgical Interventions, L.L.C., for 21 years. In collaboration with Dr. Reeves, Dr. DeFrancisco and Dr. Phillips have enhanced the vascular services

available at LMHS, including providing 24-hour vascular care to patients.

Vascular surgeons are specialists who treat and manage diseases of the circulatory system through education, medication, and surgical procedures. Dr. DeFrancisco, Dr. Phillips, and Dr. Reeves treat patients suffering from aneurysms, peripheral arterial disease, carotid stenosis, arterial thrombosis, stenosis, venous thrombosis, hemodialysis access and varicose veins. Many vascular disorders are systemic and require not only surgical treatment, but management through lifestyle modification, smoking cessation, exercise, weight reduction, and medication.

Successful care of vascular disease is delivered through a team of healthcare providers, including vascular surgeons, primary physicians, nurses, radiologists, and physical therapists. Dr. Phillips commented that LMH Administration has worked closely with Dr. DeFrancisco and Dr. Phillips to develop a team that provides top-notch vascular care. The COVID-19 pandemic slowed the start of the practice; however, Dr. DeFrancisco

recognized this as an opportunity to further train and develop the team.

With the implementation of Licking Memorial Vascular Surgery, and in cooperation with Dr. Reeves, Licking County residents now have increased access to state-of-the-art vascular care services close to home, including high-tech diagnostics, minimally invasive treatment options, and effective and safe surgical procedures and post-operative care. Dr. DeFrancisco has noticed that several Licking County residents who were seeking treatment outside the area, have returned to Licking County for care at Licking Memorial Vascular Surgery.

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



Physician Spotlight

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



Ask a Doc – Joint Pain with Lydia E. Cortes-Betancourt, M.D.

Question: How can I protect my joints when it gets cold?

Answer: Many patients who suffer with joint pain report a worsening of symptoms when the weather turns cold or damp. While there is no definitive studies demonstrating a direct link between weather and increased pain levels, some theorize that the change in barometric pressure can affect the joints by causing tendons, muscles and the surrounding tissue to expand. Also, bad weather can affect a person's mood which can magnify the perception of pain. Experiencing occasional aches or painful joints is not uncommon as a person ages; however, persistent swelling, redness or difficulty putting pressure on or using the joint could be signs of inflammatory arthritis.

Inflammatory arthritis describes a number of conditions that affect the joints including rheumatoid arthritis, osteoarthritis and gout. In rheumatoid arthritis, the immune system releases inflammatory chemicals that attack healthy cells causing inflammation in the affected parts of the body. The most commonly affected joints are the hands, wrists and knees. The inflammation may result in tissue damage that leads to long-lasting chronic pain, unsteadiness and deformity. Osteoarthritis is the most common form of arthritis and occurs when the protective cartilage that cushions the ends of the bones wears down over time. Although osteoarthritis can damage any joint, the disorder most commonly affects joints in the hands, knees, hips and spine. Uncontrolled uric acid levels trigger crystals to form in and around the joints, causing inflammation and pain in people with gout. Medications and treatments are available for the numerous forms of arthritis; however, a period of increased disease activity or worsening symptoms – known as a flare – can occur at any time.

Cold weather has been noted as a trigger for flares in some cases of inflammatory

arthritis. To avoid a flare during cold weather, it is important to continue exercising. Cold and icy conditions may provide an excuse to stay inside and forego exercise; however, regular physical activity increases strength and flexibility and keeps joints lubricated, making movement easier. It also produces endorphins, which help control pain and improves overall well-being and health. A good combination of aerobic exercises, including strength and balance training, is recommended for a total of 150 minutes per week. Walking indoors at a mall provides a safer alternative to walking outdoors when ice and snow present a fall risk. Workout apps, online content and DVDs are good resources to assist in finding a low-impact workout routine that can be completed at home. Activities such as yoga or tai chi are beneficial for balance. Muscle-strengthening exercises should be performed at least two days per week.

Keeping joints warm is another important step to avoid a painful arthritis flare. Research has shown that heat enlarges blood vessels, allowing more blood, oxygen and nutrients to be delivered to injured tissue in joints and muscles. A warm shower or soaking in a tub of warm water at the start of the day reduces stiffness and increases the range of motion. Warm compresses placed on the affected area for about 20 minutes can be used throughout the day for comfort. When heading outside, be sure to dress in warm layers to protect the joints. By insulating the core of the body, warmer blood is continually sent out to the extremities. Many arthritis sufferers recommend electric blankets and other types of heating pads placed throughout the home for extra warmth.

Staying healthy also reduces the chances of joint pain. Winter is the height of flu season,

so it is important to receive a flu vaccine and avoid those who may have the virus. Sleep also is vital to preserving good health. Try to maintain a regular schedule of six to eight hours of sleep each night. Finally, be sure to follow healthy eating habits to achieve or maintain a healthy weight and protect the joints. Choose fruits and vegetables in a wide range of color in order to obtain the needed nutrients, such as fiber, antioxidants and phytochemicals to battle inflammation. Studies show omega-3 fatty acids, found in cold-water fish, can reduce the pain and inflammation of stiff joints. Calcium, found in milk and some greens, assists in building strong bones which supports joint health.

Severe arthritis, particularly if it affects the hands or arms, can make it difficult to do daily tasks. Arthritis of weight-bearing joints can prevent walking comfortably or sitting up straight. In some cases, joints may become twisted and deformed. If pain, stiffness and swelling persist, talk to a primary care physician or a rheumatologist. Rheumatology is a specialty that focuses on the diagnosis and treatment of individuals with musculoskeletal conditions and rheumatologic autoimmune disease. Illnesses treated include rheumatoid arthritis, osteoarthritis (with joint injections), lupus, Sjogren's disease, ankylosing spondylitis, psoriatic arthritis, arthritis related to Crohn's disease and ulcerative colitis, different types of vasculitis, giant cell arthritis, polymyalgia rheumatica, inflammatory muscle conditions, osteoporosis and Paget's disease. Licking Memorial Rheumatology can provide a wide range of services, both hospital-based and within the office to treat musculoskeletal conditions including painful, inflamed joints. The office is located at 1272 West Main Street, Suite 201, in Newark, and is open daily from 8:00 a.m. to 4:30 p.m. Call (220) 564-7975 for an appointment.

Quality Reporting to the Community

Patient Story and Benchmarks for Diabetes Care

Patient Story – Cynthia Jenny



Years before being diagnosed with type 2 diabetes, Cynthia Jenny's primary care physician, Garth Bennington, M.D., of Licking Memorial Family Practice – West Main, warned Cynthia that she had prediabetes. Patients with prediabetes have higher blood sugar levels than normal, but not high enough to be diagnosed as diabetes, and are at increased risk of developing type 2 diabetes, heart disease and stroke. The serious health condition can be reversed by making healthy lifestyle changes, such as eating a healthy diet, exercising and losing weight. Cynthia knew she had to do something to prevent the development of type 2 diabetes, and asked Dr. Bennington about educational opportunities through Licking Memorial Health Systems (LMHS).

As an employee of an Ohio restaurant chain, Cynthia worked long hours and had a very lengthy commute. She felt like she had little time to care for herself and did not understand what steps to take to lower her blood sugar levels. "It was very scary for me. A manager I knew had a foot amputated due to complications from diabetes," Cynthia said. "I did not want that to happen to me, but I did not have the education I needed to make a complete lifestyle change."

Soon, testing revealed her blood sugar levels had risen, and Dr. Bennington diagnosed her with type 2 diabetes. With type 2 diabetes, the body does not use insulin properly causing high blood sugar levels. Insulin is a hormone that regulates blood sugar by helping cells absorb the sugar from foods to produce energy.

Once diagnosed with diabetes, Dr. Bennington referred Cynthia to Licking Memorial Diabetes Self-management Education Services – a series of classes designed by registered nurses, dietitians and pharmacists and approved by the American Diabetes Association. Patients learn how to care for themselves on a daily basis through topics such as proper nutrition, medication

management, blood sugar monitoring, the importance of physical activity, problem solving and reducing risks of diabetes complications.

"The classes were exactly what I needed to understand my diagnosis and the lifestyle changes I needed to make," Cynthia said. "It made knowing I had diabetes less frightening." Learning to read food labels helped Cynthia spot hidden sugars and calculate her daily intake of carbohydrates. She decided to drink more water and give up sugary sodas. "The information I received helped me be more successful in managing my diabetes, and it affirmed what I learned from other people with diabetes who shared their input," Cynthia recalled. The educators also helped Cynthia understand the importance of daily blood sugar monitoring. She learned to recognize how her body reacted to food throughout the day.

The Education Services includes a personal visit with a dietitian. Cynthia took advantage of the visit to ask questions about her nutritional habits. The dietitian was able to create a plan that included a calorie and carbohydrate count. Cynthia learned proper portion sizes and what foods were better for her to consume to keep her blood sugar level from spiking.

Dr. Bennington also referred Cynthia to the Licking Memorial Wellness Center. Staff members at the Wellness Center demonstrated how to use the equipment, monitored Cynthia's workouts and created a personalized exercise plan that began slowly and increased gradually. With guidance from Fitness Coordinator Darcy Nethers, Cynthia recorded her blood sugar level before and after exercising. "Darcy is very knowledgeable and taught me to understand the effects of exercise on my blood sugar and to prevent it from going too high or too low." Cynthia was working late hours, and decided she preferred to exercise after work, so she enrolled at a local gym to work out on her own. "I spoke to Darcy before I enrolled at the gym, and she told

me I had learned everything I needed to know and would do fine on my own." By sticking to her nutrition and exercise plan, Cynthia lost 57 pounds and has been successful in managing her type 2 diabetes.

