



# Community Connection Licking Memorial Health Systems

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Measurably Different ... for Your Health!

## Active•Fit Youth Wellness Program



According to the Centers for Disease Control and Prevention (CDC), the childhood obesity rate in the U.S. has more than tripled in the past three decades. In addition, the CDC reported that in 2008, more than one-third of children and adolescents were overweight or obese. This epidemic has the potential for both immediate and long-term effects on health and well-being, including cardiovascular disease, diabetes, bone and joint complications, sleep apnea, and various social and psychological issues.

To counteract this epidemic, Licking Memorial Health Systems (LMHS) and Newark Advocate Media have created a free wellness program to help ensure healthy lifestyles and habits of Licking County youth. The Active•Fit program, which will begin in September to coincide with the 2012-2013 school year, focuses on the fitness and health of children ages 6 to 12 years. The goals of the

*Active•Fit Youth Wellness Program (continued on page 2)*

## LMH Receives Top Rating in National Survey for Patient Safety

A national organization that advocates for employer health plans has given Licking Memorial Hospital (LMH) its highest rating for patient safety. The Leapfrog Group reviewed data reports from more than 2,600 U.S. hospitals to evaluate specific patient safety issues, and then applied a score of A, B, C, D or F to inform the public of their local hospitals' performances. LMH received an A rating.



LMH has received an A rating by The Leapfrog Group for its excellent record of patient safety.

Licking Memorial Health Systems President & CEO Rob Montagnese attributed the high rating to a long-term team effort. "Our physicians, senior management, Board members and staff continuously consider new ways to protect our patients," he said. "Patient safety is an accumulative achievement that is built over time – an excellent program cannot be established overnight. For example,

*LMH Receives Top Rating in National Survey for Patient Safety (continued on page 3)*

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

See pages 16-21 for Quality Report Cards in this issue.

## COMMUNITY EDUCATION

### Saving Money on Health Care

**Date:** Thursday, July 19  
**Location:** LMH First Floor Conference Rooms  
**Time:** 6:00 – 7:00 p.m.  
**Speaker:** Victoria Spring, L.S.W.  
*(continued on page 3)*

### Safe Sitter®

**Date:** Friday, July 27  
Saturday, July 28  
**Location:** LMH Auditorium  
**Time:** 9:00 a.m. – 4:00 p.m.  
*(continued on page 5)*

### Women and Aging

**Date:** Thursday, August 9  
**Location:** LMH First Floor Conference Rooms  
**Time:** 6:00 – 7:00 p.m.  
**Speaker:** Tiffany Inglis, M.D.  
*(continued on page 14)*

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

**Date:** Thursday, August 16  
**Location:** LMH First Floor Conference Rooms  
**Time:** 6:00 – 7:00 p.m.  
**Speaker:** Terri McConnell, R.N., B.S.N.  
*(continued on page 8)*

### Prostate Cancer and Men's Health Issues

**Date:** Thursday, August 23  
**Location:** LMH First Floor Conference Rooms  
**Time:** 6:00 – 7:00 p.m.  
**Speaker:** William Stallworth, M.D.  
*(continued on page 14)*

program are as follows:

- Introduce the benefits of exercise, healthy eating and proper rest
- Motivate youth to create personal goals for fitness
- Help youth develop a lifelong commitment to personal fitness

“We want to assist these youth in their early years while they are forming habits that will affect the rest of their lives,” said Rob Montagnese, President & CEO of Licking Memorial Health Systems. “We believe that this ongoing program will help motivate children to commit to living a healthy lifestyle.”

The Active•Fit program, which will take place three times per year, will offer youth an opportunity to choose four goals each from two categories, Active (exercise and activity) and Fit (dietary). When goals have been completed for each 4-month period, the participant will be entered into a drawing to win incentive prizes.

Because healthy behaviors can be heavily influenced by parents and role models, the program was created as a collaborative effort between youth and their chosen advisors. The program strategy is for each advisor (parent, guardian or mentor) to work with youth participants as a team to set goals and monitor progress during each 4-month period.

To ensure eligibility for incentive prizes, the team must register online at [www.ActiveFit.org](http://www.ActiveFit.org). (The Web site will be

available in mid-July.) After creating a custom username and password, the team will have the ability to select their goals from the online list provided for each period. As youth participants complete the eight goals during the period, and document the achievements online, they will automatically be entered into a drawing to win substantial fitness-related prizes. Prizes will include a bicycle, an Xbox Kinect with fitness game, iPod Nano with exercise software and sporting goods store gift cards.

In addition to the ongoing 4-month program, LMHS and Newark Advocate Media will offer a variety of fun Active•Fit events throughout the year. The first event is slated for Saturday, July 21, from 4:00 until 8:00 p.m., at the Pataskala Health Campus, located at One Healthy Place, off Broad Street in Pataskala. The free family event will include health education, inflatable fun areas, games and healthy snacks. Families are also invited to stay for LMHS Family Movie Night at the Health Campus, and enjoy the Walt Disney classic animated film, “The Lion King,” which will begin at dusk. In the event of rain, both events will take place on Saturday, July 28.

Additional information concerning the Active•Fit program and events will be publicized in the Advocate Media publications, as well as other media outlets. Please visit the Active•Fit Web site ([www.ActiveFit.org](http://www.ActiveFit.org)) beginning in mid-July to register your child for the upcoming program, and learn more about how to assist your family to commit to lifelong fitness.

## Dr. Seipel Relocates Family Practice to Licking Valley



Andrew C. Seipel,  
M.D.

Licking Memorial Health Systems (LMHS) is proud to announce that Family Practice Physician Andrew C. Seipel, M.D., is relocating his practice to serve the Licking Valley community. Dr. Seipel will provide patient care at Licking Valley Medical Center, located at 2181 W. High Street, N.E., in Hanover.

“Dr. Seipel has been providing excellent care for patients at the Licking Memorial Family Practice – Granville location, and we are appreciative that he has agreed to provide care in the Licking Valley area where he is needed most,” commented LMHS President & CEO Rob Montagnese. “The Licking Valley community is gaining a highly respected family practice physician who has been associated with LMHS for nearly 18 years. At the same time, his patients from the Granville location will still be able to continue their care there with Michael D. Barth, M.D., Matthew J. Farrell, M.D., or Kevin T. Graham, M.D., or continue seeing Dr. Seipel at his new location – whichever is more convenient for them.”

Dr. Seipel received a Bachelor of Arts degree from The Ohio State University in Columbus. Before attending medical school, he served several years in the Ohio National Guard as a pharmacy specialist and medic. He then earned his Medical

Degree from the Medical College of Toledo and completed a residency at Grant Medical Center in Columbus. He is board certified in family practice.

Dr. Seipel is accepting new patients and former Licking Valley Medical Center patients. In addition, his former patients from the Granville practice may transfer their care by a simple phone call. Appointments can be made by calling (740) 348-1720.



Licking Valley Medical Center is located at 2181 W. High Street, N.E., in Hanover.

LMH joined the national Five Million Lives initiative in 2007 to prevent incidents of patient harm by adopting specific safety standards. We continuously invest in new technology that enables our staff to provide safer, less invasive and quicker procedures, and our cleaning and safety procedures are under constant scrutiny. By making patient safety a top priority and having these kinds of proactive measures in place, LMH has achieved an excellent patient safety record, and it is gratifying that The Leapfrog Group has taken notice.”