Cynthia's family has been her biggest support in making lifestyle changes, and she now is sharing her experience. Dr. Bennington warned there is a potential for her family members to develop type 2 diabetes as well. Her daughters, Roxy and Jedda, both have lost weight and made lifestyle changes of their own. Cynthia's son, Nick, introduced her to a fitness app that makes it easier to track food and activities. The family, including her husband, Phil, also supported Cynthia's decision to change jobs. "I felt so good about all the changes I had made, and I was ready to try something that made me happy." Cynthia left the restaurant business and began working as a General Manager at a convenience store and fueling station in Newark. She is grateful to be able to spend time with her children and her grandson, Conner.

LMHS offers Diabetes Self-management Education and Support for newly diagnosed or chronic diabetes patients. The classes, held on Wednesdays, 12:00 Noon to 2:00 p.m., are taught by certified diabetes educators – including nurses, dietitians and pharmacists – and consist of four consecutive two-hour classes. Evening classes are offered twice a year in May and October. The program can be scheduled through central scheduling with a physician's order. Most insurances or uncompensated care cover the cost of the classes. Contact the Diabetes Education Center at (220) 564-4915 to receive more information about the classes.

LMH's Diabetes Education Program offers two dietitians to assist with one-on-one patient diabetes management. Appointments may be scheduled by calling (220) 564-4722. A physician referral is required to participate in the DSMES class and nutritional counseling.

Diabetes 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. Much of the care that patients with diabetes receive takes place in the outpatient or physician office setting. The physician offices of Licking Memorial Health Professionals (LMHP) measure the most critical indicators for diabetes care.

	LMHP 2017	LMHP 2018	LMHP 2019	National
LMHP patients with diabetes receiving eye exam	59%	59%	74%	58% ⁽¹⁾
LMHP patients with diabetes having HbA1C test	94%	94%	95%	88% ⁽¹⁾
				LMHP Goal
LMHP patient with diabetes having lipid profile	89%	90%	90%	90%
LMHP patient with diabetes having microalbuminuria test	82%	86%	86%	85%
				National
LMHP patient with diabetes having foot exam	84%	86%	86%	80% ⁽²⁾

2. The hemoglobin A1C (HbA1C) test is a simple lab test that shows the average amount of sugar (also called glucose) that has been in a person's blood over an extended period of time. While having the testing done is important, the test results (or outcomes) indicate how well the physician, in collaboration with the patient, is managing the diabetes. While the goal for most people with diabetes is 7% or less, anything less than 8% is considered a good degree of control of blood sugar levels.

	LMHP 2017	LMHP 2018	LMHP 2019	National ⁽¹⁾
LMHP patient with diabetes with HbA1C less than or equal to 7%	51%	53%	55%	38%
LMHP patient with diabetes with HbA1C less than or equal to 8%	72%	74%	76%	59%

3. People with diabetes are at high risk for heart disease. An elevated LDL ("bad") cholesterol test reveals if an individual has unhealthy fat levels, which increase the risk for heart disease – a very serious complication of diabetes. An LDL level of 100 milligrams per deciliter (mg/dL) is considered best for heart health.

	LMHP 2017	LMHP 2018	LMHP 2019	National ⁽¹⁾
LMHP patient with diabetes with LDL less than or equal to 100 mg/dL	65%	67%	75%	48%

4. The Community Case Management (CCM) program at Licking Memorial Hospital (LMH) provides services to people in the community with diabetes. The American Diabetes Association recommends that a person with diabetes should have an HbA1C blood test at least every six months to monitor glucose levels. LMH staff members work closely with patients and their physicians to ensure that this test is performed as recommended in order to manage each patient's condition better.

	LMH 2017	LMH 2018	LMH 2019	LMH Goal
CCM patient with diabetes who obtained an HbA1C test	100%	99%	100%	Greater than 85%

5. A1C is the standard for measuring blood sugar management in people with diabetes. Studies show higher A1C levels to be associated with the risk of certain diabetes complications (eye, kidney and nerve disease). For every one percent decrease in A1C, there is significant protection against those complications.

	LMH 2017	LMH 2018	LMH 2019	LMH Goal
Diabetes Self-Management Education & Support participants with a decrease HbA1C or within normal limits	98%	97%	94%	greater than 80%

Data Footnotes:

(1) Average of reported Commercial, Medicare and Medicaid/HEDIS measures.
 (2) National Committee for Quality Assurance – NCQA Diabetic Recognition Program

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



Living Healthy with Diabetes

Diabetes is a disease that affects the body's ability to turn food into energy. More than 122 million people in the U.S. are living with diabetes, and 1 out of 3 individuals do not know they have the disease. Left unmanaged, diabetes can significantly increase the risk of other health conditions, such as heart disease, stroke and damage to nerves, kidneys and eyes. Adopting a healthy lifestyle, monitoring blood glucose levels, and working with a healthcare team can help a person with diabetes manage their condition. These actions also may improve other health factors, such as weight, blood sugar, blood pressure and cholesterol.

Being overweight can make it difficult to manage diabetes. Making wholesome food choices, including controlling portion sizes and reading food labels, is essential to maintaining a healthy weight. Regular, balanced meals will help keep blood sugar levels within a patient's target range. A dietitian or diabetes educator can assist a patient with diabetes to develop a healthy meal plan. The following foods are recommended for healthy eating and managing diabetes:

- Fresh fruits and vegetables
- High-fiber cereals and breads made from whole grains
- Fish and poultry
- High-quality protein, such as eggs, beans and low-fat dairy
- Healthy fats from nuts, olive oil, fish oils, flax seeds, or avocados

Carbohydrates have a large impact on blood sugar levels. Complex carbohydrates, such as whole grains, fruits, vegetables, nuts and beans are high in fiber and digested slowly, which keeps blood sugar levels more even. It is important to avoid simple carbohydrates, such as soda, pre-packaged foods, cake and candy, as these foods can cause blood sugar levels to rise. The glycemic index (GI) measures how carbohydrate foods affect blood sugar levels and can be a helpful tool in determining which carbs are best for maintaining blood sugar levels.

Physical activity is an important part of managing diabetes. Exercise makes the body more sensitive to insulin – the hormone that regulates blood sugar. The Department of Health and Human Services recommends that people with type 2 diabetes complete 150 to 300 minutes of moderate-intensity exercise per week. Activities, such as brisk walking, playing sports, dancing or swimming increase heart rate and work the large muscles in the body, which is important for overall fitness. Individuals who are not accustomed to a lot of physical activity may start slow and gradually work up to the recommended level of activity. Including strength training two days a week will tone muscles and improve balance. Other benefits of increased physical activity include weight loss, improved sleep and mood, decreased blood pressure and lower cholesterol levels.

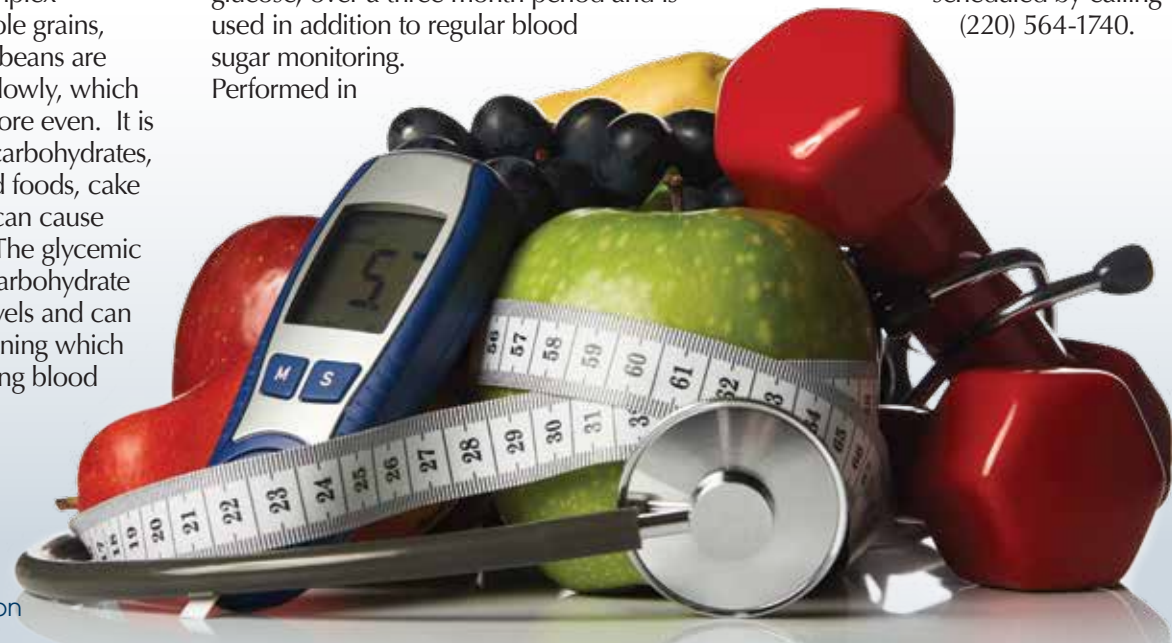
Monitoring and regulating blood glucose levels is key to managing diabetes. It allows patients to see what affects their blood sugar levels, such as the foods they eat, exercise or taking certain medications. Regulating blood sugar levels also may improve a person's energy and mood. A physician will be able to tell a patient with diabetes how often to check blood sugar levels and what target ranges are appropriate based on their age, health condition and diabetes diagnosis.

The A1C test measures a person's average blood sugar level, also known as blood glucose, over a three month period and is used in addition to regular blood sugar monitoring. Performed in

a physician's office, the A1C test is a critical step in helping patients manage their diabetes. Higher blood glucose levels indicate an increased risk of developing complications related to diabetes. Patients with diabetes will typically have an A1C test twice a year, but it could be more often depending on treatment progress.

When diet, exercise and blood glucose monitoring are not enough to manage diabetes, patients may be prescribed medication, such as insulin, to help. Those who are prescribed medication to manage their diabetes may be referred to the Licking Memorial Hospital (LMH) Medication Therapy Clinic. The Medication Therapy Clinic assists patients with monitoring their blood glucose levels in a variety of ways. Staff work with individuals to create specialized treatment plans that allow patients to understand more about the dosing of their medications. Staff also help patients learn the signs and symptoms to reduce the risk of diabetes-related complications.

Working closely with a healthcare team is a critical step for diabetes management. LMH has clinical pharmacists, nurses and dietitians with specific knowledge and training in diabetes who work together to help patients reach personal goals for better health. Marco M. De Santis, D.O., of Licking Memorial Endocrinology, treats patients with diabetes and other glandular disorders through consultation and Hospital care. Appointments can be scheduled by calling (220) 564-1740.



Quality Reporting to the Community

Patient Story and Benchmarks for Pediatric Care

Patient Story – Sean Jordan, Jr.



Sean Jordan, Jr. was born at Licking Memorial Hospital (LMH). Soon after his birth, Sean's mother, Ashley, began taking him to Licking Memorial Pediatrics – Tamarack for regular well-child visits with Kelly R. Morrison, APRN-CNP. "She is really good as a caretaker and very helpful. She listens to our needs and answers all my questions," said Ashley, who also has two daughters, Mya and Brianna, and understands the importance of routine check-ups for her children. The schedule of screenings and assessments, set by the American Academy of Pediatrics (AAP), assists in the prevention of illness through immunization, tracks growth and development, and creates strong, trustworthy relationships among the pediatrician or nurse practitioner, parent and child.

As part of the well-child visits, the AAP recommends a risk assessment for lead poisoning starting at six months of age and continuing until the six years of age. Lead poisoning usually is detected by measuring the level of lead in a child's blood. Licking Memorial Pediatrics performs lead screening tests at age 1 and 2. To test the blood, a sample is taken using a finger-prick. If the test shows an elevated amount of lead, confirmation of the results must be gathered through a blood draw sample. An elevated lead level indicates that lead is present in the child's environment.

During one of Sean's well-child visits, Ashley was told the initial test indicated a high level of lead in Sean's blood. She then took him to LMH Laboratory Services for confirmation. "He does not care much for strangers, and was not happy about the procedure, but I think I was more upset than he was. The staff members did the blood draw pretty

quickly and helped me stay calm as well," Ashley said. The blood lead level is measured in micrograms of lead per deciliter of blood. No safe blood lead level in children has been identified; however, the Centers for Disease Control and Prevention (CDC) uses a blood lead reference value of five micrograms per deciliter to identify children with blood lead levels that are much higher than most children's levels. Sean's blood level was at 11.

After confirmation, Ashley was given information about lead exposure. There are a number of sources where lead can be found throughout a child's environment. Homes built before lead-based paints were banned in 1978, often present a risk. Lead dust is created as the paint peels and cracks, and children can be poisoned when they swallow or breathe in the dust. Lead also may be found in the dirt surrounding a house, certain water pipes or products, such as toys and jewelry.

In hopes of saving money to buy a house of their own, Ashley and the family moved into a rental home in downtown Newark. The house was built in the 1920s. Ashley contacted the Licking County Health Department about having the house tested for lead; however, an inspection was not possible immediately due to the COVID-19 pandemic. She then purchased lead test strips to try to find the source of the lead and limit Sean's exposure. She discovered lead was present in paint inside and outside of the house on the siding. Exposure to lead can seriously harm a child's health and cause adverse effects including damage to the brain and nervous system, slowed growth and development, learning and behavior problems, and hearing and speech problems.

While Ashley works as a manager at a local restaurant, Sean's father, Sean, Sr., stays at home to care for the three

children. As a healthy toddler, Sean enjoys getting messy, generally is happy and often refuses help to perform tasks. He was having some issues with sleeping and eating habits, but otherwise exhibited no signs of a serious health problem. "As I learned more about lead poisoning, I found out signs and symptoms may not appear at all, but the effects can have an impact on his learning later in life," Ashley said. She also was greatly concerned about her youngest daughter's health and development. Mya was tested and also found to have elevated levels of lead in her blood.

Usually, removing the contaminated paint is enough to lower the level of lead in a child's blood. Ashley and Sean, Sr. are working with the rental owner to safely remove the lead-based paint. In the meantime, they have been working to lessen the children's exposure to the lead. They have been wiping toys with a disinfectant, and doing all they can to minimize the amount of dust in the house. Feeding children healthy foods with calcium, iron and vitamin C also can help keep lead out of the body. Calcium is found in milk, yogurt, cheese, and green leafy vegetables such as spinach. Iron can be found in lean red meats, beans, peanut butter, and cereals. "The children have been eating more greens. It is helping. We have to have them re-tested soon," said Ashley.

Chelation therapy is available for more severe cases of lead poisoning where children have a blood level of 45 micrograms of lead per deciliter of blood. The child is given a medication by mouth that binds with lead and then easily eliminated through urination.

Annual well-child visits are a standard part of patient care at Licking Memorial Pediatrics. Please contact your child's pediatrician or family physician for more information, or to schedule an appointment.

Pediatric 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. Immunizations are one of the safest and most effective methods to protect children from potentially serious childhood diseases. Licking Memorial Health Professionals (LMHP) monitor the percentage of children, aged 19 months to 35 months, who receive the individual and complete set of recommended immunizations. The series is frequently referred to as the 4:3:1:3:3:1 series. It consists of the following vaccines:
 - 4 doses of diphtheria, tetanus (lockjaw), and pertussis (whooping cough)
 - 3 doses of polio
 - 1 dose of measles, mumps and rubella
 - 3 doses of Haemophilus influenzae B (influenza type B)
 - 3 doses of hepatitis B
 - 1 dose of varicella (chicken pox)

	LMHP 2017	LMHP 2018	LMHP 2019	National
Childhood immunization rate (4:3:1:3:3:1 series)	86%	83%	82%	73% ⁽¹⁾
Children, aged 6 months to 18 years, receiving the influenza vaccination	31%	33%	33%	58% ⁽²⁾

2. LMHP providers follow Advisory Committee on Immunization Practices (ACIP) recommended vaccinations to prevent cervical cancer, varicella (chicken pox) and meningitis among adolescents. (In 2019, the parameters for the HPV vaccination series were changed from females, aged 13 to 17, to persons, aged 11 through 26. The vaccine can be administered to both females and males starting at age 9, and those who have not been adequately vaccinated may still receive the vaccination series until age 26.)

	LMHP 2017	LMHP 2018	LMHP 2019	National
Persons aged 11 through 26 completing HPV vaccination series	62%	58%	53%	53% ⁽³⁾
Adolescent children receiving varicella vaccination	97%	96%	95%	89% ⁽³⁾
Adolescent children receiving meningococcal vaccination	91%	89%	90%	85% ⁽²⁾

3. Pharyngitis (sore throat) is a common illness in children. Most children's sore throats are caused by viral illnesses. While antibiotics are needed to treat bacterial pharyngitis, such are not useful in treating viral pharyngitis. Before antibiotics are prescribed, a simple diagnostic test needs to be performed to confirm the presence of a bacterial infection. Inappropriate use of antibiotics for viral pharyngitis is costly, ineffective and contributes to the development of drug-resistant bacterial strains. LMHP monitors and reports how many children with sore throats, aged 2 to 18 years of age, received a Group A streptococcus test before they were given a prescription for antibiotics.

	LMHP 2017	LMHP 2018	LMHP 2019	National
Children with pharyngitis receiving test before antibiotics	96%	94%	97%	84% ⁽²⁾

4. Kids' Place is an accredited child advocacy center that provides a comprehensive, multi-disciplinary evaluation of children who are suspected victims of sexual and/or physical abuse and/or neglect. Services are provided in a comfortable and confidential environment. Case management and victim advocate services also are available.

	LMH 2017	LMH 2018	LMH 2019	LMH Goal
Total number of children served	214	242	187	N/A

Data Footnotes: (1) Vaccination Coverage Among Children Aged 19-35 Months – United States, 2017 (2) Centers for Disease Control and Prevention, "Influenza vaccination coverage for persons 6 months and older by state, National Immunization Survey – Flu, 2017-18 influenza season, 6 months-17 years" (3) Estimated Vaccination Coverage with Selected Vaccines and Doses Among Adolescents Aged 13-17, by State/Area; National Immunization Survey-Teen (NIS-Teen), United States, 2017.

Keeping Homes Healthy for Children

It is important for children to have a healthy home in which to live. People spend most of their time inside their homes, which are a source of shelter and safety. Serious health problems for adults and children can occur from unseen hazards that are in the home, such as lead-based paint, mold, carbon monoxide and radon. Children are at a higher risk for these hazards because their bodies still are growing. Understanding, identifying and eliminating dangers that may be in the home can help to keep children and families safe.

Protecting children from exposure to lead is important to lifelong good health. The Ohio Healthy Homes and Lead Poisoning Prevention Program (OHLPPP), through the Ohio Department of Health (ODH), recognizes that children under the age of 3 years are at greatest risk for lead poisoning. Exposure to lead can cause serious harm to a child's health, including damage to the brain and nervous system, slowed growth and development, learning and behavior problems, as well as hearing and speech problems. The most common source of lead poisoning is deteriorating lead-based paint. Although the use of such paints has been banned in the United States since 1978, it still may be present in older homes and apartments.