Of the 2,652 general hospitals that were ranked in The Leapfrog Group’s Hospital Safety Score<sup>SM</sup>, only 27 percent received an A rating. In addition to LMH, Riverside Methodist Hospital, Grant Medical Center and The Ohio State University Wexner Medical Center also received A ratings. B ratings were awarded to 26 percent of the ranked hospitals, and the remaining 47 percent earned a C rating or below. To produce the scores, The Leapfrog Group compared the hospitals’

performances on 26 measures of publicly available safety data, such as: infection prevention activities, serious patient falls, and the percentage of patients who developed blood clots.

“It is The Leapfrog Group’s goal to give patients the information they need and deserve before even entering a hospital,” said Leah Binder, President and CEO of The Leapfrog Group. “We congratulate the hospitals that earned an ‘A,’ and we look forward to the day when all hospitals in the U.S. will earn the highest scores for putting patient safety first.”

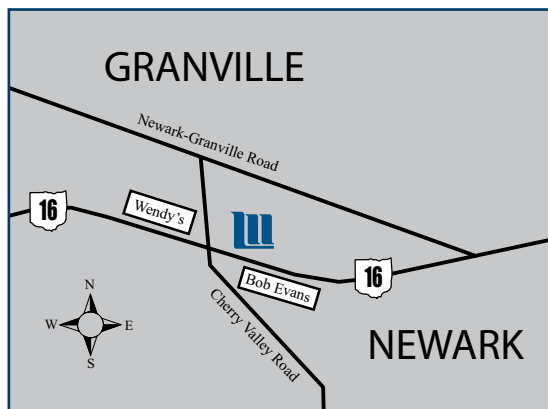
The Leapfrog Group was founded in 2000 when a group of large employers came together to discuss how they could work together to influence health care’s safety, quality and affordability. For more information about the Hospital Safety Score, please log on to [www.HospitalSafetyScore.org](http://www.HospitalSafetyScore.org).

## New Urgent Care Facility to Open

Urgent Care services will soon be more convenient for thousands of Licking County residents. Licking Memorial Health Systems (LMHS) is planning to open a second urgent care facility in the county near the Granville/Newark border in fall 2012.

Licking Memorial Urgent Care – Granville will be located in the former medical office building at 14 Westgate Drive in the northeast corner of the State Route 16 and Cherry Valley Road intersection. The site was chosen for its easy accessibility for patients.

“We are opening the new Urgent Care – Granville location in response to the community’s need,” stated LMHS President & CEO Rob Montagnese. “LMHS’ first Urgent Care in Pataskala opened in 2009 to serve the western portion of the county, and received a tremendous response. Last year, that facility served more than 8,000 patients.



The new Licking Memorial Urgent Care - Granville will be located at the northeast corner of the State Route 16 and Cherry Valley Road intersection.

We soon recognized the value of another Urgent Care located in the Newark/Granville area to provide convenient services to patients in their time of need.”

Urgent care offers diagnosis, treatment and management of urgent medical conditions and minor trauma when the patient’s primary care physician is unavailable, but the condition is not serious enough to require an emergency room visit. Visits to urgent care facilities have been shown to be less expensive and less time-consuming than visits to emergency rooms.

After renovations, the building will feature a spacious waiting room, seven patient exam rooms, a procedure room, and digital radiology services, as well as offices for staff and physicians.

## Community Education – Saving Money on Health Care (continued from front page)



Victoria Spring,  
L.S.W.

The cost of health care has been rising for many years. Recent rapid cost growth, the economic slowdown, and rising federal deficits continue to strain systems used to finance health care, including employer sponsored insurance plans and public programs, such as Medicare and Medicaid. As a result, resources are limited to care for a growing population of people who are either uninsured or under-insured. More income is consumed each year by health-related needs, as individual out-of-pocket expenses continue to rise.

Victoria Spring, L.S.W, of Licking Memorial Case Management, will discuss the options available to save money on health care during an educational session for the community on Thursday, July 19, at 6:00 p.m., in the LMH First Floor Conference Rooms, located at 1320 West Main Street in Newark. The program is free; however, space is limited, and registration is required. To register, please call (740) 348-2527.

# Dr. LeMay Receives Prestigious CDC Award



Diane M. LeMay,  
M.D., FAAP

Diane M. LeMay, M.D., FAAP, of Licking Memorial Pediatrics, is being recognized nationally for her endeavors to protect her young patients through immunizations. The Centers for Disease Control and Prevention (CDC) created the CDC Childhood Immunization Champion Award to honor individuals who work at the community level to promote children's vaccinations against preventable disease.

Dr. LeMay was selected to represent Ohio in 2012, which is the inaugural year for the award.

The Licking County Health Department nominated Dr. LeMay in honor of her successful immunization program. In 2010, the Licking County Health Department presented Dr. LeMay and her staff with special recognition for achieving an outstanding 90 percent success rate in ensuring that their young patients are completely immunized by the age of 2 years. A recent internal audit indicates the percentage has since further improved to 98 percent. In comparison, the national average is 67 percent.

"We may never fully realize how much Dr. LeMay has done for the community through her immunization initiative," stated Licking County Health Commissioner Joe Ebel. "Certainly, many of our children have been saved from contracting preventable diseases due to her dedication. We are elated that Dr. LeMay was selected to be the first CDC Childhood Immunization Champion for the state of Ohio. She is an inspiration to everyone who cares about children's health."

Dr. LeMay uses every opportunity to immunize her young patients. Her staff runs a daily report from their electronic medical records to show which patients are due for a vaccine, and then they call the patients' parents to make an appointment. Dr. LeMay checks at every office visit, no matter the original reason for the appointment, to see if any vaccines are due for the patient, as well as any siblings who may also be present. In addition, Dr. LeMay works through

the Vaccines for Children program to provide immunizations free of charge if a child's family is unable to pay, and sometimes even provides taxi tokens for patients who do not have transportation to her office, which is located on East Main Street in Newark.

Licking Memorial Health Systems (LMHS) President & CEO Rob Montagnese added, "Dr. LeMay has set the standard for childhood immunizations at LMHS. She has generously shared her experiences with other physicians, and as a result, we now have three additional Licking Memorial Pediatrics providers who have surpassed the 90 percent success rate in immunizing children by the age of 2 years. Dr. LeMay is a very caring physician, who works tirelessly to improve the health of children, far beyond the scope of her own practice. She is very deserving of this prestigious award."

Dr. LeMay first started practicing as a pediatrician in 1991 after earning her Doctor of Medicine degree from Wright State University School of Medicine (now Boonshoft School of Medicine) in Dayton, and completing an internship and residency at Nationwide Children's Hospital in Columbus. She is board certified by the American Board of Pediatrics, and is a fellow of the American Academy of Pediatrics. She serves on the Advisory Board of Big Brothers Big Sisters of Licking County, and is a member of the Central Ohio Pediatric Society. She also serves on the Practice Management Committee for the Ohio Chapter of the American Academy of Pediatrics. She was named a Healthcare Hero by Columbus Business First in 2008, and received Licking County's Woman of Achievement Award in 2009.

The 2012 CDC Childhood Immunization Champions were announced in conjunction with National Infant Immunization Week, April 21 through 28. Each year, one recipient may be named from each of the 50 states and the District of Columbia. Thirty-nine states participated in 2012. Information about Dr. LeMay's immunization initiative is featured on the CDC's Web site, [www.cdc.gov/vaccines/events/niiw/champions](http://www.cdc.gov/vaccines/events/niiw/champions), along with a description of the other Champions.



**Date:** July 21, 2012

**Time:** 4:00 - 8:00 p.m.

**Location:** Pataskala Health Campus,  
One Healthy Place

Bring the entire family to this FREE educational, fun wellness event:

- Health Education
- Games
- Inflatable Fun Areas
- Healthy Snacks

Plan to stay for LMHS Family Movie Night, beginning at dusk, and enjoy the Walt Disney classic animated film, *The Lion King!* For more information, please call (740) 348-1572.

In the event of rain, the Active•Fit Youth Wellness Event and the LMHS Family Movie Night will take place on Saturday, July 28.

  
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# Heart Failure Clinic Helps Prevent Hospitalizations

Patients who are diagnosed with heart failure sometimes feel overwhelmed by the diagnosis and lifestyle changes that their physicians recommend. Licking Memorial Hospital (LMH) offers an outpatient Heart Failure Clinic that provides education, assessment, monitoring, and advice to help heart failure patients make the lifestyle changes necessary to lead longer and healthier lives.



Patients receive personalized education and monitoring in the Heart Failure Clinic to help them manage their chronic condition.

Clinic's services succeeded in helping them to face their conditions with optimism and common sense, rather than despair. They feel better, lead fuller lives and have fewer hospitalizations by making some lifestyle changes to improve their health."

There is no cure for heart failure; however, many patients are able to slow the progression of the disease by adopting the following healthy lifestyle improvements:

Many people mistakenly believe that a heart failure diagnosis means that the heart has quit working completely; however, the term indicates that the heart is weakened and is not pumping blood as well as it should. Heart failure patients often report fluid retention in their hands or legs, shortness of breath and fatigue. Although the condition is serious, it can usually be managed with diet, exercise and careful medical supervision.

- Quitting smoking
- Maintaining a healthy weight
- Controlling blood pressure
- Being physically active
- Limiting emotional stress

- Getting adequate sleep
- Limiting sodium
- Limiting alcohol
- Limiting caffeine
- Limiting dietary fat

The LMH Heart Failure Clinic team consists of experienced cardiac nurses and pharmacists, with a cardiologist providing oversight. The team teaches patients how heart failure affects their bodies and how to recognize developing symptoms before they worsen and require hospitalization. Patients receive an array of tools to help them manage their condition, including:

- Customized management plan
- Educational resources
- Calendar to record weight/symptoms
- Sodium tracker chart
- Bathroom scales
- Pill boxes, if needed

"We recognized a need to provide support for patients after they receive a heart failure diagnosis," explained Cardiologist Bryce I. Morrice, M.D. "We developed the Heart Failure Clinic to offer encouragement, monitor their progress and help them navigate through the large quantity of information that is available. More importantly, our patients have told us that our

"In its first two years, the Heart Failure Clinic has been successful in reducing the number of patient re-admissions," Dr. Morrice stated. "This is important to the patients because Medicare and some insurance plans will not cover the cost of a hospital re-admission that takes place within 30 days of the first admission. LMH is the only hospital in Ohio that has a re-admission rate for heart failure patients that is better than the national average on a statistically significant level. If a patient is having a problem, we can often resolve it at the Heart Failure Clinic rather than requiring a hospital stay. By providing the Clinic's services, we are making a valuable impact on our patients' health and financial well-being."

Patients who have been diagnosed with heart failure are eligible to visit the LMH Heart Failure Clinic with a physician's referral. Initial appointments can be made by calling (740) 348-4177. The cost of the Clinic's services is covered by Medicare and many insurance plans.

## Community Education – Safe Sitter® (continued from front page)



Licking Memorial Hospital (LMH) will present Safe Sitter®, a hands-on seminar that prepares adolescents for the responsibilities of nurturing and protecting young children who are entrusted to their care. The class will be taught in a two-day series at the Hospital.

Safe Sitter is a national, non-profit organization that prepares 11- to 13-year-olds for the responsibilities of child care. The course follows medically accurate, competency-based information. The curriculum, developed by a pediatrician, covers preventive and response topics such as: infant and child CPR, choking response, preventing injuries, behavior management and general child care essentials.

Teaching methods include hands-on practice with mannequins, role playing and interaction with a preschool-age child. Each participant must pass a written and practical exam in order to demonstrate competency in the course's key concepts.

Instructors for the course are Maternal Child Educators Ashlee Lake, B.S., RNC-OB, and Amanda Baker, R.N., IBCLC, as well as Education Trainer, Ronda Stegman, CEMT-P. The cost for the two-day course is \$40, which includes a Safe Sitter kit. To register, or for more information, please call (740) 348-4341.

# LMHS Recognizes Employees During Hospital & Healthcare Week

During the second week of May, Licking Memorial Health Systems (LMHS) celebrated Hospital & Healthcare Week to honor the efforts of more than 1,600 Health Systems employees. The week-long celebration featured a health fair to provide employees with information to enhance and maintain their own health. LMHS also hosted an employee cookout and special employee recognition events throughout the week.

“We recognize the hard work and commitment that our employees offer while providing an excellent level of care to the community,” said LMHS President & CEO Rob Montagnese. “As an organization, we are proud to celebrate Hospital & Healthcare Week, and embrace it as an opportunity to demonstrate our appreciation for our employees’ year-round commitment.”

## President’s Award

2012 marked the 25th anniversary of the first President’s Award presentation at LMHS. The President’s Award is not given every year. It is reserved for individuals or groups who have demonstrated a high level of commitment to LMHS and the community. Historically, it has been given to both groups and individuals from within the LMHS organization, as well as supportive community groups, but beginning this year, the award will be presented in two distinct categories: The President’s Award for Individual Excellence and The President’s Award for Community and Organizational Impact.

## The President’s Award for Individual Excellence

The 2012 President’s Award for Individual Excellence was presented to Dave Alianiello, P.T., CSCS, a physical therapist at Licking Memorial Hospital (LMH). “Dave’s sense of humor, his ability to keep each patient smiling through sometimes difficult rehabilitation, and his talent for making each of them feel as though they are his only concern, round out the many reasons why he is our first President’s Award for Individual Excellence honoree,” Rob said. “We are fortunate to have Dave as part of the LMH staff.”



LMHS President & CEO Rob Montagnese (left), LMH Board Chairman Linda Dalgarn (center right) and LMHS Board Chairman William Mann (right) present Dave Alianiello with the first President’s Award for Individual Excellence.

Dave has served as a physical therapist at LMH since 1989. He graduated from The Ohio State University with a Bachelor of Science in physical therapy. Dave is a member of the National Strength and Conditioning Association and has been a certified strength and conditioning specialist since 1990. He also is a member of the International Weightlifting Association and is certified in strength training for seniors.

Dave and his wife, Lisa, live in Reynoldsburg with their daughters, Jessie and Kelley. In his spare time, Dave is an assistant self-defense and martial arts instructor at the Reynoldsburg United Methodist Church Martial Arts Ministry, training under-privileged youth and adults in self-defense, integrating a spiritual correlation with self protection. He also accompanies his high school-aged daughters to their softball and volleyball activities. He enjoys playing guitar with his older daughter, Jessie, and watching movies with Kelley, his younger daughter. Dave has a passion for fitness and wellness, and enjoys the opportunity to share his knowledge with others.

## The President’s Award for Community and Organizational Impact

The 2012 President’s Award for Community and Organizational Impact was presented to the LMH Pastoral Care Services Department comprised of Director Jeff Smith and Chaplain Cory Campbell. “Pastoral Care is a small group, but their impact has been mighty. The Pastoral Care team works in collaboration with the clinical staff to identify and address the needs of the patients and their families with spiritual and emotional support, making themselves available at all hours of the day or night. With unwavering faith, this team works to incorporate the patient’s unique and personal spiritual beliefs into their care, often continuing to work with the family after a loved one has passed. It is clear that this small group has had a great impact on our organization and our community,” said Rob.