OHLPPP addresses the needs of lead-poisoned children from birth through 6 years of age. The program provides public health lead investigations, case management, local program funding, education, and lead data. They can be contacted by calling (877) LEADSAFE (532-3723).

Mold is another hazard in the home that can cause adverse health effects for children. It is a fungi that assists in the breakdown of organic material and reproduces through tiny spores that can float easily through the air. For some, mold can cause a stuffy nose, sore throat, coughing or wheezing, burning eyes, or skin rash. Kids who have asthma and those allergic to mold may have severe reactions. Children with compromised immune systems or chronic lung disease may get infections in the lungs from mold.

Mold flourishes in areas that contain moisture, such as leaks in roofs, windows

or pipes, or where flooding has occurred. Organic materials such as wood, paper and cloth provide the ideal nutrients for mold to grow. It is important to mitigate a mold problem as soon as it is discovered. Soap and water or a bleach solution can be used to remove mold from hard surfaces. Moisture control is the best way to prevent indoor mold growth. Reducing humidity levels in the home by using air conditioning and dehumidifiers may prevent future mold growth. Utilizing exhaust fans when cleaning and cooking also may limit excess moisture in the home.

Licking County has the highest levels of indoor radon in the state of Ohio. According to the EPA, radon is estimated to be the second leading cause of lung cancer in the United States and is responsible for over 20,000 lung cancer deaths each year. Radon is a naturally forming gas that is produced when uranium, radium and thorium break down in rocks, soil and groundwater. It is colorless and odorless, and exposure comes from breathing radon in air that enters through cracks and gaps in buildings and homes. Exposure to radon over a long period of time can lead to lung cancer. A radon test is the only way to determine radon levels in the home, and levels can be reduced with a mitigation system.

The Licking County Health Department (LCHD) recommends that all residents test their homes for radon. Free test kits are available and may be ordered online at the ODH website, ohio.radon.com. LCHD also provides radon education and awareness through a grant from the EPA, administered by ODH. Individuals may call (740) 349-1562 for more information.

Carbon monoxide (CO) is another harmful gas that is odorless and colorless. CO is found in combustion fumes produced by cars, gas appliances, generators, gas or kerosene space heaters, fireplaces and wood stoves. If CO builds up in an enclosed space such as a room, home or garage, people and animals can be poisoned by the gas. The most common symptoms of CO poisoning include headache, dizziness, weakness, nausea, vomiting, chest pain, and confusion. High levels of CO inhalation can cause loss of consciousness and death.

A number of preventative measures can be taken to avoid CO poisoning, such as installing a battery-operated CO detector in the home and performing annual maintenance checks on heating systems, water heaters and other appliances powered with gas, oil or coal. Stoves and fireplaces should be properly vented to the outside of the home. Generators, grills and other equipment powered by gasoline or charcoal should be operated outdoors and not inside a garage or a basement. Vehicles should not be left running while in a closed space, even with the garage door open.

LCHD and ODH offer a number of resources for Licking County residents to ensure that their homes are healthy and safe. ODH provides a Healthy Homes Environmental Visual Assessment Tool for homeowners to inspect their dwelling for potential health hazards. Information can be found on their websites, www.lickingcohealth.org/env and www.odh.ohio.gov.



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





Quality Reporting to the Community

Patient Story and Benchmarks for Rehabilitative Care

Patient Story – Todd Shroyer

in the six weeks preceding the onset of the disorder.

Treatment requires interruption of the immune-related nerve damage which can be achieved by either a plasma exchange or immunoglobulin therapy. During a plasma exchange, plasma is extracted from blood cells taken from the patient, then the blood cells are returned to the body. The body produces more plasma to replace what was extracted and builds new antibodies. Immunoglobulin contains healthy antibodies from blood donors which can be injected into the patient to block the damaging antibodies.

After treatment for Guillain-Barre syndrome, patients typically require rehabilitation to regain function lost during the illness. Todd was offered choices of rehabilitation facilities for his follow-up care. He chose Licking Memorial Hospital (LMH) Acute Inpatient Rehabilitation. When he arrived at the unit, located on the LMH Sixth Floor, Todd could barely move his feet and bend his knees. He could not lift his arms to feed himself and also was struggling with swallowing. "I felt helpless. I could do nothing for myself, and I was unsure what the staff could do to assist me in becoming independent again," Todd said. Todd was evaluated using a graded scale to determine his current abilities. After a weekend of light therapy, the staff began intensive therapy for three hours a day, five days per week.

The goal of the Acute Inpatient Rehabilitation program is to help patients develop the skills necessary to live as independently as possible after leaving LMH. An interdisciplinary team approach toward rehabilitation is used to focus on the patient's specific areas of disability. "The staff members started with small tasks, and celebrated when I succeeded," Todd explained. "Their technique triggered a thought – if I can do these tasks, maybe I can do more." After just one week, Todd was able to walk and climb a few stairs. He woke up every day with a desire to find out what new tasks

he could accomplish. While physical therapists assisted Todd in building his strength, occupational therapists helped him regain skills for daily activities such as grooming, dressing and bathing, and a speech therapist assisted with swallowing. Todd enjoyed spending time with the staff members in the unit and getting to know them personally. "Everyone on the floor spoke to me and encouraged me, including the dietary and environmental staff, the point of care technicians, therapists, nurses and the attending physician," Todd said. "They became as dear to me as family members. The staff enjoy their jobs and have a desire to care for others, and it is reflected in their actions." David W. Koontz, D.O., the physician who oversees the unit, found out Todd was in need of a haircut and arranged for his barber to visit Todd. He also purchased doughnuts for Todd to celebrate Todd's discharge from the Hospital.

During his rehabilitation, which took place in February before the COVID-19 pandemic required changes to the LMH visitor policy, Todd's family was able to visit and witness his progress. His wife, Terry, and parents, Marilyn and Dean, along with his 89-year-old aunt, Eileen, came every day helping to feed and care for Todd in the first few days of his stay in the rehabilitation unit. Todd's entire family, including his sister, Tammy, brother, Tom, children, Steven, Matthew, Kevin, Mike and Chrissy, and grandchildren, Anthony, Samantha and Olivia, all visited and helped motivate Todd to keep progressing so that he could return home. After three weeks, Todd was able to walk out of LMH. "I cannot thank the staff enough for what they did for me. Their knowledge, understanding, and positive encouragement gave me hope and spurred me to action," Todd said. After his release, he continued with outpatient therapy, and was released to his primary care physician for further care. Todd returned to work, performing light duty initially, and returned to full-time status weeks later.

Growing up, Todd Shroyer knew many of the volunteer firefighters in his hometown of Conesville in Coshocton County and made it his goal to join their ranks. He took an emergency medical technician class that was offered as an elective in college in order to gain lifesaving skills needed to assist in emergency situations. While working full-time in accounting and business, Todd volunteered with Coshocton County Emergency Medical Services. He became a full-time employee in 2008, and now serves as the Director.

In late January 2020, Todd was at work when he noticed his feet were going numb and feeling cold. A few days later, his hands also started feeling numb, but he ignored the sensations. Thinking he just needed a readjustment, Todd visited a chiropractor, but his symptoms worsened. He was experiencing intense pain and finally decided to have his wife, Terry, take him to a local hospital. Physicians suspected Todd had Guillain-Barre syndrome and sent him to a hospital in Columbus. A spinal tap confirmed the diagnosis. Todd's symptoms continued to worsen to the point that he could not breathe on his own, and he was placed on a ventilator.

Guillain-Barre syndrome is a rare neurological disorder in which the body's immune system attacks the nervous system. The protective covering of the peripheral nerves, known as the myelin sheath, is destroyed, preventing the nerves from transmitting signals to the brain. Weakness and tingling in the hands and feet are typically the first symptoms of the disorder. As the nerve damage spreads, the entire body can be paralyzed. The exact cause of Guillain-Barre syndrome is unknown; however, the majority of patients report symptoms of an infection

Rehabilitative Care – Inpatient and Home 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. Patients who are undergoing rehabilitation are at increased risk for falls due to factors such as the expectation of increased independence, weakness, and possibly, pain medication. Falls can result in injuries and potentially delay a patient's rehabilitation. All Acute Inpatient Rehabilitation Unit (ARU) patients receive daily assessments for their level of fall risk and are advised of precautionary measures.

	LMH 2017	LMH 2018	LMH 2019	LMH Goal
Unassisted patient falls in the ARU that resulted in injury	0	0	0	0

2. Upon admission to the ARU, patients receive a standardized Functional Independence Measure (FIM) assessment, scoring their ability to perform daily skills. The FIM is composed of 18 measures to capture the improvement in an individual's function. The FIM skills are reassessed before discharge. A few of the key FIM skills are listed below. Higher numbers are more favorable.

	LMH 2017	LMH 2018	LMH 2019	National ⁽¹⁾
Average amount of ARU patients' functional improvement at discharge				
Overall	24.1	23.7	23.1	28.3
Locomotion (walking or using wheelchair)	2.4	2.5	4.3	4.7
Bathing	1.6	1.2	1.2	1.7
Eating	0.7	0.9	0.7	1.0

3. The goal of the ARU is to help patients, who have experienced an illness or injury, improve their functional status and mobility so that they may return home rather than to a nursing care center.