Jeff is the Director of Pastoral Care at LMHS. Prior to assuming his current position in early 2007, Jeff served as LMH’s Director of Pharmacy for 15 years.

Jeff was ordained as a minister in January 2007. He earned a Master of Divinity degree with a concentration in pastoral ministry from Trinity Theological Seminary. His community involvement includes membership in the West Licking Ministerial Association, the Newark Area Ministerial Association and the Newark-Heath Rotary. He also serves as a board member for Hospice of Central Ohio. In addition, Jeff provides monthly church services to Licking County Justice Center inmates through Jail Ministry and has traveled to the Philippines several times as a missionary. In 2008, LMH selected Jeff to represent the organization as a nominee to the Ohio Hospital Association’s Albert E. Dyckes Health Care Worker of the Year Award.

*LMHS Recognizes Employees During Hospital & Healthcare Week  
(continued on page 7)*

The Upper Arlington, Ohio, native earned a Bachelor of Science degree in pharmacy from Ohio Northern University in Ada, Ohio. Upon graduation, he became a staff pharmacist at LMH where he met his wife, Nancy. The couple has three grown children: Andrea, Alex and Josh.



LMHS Board Chairman William Mann (left), LMH Board Chairman Linda Dalgarn (center right) and LMHS President & CEO Rob Montagnese (right) present Cory Campbell (center left) and Jeff Smith (center) of the LMH Pastoral Care Services Department with the first President's Award for Community and Organizational Impact.

Cory is a Pastoral Care Chaplain for LMHS. Cory began working part-time for LMHS in March 2009, and became a full-time employee in October 2010, caring for the spiritual needs of patients and their families.

Cory was ordained as a minister in October 2001. He earned his Bachelor of Arts degree in biblical studies from Bluefield College of Evangelism and later earned his Master of Arts degree with a concentration in New Testament studies from Johnson University. Cory served various preaching ministries for over nine years before joining LMHS.

A native of Mount Gilead, Ohio, Cory has been married to his wife, Farah, for 14 years. The couple has two daughters: Morgan and Reagan. Cory and his family attend Crossroads Christian Church in Newark. In his spare time, he enjoys running, reading, coaching his daughters' sports teams and spending time with his family and friends.

## Managers of the Year Award

During the LMHS Employee Recognition Dinner, both Heather Burkhart, R.N., Director of Medical Surgical Nursing, and Jeff Kovalik, Director of Facilities Management, were honored with the Manager of the Year Award. The award recognizes exemplary managers who demonstrate fair and consistent leadership and an ability to inspire employees. Nominations are submitted by members of the LMHS community.

Heather oversees the inpatient Medical Surgical Units, Respiratory Therapy, Wound Clinic, and Hematology/Oncology Department. She first began serving at LMH in 2000 as a staff nurse in the 4-North and 4-South areas.

Heather was born in Coshocton, Ohio, and graduated in 1994 from Loudonville High School in Loudonville, Ohio. She graduated from the Mansfield General Hospital School of Nursing in 1997, and is pursuing her bachelor's degree in nursing at Ohio University. Heather is a member of the Ohio Organization of Nurse Executives and the Academy of Medical-Surgical Nurses. She resides in Frazeytsburg, along with her husband, Keith, and their two children, 8-year-old Drew and 6-year-old Kate.

Jeff oversees the maintenance of all 27 LMHS buildings, manages the Plant Operations and Maintenance Department staff and also manages all renovation and building projects. He joined LMHS in 2007 as the Facilities Manager, and was promoted to Director in 2008.



During the annual Employee Recognition Dinner, Heather Burkhart and Jeff Kovalik were named Managers of the Year. Pictured during the presentation are (left to right): Heather Burkhart, LMHS Board Chairman William Mann, Jeff Kovalik, LMH Board Chairman Linda Dalgarn and LMHS President & CEO Rob Montagnese.

Jeff is a graduate of Reynoldsburg High School and earned his associate degree in mechanical engineering from Columbus State Community College. He resides in Pataskala with his wife, Tiffany, and daughter Allison. In his spare time, Jeff dabbles in photography and enjoys fixing things, as well as attending his daughter's softball and basketball games.

## Clarissa Ann Howard Award for Clinical Excellence

The Clarissa Ann Howard Award for Clinical Excellence is presented annually to recognize nurses who are respected by their peers for demonstrating outstanding expertise, professionalism and clinical excellence in the provision of patient care. This year, Judy Lefever, R.N., from Licking Memorial Pediatrics – Tamarack, and Michelle Montgomery, R.N., from Licking Memorial Radiology, were honored with the award.

Judy began her nursing career at LMHS in 1990, spending a short time on 4-North before moving to Maternal Child

where she worked until 1998. She has spent the last 14 years working with Hanaa Abdelmessih, M.D., at Licking Memorial Pediatrics on Tamarack Road in Newark. Judy earned her associate degree in nursing from Ohio University Zanesville. Judy and her husband, Jay, have two sons: Kyle and Brian. In her spare time, Judy enjoys spending time with her family, reading, exercising and attending church where she teaches Sunday school.

Michelle has served at LMH since 2004, working on 4-South before transferring to the Radiology Department in 2009. She earned her associate degree in nursing from Ohio University Zanesville, and is an active member of the Nurse Practice Council, Infection Control Committee, and the Nursing Policy & Procedure Committee at the Hospital. Michele is a Level IV Career Ladder nurse, a cardiopulmonary resuscitation instructor, a pediatric advanced life support instructor and has precepted numerous new nurses and student nurses. In addition, she received the 2008 LMHS MVP Award. Michelle resides in Newark with her husband, Joseph. They have three children, Dustin, Adam and Allison. Her favorite pastime is spending time with her family.



Judy Lefever and Michelle Montgomery were named recipients of the 2012 Clarissa Ann Howard Nursing Award for Clinical Excellence. Pictured are (left to right) Vice President Physician Practices Christine McGee, Judy Lefever, Clarissa Ann Howard, Michelle Montgomery, Vice President Patient Care Services Debbie Young and LMHS President & CEO Rob Montagnese.



Don Jones was honored at the annual LMHS Employee Recognition Dinner for his 45 years of service. Picture are (left to right): LMHS President & CEO Rob Montagnese, Don Jones, LMHS Board Chairman William Mann and LMH Board Chairman Linda Dalgarn.

## Employees Honored for Years of Service

LMHS is proud to recognize employees for their dedication to the community. In 2012, a total of 289 LMHS employees are celebrating service anniversaries in five-year increments, ranging from 5 to 45 years. Those employees were honored during the Employee Recognition Dinner at the Longaberger Golf Club on May 8. Don Jones of Licking Memorial Physical Therapy received special recognition for providing 45 years of service to the Health Systems.

## MVP Awards

At a ceremony during Hospital & Healthcare Week, 32 outstanding LMHS employees received MVP Awards. These MVPs were selected by management representatives for their consistent demonstration of the LMHS CARE values of compassion, accountability, respect and excellence. Each received a plaque and gift of appreciation, and will have his/her photo displayed in the Hospital. Learn more about the 2012 MVPs on pages 26-31.

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



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

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

Terri McConnell, R.N., B.S.N., of Licking Memorial Cardiology, will discuss the risk factors of a heart attack during an educational session on Thursday, August 16, at 6:00 p.m., in the LMH First Floor Conference Rooms, located at 1320 West Main Street in Newark. The program is free; however, registration is required. To register, please call (740) 348-2527.