	LMH 2017	LMH 2018	LMH 2019	National ⁽¹⁾
ARU patients discharged directly to home	85%	87%	83%	88%

4. Inpatients' level of satisfaction with their healthcare experience is affected by many factors, such as achievement of therapy goals, staff communication skills, nurse response times, and facility cleanliness. To monitor the quality of care, the ARU at Licking Memorial Hospital (LMH) offers patients an opportunity to offer feedback through a post-discharge survey. **NOTE: For 2018, LMH survey methods were changed to align with a nationally adopted survey tool.**

	LMH 2017	LMH 2018	LMH 2019	National ⁽²⁾
Overall patient satisfaction with ARU experience	89%	83%	85%	81%

5. LMH Home Care provides skilled professional care to patients at home. Services are based on the individual's needs and include a wide range of support, such as therapy, nursing care, medication instruction, pain management, home management, financial needs assistance, emotional support, as well as others. LMH surveys Home Care patients regarding their level of satisfaction to evaluate how well their needs are being met.

	LMH 2017	LMH 2018	LMH 2019	National ⁽³⁾
Percent of Home Care patients rating LMH a 9 or 10	89.6% 62nd percentile	95.2% 96th percentile	92.8% 84th percentile	87.7% 50th percentile

6. LMH Home Care patients often have some degree of physical deficit which can interfere with their ability to walk and quality of life. The Home Care staff provides physical therapy and other support to help patients improve their walking function.

	LMH 2017	LMH 2018	LMH 2019	LMH Goal
Home Care patients with improved walking function	85%	87%	87%	75%

Rehabilitative Care – Inpatient and Home Care – How do we compare? (continued to page 25)

Home Care and Outpatient Rehabilitation Aids in Recovery

Individuals who have suffered a serious illness or injury, undergone surgery or experienced medical events such as a stroke or traumatic brain injury may need physical therapy and other rehabilitative treatment to aid in their recovery. Some patients require short-term care in a hospital, followed by outpatient rehabilitation. Others may only need outpatient care if they have appropriate levels of strength, function and mobility to manage recovery on their own. Licking Memorial Hospital (LMH) offers Acute Inpatient Rehabilitation as well as several forms of outpatient rehabilitation to meet patients' recovery needs.

The average stay in the Acute Inpatient Rehabilitation Unit at LMH is 11 days. During this time, patients receive physical, occupational and speech therapy as needed by a physician-led team of rehabilitation specialists. Once the patient has completed inpatient rehabilitation, they are discharged from the Hospital and will continue to receive rehabilitation services as needed. A number of factors, such as progression during inpatient rehabilitation, current

level of functionality, a patient's support system, overall health and insurance coverage help to determine whether they will continue rehabilitation at an outpatient facility or receive home care.

LMH's team of physical, occupational and speech therapists are highly trained and have in-depth knowledge of the body and its functions. Using this knowledge and scientific data, therapists are able to evaluate a patient's physical impairments and functional limitations to create an individualized rehabilitation program that will help patients develop the skills necessary to live as independently as possible. Patients are expected to make significant functional gains and medical improvement within a reasonable time frame. Based on individual evaluation, the rehabilitation team will set clear expectations and goals for the patient to achieve the optimal level of independence and master self-care activities.

Licking Memorial Home Care Services allows an individual to receive treatment in their home by a team of highly

skilled and dependable medical staff. A member of the Home Care team will visit the patient's home and develop a care plan based on the home assessment and the patient's individualized needs. Concerns such as bed height, stairs, obstacles and potential hazards contribute to the overall rehabilitation plan. Home Care options include:

- IV therapy and nutrition
- Wound care
- Medication instruction
- Pain management
- Therapeutic home exercise programs
- Home management to improve activities of daily living
- Assistance with speech and swallowing problems
- Personal care
- Private duty home health aides

A patient receiving outpatient therapy will visit the rehabilitation center and return home in the same day. This type of rehabilitation is optimal for individuals who have suffered minor injuries, illnesses or other medical conditions and do not require inpatient rehabilitation. Patients will work with physical, occupational, and speech therapists as outlined in their customized rehabilitation plan. Outpatient facilities contain advanced equipment that allows patients to receive more intense therapy than those who are receiving care at home. Licking Memorial Rehabilitation Services offers two outpatient clinics located at 1717 West Main Street in Newark and One Healthy Place in Pataskala.

A physician referral is required for Home Care and Outpatient Rehabilitation. Individuals may contact their physician to determine if they qualify for home care services and have orders faxed over to (220) 564-1861 for a home evaluation and treatment. Consultations for Outpatient Rehabilitation may be scheduled by calling (220) 564-4953.



7. Studies have shown that patients are more likely to take their medications properly in the correct dosage and at the correct intervals if they are informed about the importance and purpose of the drugs. LMH Home Care nurses provide medication education to patients and their caregivers. The nurses and therapists also perform medication reconciliation to check for possible adverse interactions or out-of-date drugs.

	LMH 2017	LMH 2018	LMH 2019	LMH Goal
Home Care patients receiving medication education	100%	98%	96%	100%
Home Care patients receiving medication reconciliation	99%	99%	97%	90%

8. Patients who have physical impairments due to illness, surgery or injury may not recognize fall hazards in their homes. Items such as throw rugs, stairs without railings, extension cords across floors and slippery bathtubs are particularly dangerous to recovering patients. The LMH Home Care staff offers a safety evaluation of the patient's home, as well as an assessment of the patient's own physical abilities in the home environment.

	LMH 2017	LMH 2018	LMH 2019	LMH Goal
Fall risk assessment completed for every Home Care patient	100%	100%	100%	100%

9. Pain is commonly associated with acute injury and illness. LMH Home Care implements pain interventions to facilitate the patient's healing and recovery. Pain intervention methods may include medication, exercise, behavioral strategies and other modalities.

	LMH 2017	LMH 2018	LMH 2019	LMH Goal
Pain interventions implemented	100%	100%	96%	100%

Data Footnotes: (1) Uniform Data System for Medical Rehabilitation Report (2) Press Ganey Associates, "Inpatient Rehabilitation Facility Consumer Assessment of Healthcare Providers and Systems" (IRFCAHPS) survey results (3) Press Ganey Associates, "Home Health Care Consumer Assessment of Healthcare Providers and Systems" (HHCAHPS) survey results

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

Volunteer of the Year

Licking Memorial Health Systems (LMHS) recently presented the Donald Day Volunteer of the Year award to longtime volunteer Carol Yost. The award typically is presented at the Volunteer Recognition Dinner; however, the event was cancelled due to COVID-19 restrictions. LMHS President & CEO Rob Montagnese, Vice President Development & Public Relations Veronica Patton, Volunteer Manager Sandy Hanlon, and family members visited Carol's home to surprise her with the award and a bouquet of flowers.

Carol has been an LMH Volunteer since 2008 and has served over 3,700 volunteer hours at the Hospital. She is commended for greeting patients and visitors with a warm and happy attitude.

Carol displays a passion for helping others and ensures visitors feel welcome when entering the Hospital. The award is presented to an LMH volunteer annually to acknowledge their excellent work ethic and volunteer contributions. A video of the surprise award presentation is available for viewing on the LMHS YouTube page.



Past recipients of the Donald Day Volunteer of the Year award include:

2019 – Diana Hufford
 2018 – Gary Hamilton and Karen Hedrick
 2017 – Phil Cassone and Pat Farley
 2016 – Sue Weiland
 2015 – Joan Omlor
 2014 – Eddie and Carolyn Cline

2013 – Harry Harper
 2012 – Richard Stewart
 2011 – Vickie Fogarty and Arlene Newman
 2010 – Rene Halblaub
 2009 – Elizabeth Ann Wood
 2008 – Janet Anderson and Beverly Crockford

2007 – Betty Meyer
 2006 – Noble Snow
 2005 – Marye Crispin
 2004 – Donald Day
 2003 – Robert Norman

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.

The Caduceus Society

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

Ariane Neyou, M.D.

In honor of her commitment to The Caduceus Society, LMHS President & CEO Rob Montagnese (right) and LMH Board Chair David Doney (left) presented a glass recognition piece to Ariane Neyou, M.D. Dr. Neyou joined Licking Memorial Cardiology in February 2020.

Dr. Neyou earned her Medical Degree at University of Reims Champagne-

Ardenne Medical School in France and completed a clinical cardiology fellowship at the University of Poitiers in France. She completed her internal medicine residency at William Beaumont Hospital in Royal Oak, Michigan, and a cardiovascular disease fellowship at the University of Texas Medical School at Houston in Houston, Texas. She is board certified in internal medicine,

cardiovascular disease, echocardiology and nuclear cardiology.

Dr. Neyou resides in Pickerington with her spouse and three children. She enjoys traveling and spending time with her family.



William Phillips, D.O., and Theresa March, D.O.

William Phillips, D.O., received a glass recognition piece from LMHS President & CEO Rob Montagnese (Right) and Vice President Development & Public Relations Veronica Patton (left) to recognize his commitment to The Caduceus Society. Dr. Phillips and his wife, Theresa March, D.O., made their pledge after he joined Licking Memorial Vascular Surgery in February.

Dr. Phillips earned his Doctor of Osteopathic Medicine degree from Philadelphia College of Osteopathic Medicine in Philadelphia, Pennsylvania. He completed a general surgery residency at Doctors Hospital in Columbus and a vascular surgery fellowship at South Point Hospital in Cleveland. He is board certified in vascular surgery, and a member of the American College of Osteopathic Surgeons, the American

Osteopathic Association, the Society for Vascular Surgery and the Midwestern Vascular Surgical Society.

Dr. Phillips enjoys motorcycle riding in his spare time. He and Dr. March have one son, Max.