## Education Programs at the Betsy Eaton O'Neill Health Resource Center

Community members are invited to the Licking Memorial Hospital (LMH) Betsy Eaton O'Neill Health Resource Center, located near the LMH Main Lobby, for upcoming education programs, which will cover a variety of healthcare topics. The programs are held at 1:00 p.m., and are free to the public; however, registration is required, and space is limited. Please call (740) 348-2527 to register.

### Wednesday, August 22

**Massage in Health Care** – Once considered a luxury, massage is increasingly used alongside standard medical care in the treatment of various medical conditions. Beyond relaxation and stress management, massage has been helpful in the treatment of high blood pressure, anxiety disorders, depression, sports injuries, pregnancy-related symptoms, arthritis and chronic headaches. However, massage is not a suitable therapy for everyone, and education is helpful to ensure whether massage is an appropriate choice. Join Licking Memorial Massage Therapist Arianne Hoskinson, L.M.T., for an informative discussion on the benefits and limitations of massage.

### Wednesday, August 29

**Staying Independent for Life** – At some point in life, most of us will face challenges in our ability to remain healthy and independent. Threats to our independence may come as we age or when we face a serious or chronic health condition. Most of us would prefer to remain active and engaged in life, with as few restrictions as possible. Join Licking Memorial Home Health Case Manager, Victoria Lennon, R.N., B.S.N., to learn how to make the most of resources to foster independence with a changing healthcare system.

*The Betsy Eaton O'Neill Health Resource Center offers numerous medical resources free of charge, including computers, Internet access, reference manuals, anatomical models, and health-related journals. The Health Resource Center is staffed by volunteers, many with clinical backgrounds, and is open to the community, Monday through Friday, from 8:00 a.m. to 4:00 p.m.*



## LMHS Shares Health Information at the Hartford Fair

The 154th Hartford Fair, a favorite annual tradition in Licking County, will take place from Sunday, August 5, through Saturday, August 11. Licking Memorial Health Systems (LMHS) will host a health education booth in the Merchants' Building. LMHS staff members will provide valuable health information on a variety of topics and conduct blood pressure screenings. Members of the public will also have an opportunity to register for a door prize.

Health topics at the LMHS booth will include: pediatrics, diabetes education, wellness, cancer awareness, urgent care, tobacco cessation and medication safety. Health topics will change daily. Visitors are encouraged to visit the booth for an up-to-date schedule, or call (740) 348-4044 for more information.

# 2012 Relay for Life of Licking County

A large crowd of people gathered at the Evans Athletic Complex in Newark on the weekend of June 2 and 3 to celebrate those wearing special purple T-shirts. The prestigious t-shirts identified cancer survivors at the 2012 Relay for Life of Licking County – Mike Radabaugh Memorial, and they read, “Celebrate. Remember. Fight back!” The event also provided participants an opportunity to honor loved ones who passed away from cancer-related illnesses.

The Relay raised more than \$96,000 for the American Cancer Society (ACS), surpassing their original goal of \$88,000. More than 370 participants, comprising 51 teams, walked in the 18-hour relay from 2:00 p.m. on Saturday, until 8:00 a.m. on Sunday. Licking Memorial Health Systems (LMHS) is proud to be a corporate sponsor of the event.

Jacqueline J. Jones, M.D., of Licking Memorial Hematology/Oncology, was one of the keynote speakers at the Relay’s opening ceremony. “I recognize many faces here today,” she said. “I see patients who are just beginning their journey with cancer. Some are in the middle of their cancer treatments, and some are now cancer-free. As medical providers, we have made many advances in cancer treatment, but it is still so important for friends and family to provide this kind of support to offer love, hope and encouragement to cancer patients as they take their emotional journey.”

LMHS is dedicated to the early detection and treatment of cancer. Free community education programs, such as “Prostate Cancer and Men’s Health Issues” on August 23 (see front cover), the Cancer Survivors Picnic, educational opportunities in the Betsy Eaton O’Neill Health Resource Center on the first floor of Licking Memorial Hospital, and free mammograms to qualifying women with financial need are all aimed to encourage screenings and early detection. The Hospital’s Hematology/Oncology Department was also recently renovated to improve patients’ comfort as they progress through their cancer treatments.



Brooke Farnsworth, a nurse in Licking Memorial Hospital's Hematology/Oncology Department, and Melissa Clark, a point-of-care technician on 4-North, walked in the Relay to show support for their patients.



Licking Memorial Hospital Volunteer Betty Meyer (right) helped to carry the banner for the Survivors' Lap that opened the Relay for Life.



Licking Memorial Health Systems Board of Directors Chairman William Mann proudly joined the Survivors' Lap.



Jacqueline J. Jones, M.D., of Licking Memorial Hematology/Oncology congratulated Katie Leibas on her success. Katie, a former cancer patient, recently opened the Beautiful You Boutique at LMH to offer supplies, such as wigs and lotions, to help other cancer patients.



## LMH Salutes Cancer Survivors

Approximately 275 members of the community gathered on the front lawn at Licking Memorial Hospital (LMH) on June 10 for the second annual Cancer Survivors' Picnic. Cancer survivors and their families enjoyed an outdoor barbecue, and The Ultra Sounds Jazz Band, a combo of physicians, Hospital staff and volunteers, provided musical entertainment.

Licking Memorial Health Systems President & CEO Rob Montagnese welcomed the guests, commending them for their resolute fight against cancer. He said, "It takes a team approach to beat cancer. In addition to the best technology and medical team members, each patient needs a supportive home team comprised of family and friends who help through the difficult times. With our Cancer Survivors' Picnic, we celebrate the patients who have won their fight against cancer, the patients who are still undergoing treatment, and the

supportive family and friends who have loved and encouraged the cancer patients along the way."

Rob reported that the Hematology/Oncology Department renovations are complete. "Our patients are very excited about the changes – especially the Rod Callander Memorial Aquarium in the waiting area. The remodeling project created a more comfortable and welcoming atmosphere that was designed to have a healing effect on our patients," he said.

The \$1.5 million remodeling project included a larger, upscale registration and waiting area, upgraded private chemotherapy infusion rooms, additional exam rooms, an updated chemotherapy mixing room and a centrally located staff office. The Hematology/Oncology Department is located on the fifth floor at LMH.

# LMHS FAMILY MOVIE NIGHT

Licking Memorial Health Systems invites you to enjoy a free family movie night! The Health Systems will be presenting "The Lion King," a Walt Disney film, on the following date:

**Date:** Saturday, July 21

**Time:** Arrive at 8:00 p.m.

The movie will begin at dusk.

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

In the event of rain, the movie will be shown on Saturday, July 28.

- Free health screenings will be available.
- Free popcorn and beverages will be provided.
- Please bring lawn chairs or blankets.
- Children must be accompanied by an adult.
- Alcoholic beverages, tobacco products and pets are not allowed.



**Active•Fit**  
YOUTH WELLNESS EVENT

Come early to enjoy the Active•Fit Youth Wellness Event.  
For more information, see ad on page 4 or call (740) 348-1503.

# "For Your Health" 5K Run and Fun Walk

The fifth annual "For Your Health" 5K Run and Fun Walk will take place on Saturday, August 4, at The Dawes Arboretum, 7770 Jacksontown Road SE in Newark. The Licking Memorial Hospital (LMH) Development Council is presenting the community event in collaboration with The Dawes Arboretum, the Licking County Family YMCA and Park National Bank. Marcia and Jonathan Downes of Granville will be the Honorary Chairs.