The William Schaffner Society

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

Cory and Farah Campbell

LMHS President & CEO Rob Montagnese (right) and Vice President Development & Public Relations Veronica Patton (left) welcomed Cory and Farah Campbell to The William Schaffner Society with a glass recognition piece. Cory and Farah both graduated high school in Mount Gilead, Ohio, but now live in Licking County and attend Crossroads Christian Church.

Farah attended Cincinnati Christian University and now enjoys creating a home for her family. She particularly is interested in

interior decorating and baking cakes. The couple has two daughters – Morgan, 18, and Reagan, 15 – and Farah spends much of her time attending their extracurricular activities.

Cory joined LMHS in 2009 and serves LMHS as a Chaplain. In 2012, he was named an LMHS MVP and a recipient of the President's Award as a member of the Pastoral Care Department. Cory holds a bachelor's degree in biblical studies from Bluefield College of Evangelism in Bluefield, West Virginia, and a Master of Arts in the New Testament from

Johnson University in Knoxville, Tennessee. He serves as Secretary of Licking County Jail Ministries and is a member of the Licking Valley Schools Financial Task Force. In his free time, Cory likes to run, bike and swim. He also teaches spinning classes and officiates track and field competitions.



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.

Caduceus Society

Dr. Brooke and Mr. Trevor Donaldson
DeRen Huang, M.D.
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Arthur N. Ulrich Company
Thomas and Elizabeth Beattie
Capuano's Pizza
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P.J. Miller
Jerry S. and June Nethers
Northpoint Ohio Architecture
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Rick Platt
John Loy – Recharge It
Mary Lynne Rotruck
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Scott Shipley
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Sleep Care, Incorporated
Noble and Kathy Snow
Steven and Diane Snow
Richard and Darla Thompson
TrueCore Foundation
Julie and John Uible

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In honor of Jacob Michael Blalock
By: Licking Memorial Health Systems
In honor of Emery Ann Cooke
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In honor of William Peter Wallace
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In honor of Charlotte Yeakley
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Anonymous
Anonymous
Anonymous
Anonymous
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Anonymous
Anonymous
Anonymous
Anonymous
Anonymous
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In honor of The Caregivers
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In honor of Her Children
By: Laura L. Edelblute
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By: Cynthia and Dale Crane
In honor of Riley and Davy Mowrey
By: Malinda Mowrey
In honor of Pattye Whisman, M.D.
By: John D. and Marcia Fisher

John Alford Fellowship

May and Val Mbah

Memorial

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By: David Birckbichler
In memory of Richard A. Bowman
By: Richard and Marie Oberholzer
In memory of Ruth Cashdollar
By: James and Patsy Farmer
Rhonda and Steve Goldenberg
In memory of Lawrence Cox
By: Kim and John Frick
In memory of Scot Elwood
By: Lori J. Elwood, M.D.
In memory of Mary Esworthy
By: Sandy Rissler
In memory of John R. Hanlon
By: Sandra D. Hanlon
In memory of Brant Householder
By: Licking Memorial Health Systems
In memory of Donald G. Jones, M.D.
By: Patsy Jones
In memory of Joseph Jones
By: Robert and Patricia McGaughy
In memory of Bernard G. Kreim
By: Steven R. Kreim
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In memory of Molly Lee
By: Licking Memorial Hospital
Medical Staff
In memory of Brian Ogershok
By: Ed Ogershok
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In memory of Richelle N. Rieder
By: Lenore Rieder
In memory of Jason Edward Smith
By: Licking Memorial Health Systems
In memory of Sandy Smith
By: Gary and Diane Ryan
In memory of Jane Stare
By: Jeff and Kristen Stare
In memory of Denny E. Wheeler
By: Carol Wheeler

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Lynda and Joe White

Annual Golf Gala Supports LMH

The Licking Memorial Hospital (LMH) Development Council hosted the 2020 LMH Golf Gala at the Denison Golf Club on September 21. The annual golf outing raised funds for 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.

“The annual Golf Gala is our biggest fundraiser each year, and we exceeded our goal for the 2020 event because of the generosity of our sponsors,” Licking Memorial Health Systems (LMHS) President & CEO Rob Montagnese said. “We received overwhelming support despite the challenges the pandemic is presenting to businesses. This generosity allows LMHS to fulfill our mission to improve the health of the community, and I sincerely appreciate everyone who partnered with us to make this event a success.”

A total of 137 golfers comprised the 35 teams that participated in the 18-hole scramble. Rob announced the team and individual awards in a recorded ceremony that also featured the Honorary Chairs of the 2020 Golf Gala – Matt, Alison, Tripp and Bennett Miller – and was available to view online the following day.

The Monte Christopher Holdings team of Brady Burt, Chris Eckels, Todd Londot and Matt Miller secured first place. Each team member received a trophy and a round of golf at the Denison Golf Club. The Echo 24, Incorporated team, which included Cliff Grubb, Tony Gunter, Michael Lyden and Gary McRoberts, took second place. Each team member received a round of golf at Moundbuilders Country Club. Unfortunately, there was not a winner for the Hole-in-One prize, a three-year lease for a new 2020 Jeep Gladiator Rubicon offered by John Hinderer Chrysler Dodge Jeep Ram. Individual award winners included:

Closest to the Pin – Julian Jackson, of the PowerHome Solar, LLC team, received two rounds of golf with a cart at Harbor Hills Country Club.

Longest Drive (Women) – Amy Badolato, of the Waste Away Systems team, received two rounds of golf with a cart at the Denison Golf Club.

Longest Drive (Men) – Nate Adams, of the Tony Adams Family Agency team, received two rounds of golf with a cart at the Denison Golf Club.

Longest Putt – Andrew Murphy, of the Robertson Construction team, received two rounds of golf with a cart at The Virtues Golf Club.

This year’s **Club Sponsor (\$7,500 and above)** was Denison University. The **Condor Sponsor (\$7,500 and above)** was Park National Bank. **Ace Sponsors (\$5,000)** included John Hinderer Honda; Matesich Distributing Co.; MedBen; Monte Christopher Holdings; Piper Sandler & Co.; and Stedman Floor Co., Inc. **Eagle Sponsors (\$2,500)** included Ariel Corporation; Arista Networks; AssuredPartners; Claypool Electric, Inc.; 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 Architecture; Scott Peterson of General Graphics; PNC Bank; PowerHome Solar, LLC; Robertson Construction Services, Inc.; United Collection Bureau, Inc.; Vocera Communications, Inc.; and Waste Away Systems, LLC.

The LMH Development Council was established in 1987 to increase charitable giving to the Hospital, and to enhance and promote meaningful community relations for the Hospital. Approximately 75 community volunteers serve on three Development Council committees: Annual Support, Community Relations, and Education and Membership.



First-place Team Monte Christopher Holdings



Brady Burt



Chris Eckels



Todd Londot



Matt Miller

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Jane Simmons
Southgate Corporation
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Mark Stewart, D.D.S.
Doug Stutz – Edward Jones
The Tony Adams Family Agency
United Way of Licking County
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Brandon Hess
Hillcrest Golf Course
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Debbie Young

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Alexandria Dental
Altitude Trampoline
The American Red Cross
Applebee's
A.S.A.P. Carpet Cleaning, Inc.
Associated Insurance Agencies, Inc. – Brad Feightner, Jr.
B-Wear Sportswear
Bank of America
Barclay Photography & The Frame Up
Gary and Carol Barnes
Bellezza Salon & Day Spa
Bionetics Corporation
Bob Evans Restaurant
David Brillhart
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Bryn Du Mansion
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Tim Horton's
Tre Bri Boutique
TrueCore Federal Credit Union
Tumbleweed Tex Mex Grill & Margarita Bar
Orville Varraso
The Virtues Golf Club
Greg Wallis
Walmart – Heath
Jim Ward – Edward Jones
Gordon Wilken
Wilson's Garden Center
Thom Wood, M.D.
The Works
Wyandot Golf Club
Drs. Elizabeth & Grant Yoder

New Appointments



Courtney M. Adams, APRN-CRNA,
joined Licking Memorial Anesthesiology.



Matthew P. Arrowsmith, M.D.,
joined Licking Memorial
Outpatient Psychiatric Services.



Lydia E. Cortes-Betancourt, M.D.,
joined Licking Memorial
Rheumatology.



Christina T. Bui, D.P.M.,
of Foot & Ankle Specialists of Central
Ohio, joined the LMH Medical Staff.



Samantha M. Figas, D.P.M.,
of Foot & Ankle Specialists of Central
Ohio, joined the LMH Medical Staff.



Sami T. Getahun, M.D.,
joined Licking Memorial
Emergency Medicine.



Dustin C. Huntsman, D.P.M.,
of Foot & Ankle Specialists of Central
Ohio, joined the LMH Medical Staff.



Bradley R. Lawson, M.D.,
joined Licking Memorial
Otolaryngology.



Maria Campolo May, D.O.,
of Medical & Surgical Associates,
joined the LMH Medical Staff.



Elizabeth W. McIntosh, M.D.,
joined Licking Memorial
Family Practice - Johnstown.



Garland J.H. Tang, M.D.,
joined Licking Memorial
Neurology.



Olugbenga F. Tolani, M.D.,
joined Licking Memorial
Hospitalists.



Kari M. Vance, APRN-CNP,
joined Licking Memorial
Gastroenterology.

Project SEARCH Program Returns to LMHS

Nine Licking County high school students have joined the Project SEARCH High School Transition program at Licking Memorial Health Systems (LMHS). The program provides real-life work experience to help youth with disabilities make successful transitions from school to adult life. The 2020-2021 school year marks the fifth year that LMHS has partnered with Licking County Educational Service Center, Opportunities for Ohioans with Disabilities, Greenleaf Job Training Services, the Licking County Board of Developmental Disabilities and area school districts to offer the program for local students.