Marcia serves as the Managing Director of The Works: Ohio Center for History, Art & Technology in Newark, where she oversees the management and daily operations of the museum. She has been a member of the LMH Development Council since 2007. She is a member of the Rotary Club of Newark, the Licking County Historical Alliance, the Our Futures in Licking County Executive Committee, the Taureans Investment Club and Moundbuilders Country Club. She serves on the Board of Trustees for The Ohio State University at Newark and is an active member of St. Luke's Episcopal Church. Marcia also is actively involved in the American Association of Museums, as well as the Association of Science and Technology Centers. In addition, Marcia was named 2011 Historian of the Year by the Licking County Historical Society.

Jonathan is an attorney at Downes Fishel Hass Kim LLP™ where he specializes in labor and employment law. He is a member of the Board of Trustees for the Granville Public Library and is a coach for the Granville High School Mock Trial team. He belongs to the Licking County, Columbus and Ohio Bar Associations and is a charter member and past president of the Ohio Public Employer Labor Relations Association. He has been named to the Central Ohio Top Lawyers and Best Lawyers in America lists and received the National Public Employer Labor Relations Association Pacesetter Award. He also has earned an AV® rating by Martindale-Hubbell, which signifies the highest level of professional excellence.

As Chairs of the "For Your Health" 5K Run and Fun Walk, the Downes appreciate that the event provides runners and walkers of many different experience levels an opportunity to come together and enjoy a fun and healthy event. "We are proud to live in a community with a Hospital that puts such a strong emphasis on health and wellness," Marcia said. "We are advocates of any event that brings families together to promote healthy living, and we are thrilled to have the opportunity to partner with LMH in support of this event."

Both Marcia and Jonathan enjoy spending time outdoors and emphasize health and wellness in their daily lives. Marcia is committed to walking three to four days each week, and



Jonathan and Marcia Downes are Honorary Chairs of LMHS' 2012 "For Your Health" 5K Run and Fun Walk.

Jonathan is an avid runner, participating in various local 5K races.

In past years, the "For Your Health" 5K Run and Fun Walk has benefitted from the support of other community leaders who served as Chairs. They include:

- 2008** – Christine and Kevin Plaughter
- 2009** – Karen Smith-Silone, D.O., and James Silone Jr., D.O.
- 2010** – Jean and Joseph Fondriest, M.D., and their children: Joe, Sara, Jacob and Steven
- 2011** – Cara and Jim Riddell

The "For Your Health" 5K Run and Fun Walk course wanders through the scenic grounds of The Dawes Arboretum, taking participants through the Deep Woods and past other notable areas, such as the Azalea Glen, the Cypress Swamp, the Japanese Garden, Buckeye 17 and Outlook Tower. Participants may choose to

run or walk the 3.1-mile course, or complete the Fun Walk course, which is 1 mile long. Premier Races will provide race management services.

Awards will be given to the overall top three male and female finishers in the 5K Run. In addition, the top male and female finishers in each age division will receive awards. Chip Timing Service will be used to determine the finishing times.

Online registration is available at [www.premierraces.com](http://www.premierraces.com) for runners. Online registration closes July 27. The cost for all 5K runners' entries submitted by July 27 is \$15. For all runners' entries turned in after July 27, including registration on race day, the cost is \$20. Registration also is required for the 1-mile Fun Walk, but there is no entry fee.

The registration form for both runners and walkers is available on the [www.LMHealth.org](http://www.LMHealth.org) home page or by contacting the LMH Development Office at (740) 348-4102. All walkers and runners who do not wish to register online, should mail their forms to: LMH Development Department, "For Your Health" 5K Run and Fun Walk, 1320 W. Main Street, Newark, OH 43055.

A tech shirt will be provided to each registrant. Runners and walkers who register by July 27 may pick up their packets on Friday, August 3, between 3:00 p.m. and 7:00 p.m., in the LMH First Floor Conference Rooms. All other registrants may pick up their packets at The Dawes Arboretum on the day of the race.

The 5K run begins at 8:30 a.m., and the 1-mile Fun Walk starts at 8:40 a.m. Registration for both categories (for those who did not pre-register) opens at 7:30 a.m. on race day.



## New Stent Technology

- AFX Endovascular AAA System
- Treatment of Abdominal Aortic Aneurysms



# Corporate Breakfast Features Technology Discussions

Several types of new technology at Licking Memorial Hospital (LMH) were showcased as members of the community gathered for an LMH Development Council Corporate Breakfast on May 22. Physicians and other staff members described several of the recent technological advances at the Hospital and outlined their benefit to patients.

### CellaVision®

Licking Memorial Health Systems (LMHS) President & CEO Rob Montagnese explained that Laboratory Department services have been enhanced by new CellaVision® software that streamlines cell analysis by pre-classifying cells according to similar characteristics. “Previously, our medical technologists looked at one cell at a time through a manual microscope. Now they can view 100 cells at a time on the computer screen, and can save the images electronically for further analysis,” Rob said.

### RF Surgical Detection System™

Greg Wallis, R.N., B.S.N., Director of Surgical Services, demonstrated the use of the RF Surgical Detection System™, a technology that tracks the use of surgical sponges. The system uses a small radiofrequency tag (approximately 4 mm x 12 mm) implanted in the surgical sponges. At the completion of surgery, a scan is performed in one of two ways – either a mat under the patient conducts the scan, or a tennis racket-shaped wand scanner is passed over the patient to check for any sponges that could be left behind. “Although we have not had a problem with lost sponges during surgery here at LMH, we know that it has been a concern at other hospitals throughout the nation. We invested in the RF Surgical Detection System because we have a strong drive to ensure patients’ safety,” Greg explained.

“At this point, few other hospitals in the nation have implemented a similar safeguard system. LMH was among the first 125 to 150 hospitals in the U.S. to embrace this new technology.”

### PillCam®, Bravo® and ERCP

Since 2010, LMH has invested in three high-tech gastroenterology diagnostic and treatment tools that make procedures more accurate, safer and more comfortable for patients. Gastroenterologist Shakil Karim, D.O., described the uses of each technology.

“The PillCam® capsule endoscopy can show us what is happening in places that we cannot reach by other minimally invasive techniques,” he said. “PillCam procedures use a capsule that contains a tiny video camera and light. The patient swallows the capsule along with a drink of water, and the device transmits more than 50,000 images as it travels through the digestive tract over an eight-hour period and is then eliminated naturally.” The patient is able to conduct normal activities, wearing a pager-sized data recorder around the waist to document the capsule’s information. The patient then returns the data transmitter to the gastroenterologist for interpretation of the data.

The Bravo® pH Monitoring System enhances heartburn diagnoses by removing the need for traditional endoscopy or X-rays. Dr. Karim said the technology is ideal for many patients who suffer heartburn more often than two times each week. “The Bravo pH Monitoring System operates with a capsule-sized monitor that is gently attached to the inside

*Corporate Breakfast Features Technology Discussions  
(continued on page 14)*

of the patient's esophagus under mild sedation. The patient wears a small receiver around the waist and keeps a diary of all symptoms while resuming normal activities. At the end of the one-to-two day testing period, the gastroenterologist compares the receiver's data with the patient's symptom diary to make a diagnosis. The small monitor that was attached to the patient's esophagus is designed to detach on its own and pass through the body with normal elimination," Dr. Karim explained.

The endoscopic retrograde cholangiopancreatography procedure (ERCP) is used to treat diseases of the pancreas, liver, gallbladder and bile system. "Under general anesthesia, ERCP uses a thin endoscopic tube that is passed through the patient's mouth, past the stomach, to the opening of the bile ducts. A contrast dye is then injected into the bile ducts to allow X-ray images to reveal any abnormalities. The gastroenterologist is able to perform many necessary treatments during the procedure, such as re-opening blocked ducts, implanting drainage stents or removing gallstones. The ERCP is much less invasive than traditional surgery, and patients require less time for recovery."

### Fusion Navigation System®

Technology that was added to LMH's services in 2011 helped propel LMH onto the U.S. News & World Report's list of Best Regional Hospitals in the Columbus Metro Area in the category of ear, nose and throat procedures. Otolaryngologist Kenneth Parker, M.D., outlined the benefits of the Fusion Navigation System®, which is an electromagnetic-guided system that helps the surgeon pinpoint the exact location of surgical instruments, similar to a global positioning system in a car.

LMH also added Acclarent, Inc.'s balloon sinuplasty in 2011. "The procedure enables the otolaryngologist to drain the patient's sinus cavities without cutting any tissue," Dr. Parker explained. "This improves the patient's healing time and reduces the risk of infection."

### Zimmer Patient Specific Instruments Total Knee Replacement

Orthopedic Surgeon John D. Quimjian, M.D., has begun using the innovative Zimmer Patient Specific Instruments (PSI) technology at LMH to create a better custom fit for some patients' total knee replacements. Dr. Quimjian said, "After the patient has a magnetic resonance imaging (MRI) test, a three-dimensional model is formed to improve the knee implant to reduce the wear on the joint. This procedure is less invasive and, therefore, reduces the risk of complications."

### Endologix AFX™ Endovascular AAA System

LMH recently upgraded its procedure to repair certain arterial aneurysms with a stent graft, and General/Vascular Surgeon Howard L. Reeves, D.O., said the outcome has been positive. "In the past, it was usually fatal if an abdominal aortic aneurysm (AAA) ruptured, but the new Endologix AFX™ Endovascular AAA System enables us to repair the rupture so quickly that we can now save even more lives. In addition, less time spent in this integrated surgery requires less radiation, so it adds to our patients' safety," Dr. Reeves said.

The LMH Development Council sponsors quarterly Corporate Breakfasts to share news about the Hospital's services with community leaders. More than 75 distinguished members of the community serve on the LMH Development Council.

## New Appointment



**Carlos B. Domingo, M.D.,**  
of Surgical Interventions, L.L.C.,  
has joined the  
Active Medical Staff at  
Licking Memorial Hospital.

## Community Education – Women and Aging (continued from front page)



Tiffany Inglis,  
M.D.

Women face unique health challenges as they age. Many of these challenges relate to reproductive changes, such as menopause and the risk for serious disease. The experience of menopause is different for each woman and requires careful consideration of treatment options. Also, even though fewer women die each year from breast and cervical cancer, both remain a significant threat to the health and well-being of women.

Tiffany Inglis, M.D., of Licking Memorial Women's Health will discuss the latest research and treatment options related to women's health during an educational session for the community on Thursday, August 9, at 6:00 p.m., in the LMH First Floor Conference Rooms, located at 1320 West Main Street in Newark. The program is free; however, space is limited, and registration is required. To register, please call (740) 348-2527.

## Community Education – Prostate Cancer and Men's Health Issues (continued from front page)

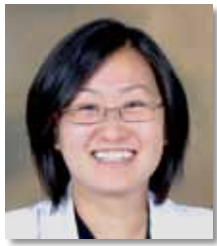


William  
Stallworth, M.D.

Prostate Cancer is a major health concern in America, affecting one in six men. Although the disease often progresses slowly, it may be fatal if it spreads beyond the prostate gland to other tissues of the body. Men who are diagnosed with prostate cancer may have several options for treatment, and when identified in the early stages, the disease has a cure rate of over 90 percent.

William Stallworth, M.D., of Licking Memorial Urology will discuss prostate cancer and various treatment options during an educational session for the community on Thursday, August 23, at 6:00 p.m., in the LMH First Floor Conference Rooms, located at 1320 West Main Street in Newark. The program is free; however, space is limited, and registration is required. To register, please call (740) 348-2527.

# Physician Spotlight – Linda Yu, D.O.



Linda Yu, D.O.

Linda Yu, D.O., joined Licking Memorial Women's Health in 2011. As an obstetrician/gynecologist, she focuses on the care of women before, during and after the birth of their babies. Dr. Yu also specializes in the prevention, diagnosis and treatment of gynecological problems for women of all ages.

She received her Doctor of Osteopathic Medicine degree at Ohio University's College of Osteopathic Medicine in Athens, Ohio. She completed an obstetric and gynecology residency at Aultman Hospital in Canton, Ohio.

Dr. Yu is accepting new patients at Licking Memorial Women's Health, located at 15 Messimer Drive in Newark. Appointments can be made by calling (740) 348-4692.

## Ask a Doc – Breastfeeding with Linda Yu, D.O.

**Question:** I tried to breastfeed my first child, but I could never be sure that she was getting enough to eat. Now I am expecting again. Do you have any advice for better success this time?

**Answer:** Congratulations on your pregnancy! It is clear that you want to provide the healthiest nutrition possible for your new baby. Human breast milk contains the ideal blend of protein, fats, vitamins and carbohydrates that the baby needs, along with antibodies, enzymes and living cells that are not found in formula. These important components offer your baby a great deal of protection against ear infections, diarrhea, pneumonia, and other diseases. Some of the protective qualities are thought to last until adulthood.

It is important to breastfeed your baby frequently during the first few days of life in order to establish an adequate milk supply. Avoiding the use of bottles, pacifiers and formula will also help you produce more milk for your baby. Your body has the amazing ability to adjust its supply of milk according to the baby's requirements. As your baby wants to nurse more often and for a longer time, your body releases more prolactin, the hormone that signals milk production. The size of the breast has no affect on how much milk is made.

You are not alone in being concerned about your ability to produce an adequate supply of milk. This is one of the most frequently asked questions that I hear from new mothers. There are a few observable signs that may help to reassure you that your baby is receiving plenty of breast milk:

- The baby has at least six to eight wet diapers a day, and the urine is nearly clear or pale yellow.
- The baby is alert when awake.
- The baby makes swallowing sounds while feeding.
- The baby seems content after feedings.
- Your breasts feel softer after feedings.

A newborn baby's stomach is the same size as a hazelnut, so only 1 to 2 teaspoonfuls of breast milk will be consumed during each feeding in the beginning. In the following six months, the baby's requirement will increase up to 30 ounces per day, if no other food or liquid is being supplemented.

The American Academy of Pediatrics recommends exclusive breastfeeding for the baby's first six months. Exclusive

breastfeeding means that no other liquids or food are given to the baby during that time. Supplementing breast milk with food or other liquids, even water, will decrease your baby's desire to nurse, thereby decreasing your breast milk supply.

I strongly encourage you to take one of the breastfeeding classes at Licking Memorial Hospital (LMH), designed especially for the mother-to-be and her support person. If you are still concerned about your breast milk supply, you are welcome to contact the LMH Outpatient Lactation Clinic at (740) 348-4334. A certified lactation consultant can discuss your specific breastfeeding issues, offer suggestions and assist in arranging for a referral if necessary. Outpatient Lactation Clinic services are available to Licking County residents with a physician's referral, even if their babies were delivered somewhere other than LMH.