"We are pleased to once again collaborate with other community organizations and provide the opportunity for students to learn vital skills that they can transfer to long, successful careers," said LMHS President & CEO Rob Montagnese. "LMHS employees are grateful for the opportunity to work alongside these exceptional young adults and contribute to a worthwhile educational experience. It is a delight to watch the students grow and embark on a meaningful career in the Licking County workforce."

In addition to work experience, the Project SEARCH program trains participants in employability and independent living skills. Led by an instructor, job coaches,

and directors and managers within LMHS departments, the students receive a combination of classroom instruction, career exploration and on-the-job training. Students began the program in August with orientation and time to acclimate to the healthcare environment. Due to the current COVID-19 pandemic, the students also were provided training on social distancing, masking and handwashing.

Throughout the school year, students continue to work on employability and functional skills in a classroom setting, but the majority of their time is spent completing three unique rotations in a variety of clinical and technological areas within the Hospital. As a precaution to prevent the spread of COVID-19, this year's rotations were adjusted to avoid areas of direct patient care. The internship rotation allows the students to acquire marketable and transferable skills necessary to be hired by Licking County businesses for entry-level positions, with new responsibilities added as their proficiency in the core areas increases. These work experiences also help the students build communication, teamwork and critical thinking skills. Many students begin the program with an interest in certain departments. However, as they begin working, it is not uncommon for interns to develop new areas of interest.

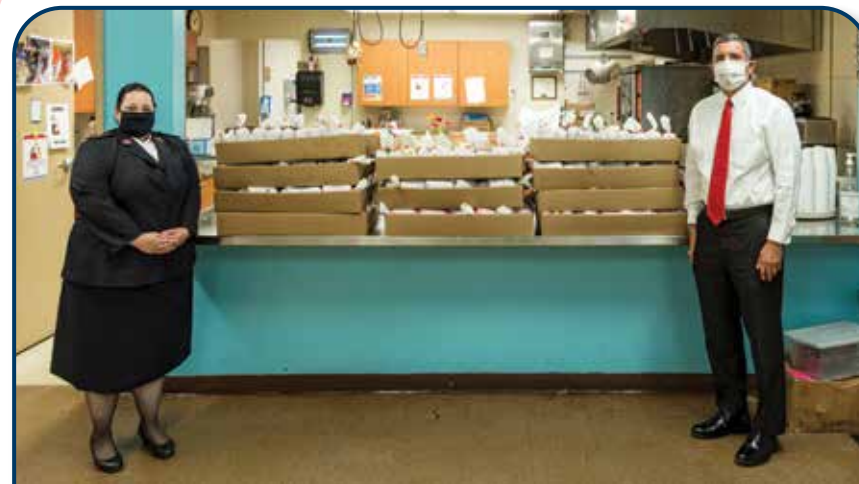
Students from Newark, Granville, Lakewood, Licking Heights, Northridge and Southwest Licking school districts are participating in Project SEARCH this school year. The 2020-2021 participants also are involved in a variety of other activities, including basketball, cheerleading, football, horse therapy, music and Special Olympics. In addition to serving as the host site, LMHS provides uniforms to all of the students, and transportation through Licking County Transit Services.

The long-term goal of Project SEARCH is to provide a set of transferable skills to people with disabilities that will result in a diverse group of motivated job seekers for employers throughout Licking County. At the conclusion of each academic year, students who graduate from the program are prepared for competitive and integrated employment and have assistance obtaining complex and rewarding jobs.



LMHS Donates Beef to Salvation Army

In August, Licking Memorial Health Systems (LMHS) purchased the Hartford Fair Reserve Champion Market Steer, which was owned by Cody Foor, a member of Boots N Buckles 4-H Club. LMHS President & CEO Rob Montagnese (right) recently presented 478 pounds of ground beef from the steer to Lieutenant Kaitlyn Haddix (left) of the Salvation Army of Licking County. The beef will be used in the Salvation Army soup kitchens and food pantries to benefit community members in need.



Pictured from left to right:
Natis Siegle,
Matthew Gast,
Nicole Waters,
Cody Vanvalkenburg,
Gabriel Severe,
Christina Emmenegger,
Olivia Worstall,
Alexander Cagney
and Aiden Mullins.



Retiree Spotlight – Kathy McCarthy

Kathy McCarthy began her 34-year career at Licking Memorial Health Systems (LMHS) as a Unit Clerk on the Licking Memorial Hospital Fourth Floor and retired as a Senior Administrative Assistant in Information Systems (IS). She worked in multiple departments throughout her career and built great relationships with her co-workers. “I thoroughly enjoyed getting to know people individually and building friendships throughout my career in each area,” Kathy said.



Kathy witnessed many technological changes at LMHS during her career, but none was more significant than the utilization of computers in 1990 to schedule appointments and other important tasks for LMHS clerks. Kathy greatly appreciated the implementation of computers because of the resulting increased efficiency and organization.

“Although it was such a large and overwhelming change at first, it made everything easier for us. I am always proud to say that I spent my career at LMHS because leadership continually ensures employees have up-to-date technology to perform their tasks.” Kathy feels glad to have worked for an organization that has received the Most Wired award, which recognizes hospitals and health systems that proactively incorporate healthcare information technologies.

Kathy’s most memorable professional accomplishment involved integrating computers into the patient appointment scheduling process. As a member of the Central Scheduling Department, she was part of the team that designed a new system to record and track appointments electronically.

Kathy retired in early 2020, but her plans to travel and visit with out-of-state family have been rescheduled due to the COVID-19 pandemic. However, she has been able to connect with them virtually. She currently lives in Newark with her husband, Dennis, who works at LMHS in the Environmental Services Department. She has two children, four grandchildren and one step-daughter.

LMHS Hosts Family Drive-in Movie Night at Pataskala Health Campus



On September 18, more than 200 community members attended the Licking Memorial Health Systems (LMHS) Family Drive-in Movie Night at the Pataskala Health Campus to watch Disney’s *Frozen 2* on a 30 foot-high inflatable screen. LMHS began hosting free Family Movie Nights in 2010 as an initiative to promote healthy, family-oriented activities. The September movie night was the first drive-in style event. Prior to the start of the movie, the Active•Fit Youth Wellness program Period 3 prize winners were announced. Seventy-two Active•Fit participants completed their goals to earn entry into the drawing for the 20 prizes that were awarded. Families also were provided free healthy snacks and beverages to enjoy as they watched the show.



In Memoriam – Employees, Retirees and Volunteers

Despite having more than 2,000 employees, the Licking Memorial Health Systems’ (LMHS) staff is a closely connected team who depend upon each other to fulfill the mission to improve the health of the community. Therefore, the loss of an employee or volunteer always affects the organization in a profound way. As a tribute to their dedication, LMHS honors employees who passed away during their service to the organization each year, and retirees and volunteers who passed away during the last year.

LMHS is greatly appreciative of the time and talent that each of these individuals dedicated to the organization’s mission. Please join LMHS in offering continued condolences to their family and friends.

Employees

Sue Bargar of Neurology passed away on July 1, 2020, after 3 years of service
Brant (BJ) Householder of Radiology passed away on June 22, 2020, after 7 years of service

Retirees

Carolyn Barnes retired from 4-North in 1989, after 9 years of service
Maxine Bline retired from 4-South in 1994, after 18 years of service
Charlene Boehm retired from Infection Control in 1994, after 28 years of service
Rosemary Burgoon retired from Environmental Services in 1992, after 15 years of service
Linda Carlile retired from Professional Billing in 2003, after 8 years of service
Ruth Cashdollar retired from Culinary Services in 2013, after 22 years of service
Connie Drumm retired from Communications in 2005, after 33 years of service
Rosemary Fetty retired from Health Information in 2008, after 26 years of service
Mildred Jenkins retired from Communications in 1992, after 18 years of service
Imogene Klingler retired from Case Management in 1985, after 28 years of service
Nancy Molnar retired from the Laboratory in 2005, after 25 years of service
Jean Rucker retired from Surgery in 2000, after 18 years of service
Jane Farmer Satterfield retired from Culinary Services in 2001, after 17 years of service
Glenna Spears retired from Surgery in 2001, after 34 years of service
Marilyn Taylor retired from Inpatient Pediatrics in 1993, after 24 years of service

Volunteers

Maxine Binckley was an LMH volunteer from 1998 to 2019
Arleen Leatham was an LMH TWIGS volunteer from 2007 to 2020

Active•Fit Period 3 Prize Winners

Licking Memorial Health Systems (LMHS) recently recognized the Active•Fit prize winners from Period 3. Participants in the Youth Wellness Program who completed their fitness goals between May 1 and August 31 were entered into a special drawing. Winners received their prizes from LMHS as special recognition for their achievements.

Nintendo Switch & fitness software

Eli Jessup, Etna Elementary
 Makayla Reed, Etna Elementary

Bicycle

Alexis Hardin, Etna Elementary
 Owen Painter, Blessed Sacrament School

Athletic Shoes

Sulav Adhikari, Etna Elementary
 Leighton O’Reilly, Stevenson Elementary

iPod Touch & fitness software

Camden Householder, Etna Elementary
 Lucas Schiele, Cherry Valley Elementary

\$100 Dick’s Sporting Goods Gift Card

Jerynn Miller, Etna Elementary
 Kevin Nguyen, Etna Elementary
 Deryn Summers, Etna Elementary
 Victoria Tolliver, Etna Elementary
 Rebekah Whittaker, Hillview Elementary
 Conner Wygle, Newton Elementary

\$50 Dick’s Sporting Goods Gift Card

Scarlett DeMers, Utica Elementary
 Joseph Depa, Etna Elementary
 Alexiss Johnson, Etna Elementary
 David Klontz, Stevenson Elementary
 Emma Rogers, Granville Elementary
 Tucker Wygle, Newton Elementary

The Active•Fit program has registered approximately 8,000 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 1 for 2020-2021 began September 1 and continues through December 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.

Supporter Spotlight – Waste Away Systems

Waste Away Systems is a locally-owned, community-based business located in Heath. Originally founded in 1976 by Seth Ellington's grandfather, John Young, Seth restarted Waste Away Systems in 2012 with a simple mission: take care of its employees and provide superior waste services to their customers. Today, Waste Away Systems is a multi-disciplinary company providing residential, commercial and industrial services to 23 counties in Ohio, earning recognition as one of the top 25 fastest-growing independent businesses in the state. With that success, the company continues to be guided by not only what is good for business, but more importantly, what is good for the people they serve and communities they touch, including Licking County residents.

As a proud supporter of Licking Memorial Health Systems (LMHS), Waste Away Systems has been a Golf Gala Eagle sponsor (\$2,500) for several years and recently completed their pledge to the Golden Corporate Honor Roll, a designation for businesses that make a total commitment of \$10,000 or more to Licking Memorial Health Foundation. This level of giving signifies an alliance with LMHS to ensure the continuation of excellent health care in the community. Additionally, the two organizations have shared a business partnership for several years. LMHS utilizes Waste Away on various levels throughout the organization and appreciates their comprehensive and efficient service.

"LMHS achieves its mission to improve the health of the community on a daily basis," Seth said. "As a locally-owned and operated business, Waste Away Systems is proud to support LMHS in its vast service to this community, including public health educational programs, as well as contributions of time and service to other organizations in Licking County and beyond."

Personally, Seth is a member of the Licking Memorial Hospital (LMH) Development Council Annual Support Committee and the Community Cornerstone Club, which raises funds to provide new medical equipment and expanded services at LMH. Seth's decision to support LMHS was, in part, influenced by a personal experience when his mother visited the LMH Emergency Department during a health crisis. Seth was impressed by the excellent care and service his mother received, and he wanted to ensure that other members of the community would receive the same quality care.

Seth is greatly appreciative of his crew at Waste Away Systems and the service that his employees provide to customers. He believes in, and acts upon, the importance of local businesses supporting their community and is proud of the positive impact that Waste Away Systems has been able to contribute to Licking County and the surrounding areas.

Development Spotlight – Executive Committee

The Licking Memorial Hospital (LMH) Development Council was established in 1987 and is comprised of approximately 78 community leaders with diverse backgrounds and expertise. The Development Council reports directly to the LMH Board of Directors and is led by the Executive Committee, which meets twice a year to create objectives for the three Development Council committees – Annual Support, Community Relations, and Education and Membership. Following the Executive Committee's objectives to fulfill their mission, the committees set goals to increase charitable giving to the Hospital and to enhance and promote meaningful community relations resulting in the Hospital's ability to meet community needs and better serve its publics.

"The Executive Committee and the three committees each have an integral role in success of the Development Council," said Executive Committee Chair Robert McGaughy. "My involvement allows me to work with other community members to fulfill our mission and the Licking Memorial Health Systems (LMHS) mission. Every member is involved and eager to participate in reaching our goals. As a retired LMHS employee and former Board member, it has been an honor to remain connected to an organization for which I have great respect."

The Executive Committee primarily consists of Chairs and Vice Chairs of each Development Council Committee. The following members currently serve on the Executive Committee:

Robert McGaughy, Executive Committee Chair

P. David Shull, Executive Committee Vice Chair

Glenn Abel

Thomas Cumiskey, Annual Support Committee Chair

John Gard, Education and Membership Committee Chair

Thomas Hall, M.D.

Sally Heckman, Community Relations Committee Chair

Cheri Hotfinger, Education and Membership Committee Vice Chair

Patrick Jeffries

Chris Meyer, Community Relations Committee Vice Chair

James Mitchell, Annual Support Committee Vice Chair

Stuart Parsons

David Doney, Ex Officio

Robert Montagnese, LMHS President & CEO, Ex Officio

HAPPY HOLIDAYS!

Celebrate the Holidays with Healthy Recipes

It can be difficult to maintain a healthy diet during the holiday season with large meals, festive cookies and desserts, and candies. Chef Brian Merritt, Licking Memorial Health Systems Director of Culinary Services, has created these healthy recipes for a family meal that complement the holiday season. We hope that you and your family enjoy these recipes in good health!

Cranberry Braised Turkey (Serves 4-5)

Ingredients:

- 2 turkey thighs
- 2 turkey drums
- 2 turkey wings
- 2 Tbsp canola oil
- 1 large onion (sliced)
- 5 cloves garlic (minced)
- 1 fennel bulb (sliced)
- 2 cups cranberry juice
- 1/2 cup balsamic vinegar
- 1 cup dried cranberries
- 1 large sprig fresh rosemary
- 6-7 sprigs fresh thyme

Directions:

Preheat the oven to 425 degrees F. Place a large Dutch oven on a burner over medium-high heat. Season the turkey pieces with salt and pepper. Add oil to the Dutch oven, then carefully add the turkey pieces. After searing on all sides, transfer the turkey pieces to a plate lined with a paper towel. Add onions, garlic, fennel, and herbs to the Dutch oven and cook until the ingredients are soft. Return the turkey pieces to the Dutch oven, then add cranberry juice, balsamic vinegar, and dried cranberries. When the liquid is simmering, cover the Dutch oven with a lid and place it in the oven. Cook for 40 minutes, then remove the lid and switch the oven to broil. Let the turkey pieces broil for 8 to 10 minutes or until skin is brown and crispy. Remove the Dutch oven from the oven and place it on a burner over medium-high heat. Place the turkey pieces onto a serving platter. Reduce the liquid to a glaze, then spoon over the turkey pieces.

Mashed Cauliflower with Garlic (Serves 4-5)

Ingredients:

- 1 head cauliflower (leaves and core removed)
- 6 cloves garlic (peeled)
- 2 ounces light cream cheese
- 1 Tbsp Parmesan cheese
- 1/2 tsp salt
- 1/8 tsp pepper

Directions:

Place the cauliflower and garlic in a covered stock pot with 2 inches of water on a burner over medium-high heat. Steam for 20 to 30 minutes, then strain. Place the cauliflower and garlic back into the pot and add the remaining ingredients. Mash and mix the ingredients with a potato masher.

Cinnamon Baked Apples (Serves 4-5)

Ingredients:

- 5-6 Granny Smith apples
- 2 Tbsp lemon juice
- 1 Tbsp butter (melted)
- 2/3 cup of sugar
- 1 1/2 tsp cinnamon
- pinch nutmeg
- 3 Tbsp corn starch
- 3 Tbsp water
- pinch salt

Directions:

Preheat the oven to 350 degrees F. Peel and the core apples, quarter, and use a paring knife to thinly slice lengthwise. Add the apples to a baking dish and top with butter, lemon juice, cinnamon, nutmeg, cornstarch, water, and salt. Toss the ingredients to combine. Cover loosely with foil and bake for 45 minutes. Then carefully remove the foil and bake for an additional 10 to 15 minutes or until the apples in the center of the dish are fork tender and slightly caramelized.





Licking Memorial Health Systems

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Licking Memorial Health Systems – Measurably different... for your health



COVID-19 Advisory: If you have symptoms of fever, cough and shortness of breath, contact your primary care physician for guidance. Do not visit patients at Licking Memorial Hospital if you are ill.

LMHS requires all visitors to wear a cloth face covering when visiting any of our healthcare facilities. [Additional Details](#)

Online Giving and Text-to-Give Capabilities Now Available

Licking Memorial Health Systems (LMHS) now offers the ability to make financial donations through online giving and Text-to-Give. All donations are directed toward Licking Memorial Health Foundation (LMHF) and used for capital expansion, renovations, and equipment. Contributions are never used to pay for operating expenses or salaries.

For the remainder of 2020 and throughout 2021, contributions received will be directed toward LMHS COVID Relief. Donations will assist Licking Memorial Hospital (LMH) to restore resources

utilized to purchase additional vital equipment and supplies necessary to treat COVID-19 patients and implement heightened safety procedures for the protection of patients, staff, and visitors.

Interested supporters may visit www.LMHealth.org and click on Donate in the top right corner of the homepage. Input your information on the LMHF Giving page, and click Process when complete. Individuals also can contribute to LMHF instantly using their phone's native messaging application. To make a donation, text 12712 to (614) 230-0347,

and you will be prompted to give to LMHF through the Columbus Foundation website.

Both methods securely protect all information provided online. Gifts are tax-deductible to the extent allowed by the law. For more information on supporting LMHF, please contact the Development Office at (220) 564-4102.

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.

The articles contained in this publication should not be considered specific medical advice as each individual circumstance is different. Should you need medical advice, consult your physician. Entire publication copyrighted 2020 Licking Memorial Health Systems. All rights reserved.

The screenshot shows a donation form with the following elements:

- Header: "Other Gift (include details below)"
- Field: "Comments:" with a text input box.
- Radio buttons: "One Time" (selected) and "Recurring".
- Field: "I'm not a robot" with a CAPTCHA image.
- Button: "Process" (green)
- Share options: "Email", "Facebook", "Twitter" (with "SHARE:" label).
- Footer: "Your data is secure. [Learn More](#)"