In the event that your physician or lactation consultant determines that you do have an insufficient supply of breast milk, there are steps you can take to stimulate increased production, including:

- Encouraging your baby to breastfeed more frequently
- Encouraging your baby to breastfeed for longer periods with each feeding
- Offering both breasts at each feeding, emptying the first breast to ensure the baby receives the fat-rich "hind" milk
- Limiting use of pacifiers which may decrease the baby's desire to nurse
- Paying attention to your own needs, including a proper diet and getting enough fluids and rest

Breastfeeding in order to give babies the best possible start in life is such an important topic that more than 170 countries celebrate World Breastfeeding Week from August 1 through 7. Licking Memorial Health Systems is so committed to encouraging breastfeeding that the Health Systems developed the Breastfeeding Promotion and Support Program to provide expectant women delivering at LMH with education, training and resources to promote successful breastfeeding. Women who successfully complete the program receive a free Medela® Pump In Style personal-use electric breast pump to support their breastfeeding efforts.



## Quality Reporting to the Community

### Patient Story and Benchmarks for Stroke Care



## Patient Story – Sandra McKnight

On January 30, 2012, Sandra McKnight of Granville knew that something was wrong as she watched a soft drink spill onto her kitchen counter top. She was trying to pour the beverage from an aluminum can into a glass, but her hand was shaking so much that she could not control the liquid flow. Next, Sandra tried to walk down the hallway to her bathroom, but she stumbled over her own leg.

“My left foot was turned outward – almost sideways,” Sandra remembered. “At that point, I told my husband, Larry, that I was having a stroke. However, I was not 100 percent sure, so I did not go to the hospital right away.”

Two days after her symptoms began, Sandra asked Larry to take her to the Emergency Department at Licking Memorial Hospital (LMH). Emergency Medicine Physician Scott D. Jolly, D.O., ordered a CT scan that confirmed Sandra had suffered a stroke, and she was admitted to the intensive care unit. Neurologist Linquan Sun, M.D., was called in to lead her care, and after reviewing results of an ultrasound of the carotid arteries and MRI of the brain, he was able to determine that the stroke had occurred in the right thalamus – the area of the brain that relays motor and sensory functions. The tests also revealed that Sandra had significant blockages in both carotid arteries. She was placed on a new medication regimen that included aspirin, Zocor and Norvasc.

Shortly after being dismissed from LMH, Sandra visited General/Vascular Surgeon David R. Lawrence, D.O., of Surgical Interventions, L.L.C., for a follow-up consultation. Dr. Lawrence recommended that she have surgery to remove the blockages in her carotid arteries to reduce her risk of future strokes. He performed surgery on her right carotid artery in March and her left carotid artery in April.

“At first, I was a little skeptical about having the surgeries at LMH,” Sandra said. “I wanted to go to a hospital that was a little bigger. But then I talked with my husband and daughter. They were going to be with me, and it just made sense to have



Anyone who experiences stroke symptoms is urged to seek immediate medical help to improve their chances of recovery.

the surgeries at LMH so we could avoid the traffic and crowds. I am so glad that we decided to stay close to home. The staff at LMH was so friendly, polite and courteous – they were just terrific!”

Sandra still has some residual symptoms of her stroke, including weakness in her left leg, and numbness in her neck and face, but she is noticing gradual improvement. “If I had it to do over, I would take a couple of

aspirin and come to LMH much more quickly,” she said. “Several staff members made a point of educating me that I might have been able to avoid any long-term effects if I had come to the Hospital immediately when I first noticed the symptoms.”

According to Dr. Sun, Sandra’s experience illustrates why stroke awareness is so important in our community. “Fortunately, Sandra survived her stroke with mild residual symptoms, but she took an unnecessary risk by waiting before she sought help,” he said. “Patients cite different reasons for not coming to the Emergency Department at the first sign of stroke. Some say they fear being embarrassed by a ‘false alarm.’ Others say they wanted to wait and see if their symptoms improved on their own. However, a stroke is a serious event that could lead to death and permanent functional impairment, and it is important for a physician to examine anyone immediately when a stroke may be occurring. We have very effective ‘clot-busting’ drugs that can be administered to stop certain kinds of strokes, but those drugs can be used only if the patient arrives at the Emergency Department quickly enough to receive the drugs within three hours after symptoms begin. A stroke kills 2 million brain cells every minute, so fast action is needed to save the patient’s life and minimize permanent disability.”

Dr. Sun practices at Licking Memorial Neurology, located at 1272 W. Main Street, Building 2, in Newark. New patients are welcome, and appointments can be made by calling (740) 348-7985.



# Stroke Care - How do we compare?

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

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

- 1 A person who has symptoms of a stroke needs to seek medical attention immediately. Special “clot-busting” medications may be used to treat a stroke if administered soon after the onset of symptoms. Clot-busters are high-risk medications and can have significant side effects, so a complete evaluation is necessary before a patient can be determined to be a candidate for them.

Although the American Heart Association/American Stroke Association recommendations have expanded to allow for clot-busting medications to be used up to 4.5 hours after the onset of stroke symptoms, the drugs are most effective when given within three hours after symptoms first appear. Licking Memorial Hospital (LMH) tracks the percentage of patients who were appropriate candidates for clot-busters and received them within three hours of the time their symptoms began.

	LMH 2009	LMH 2010	LMH 2011	National (1)
Received drug within three hours of time last known to be well	67%	91%	83%	57%

- 2 Patients who suffer a stroke may be at risk for repeat strokes in the future. It is important that while patients are hospitalized, they receive education about reducing their risk and responding to another stroke in the future. This indicator shows the percentage of patients who had this education noted in their records as being completed.

	LMH 2009	LMH 2010	LMH 2011	National (1)
Stroke education	73%	90%	95%	72%

- 3 Beginning rehabilitation as soon as it can be done safely can help improve recovery for stroke patients. Rehabilitation may include physical therapy, occupational therapy and/or speech therapy.

	LMH 2009	LMH 2010	LMH 2011	National (1)
Patients evaluated for rehabilitation services	92%	88%	97%	95%

- 4 Evidence-based medicine supports quality by giving a blood-thinning medication (such as aspirin) by the second day of hospitalization after a stroke and ordering the medication at discharge. Blood-thinning medication prevents clots from forming and improves blood flow. While nearly all LMH medical patients are evaluated upon admission for the risk of developing a blood clot, called a venous thromboembolism (VTE), in some cases the use of drugs or mechanical devices may not be appropriate. It is important to document the reason that the use of either drugs or mechanical devices is contraindicated.

	LMH 2009	LMH 2010	LMH 2011	National (1)
Eligible patients receiving blood-thinning medication	99%	97%	98%	97%
Patients with blood-thinning medication at discharge	99%	99%	99%	98%
Patients with VTE prophylaxis by second day	86%	90%	99%	87%

- 5 Patients with atrial fibrillation are at higher risk for suffering strokes. Due to an inefficient heartbeat, blood clots can form in the heart and then travel to the brain, leading to stroke. These patients should receive long-term blood-thinning medication to help prevent these clots from forming. LMH tracks the percentage of patients with atrial fibrillation who were discharged on a blood-thinner, as appropriate.

Another significant cause of strokes can be from high cholesterol levels. Stroke patients with high cholesterol should receive cholesterol-lowering medications (called statins) to take after discharge to help lower the risk for more strokes. LMH tracks the percentage of stroke patients with high cholesterol who were receiving statins at discharge.

	LMH 2009	LMH 2010	LMH 2011	National (1)
Atrial fibrillation patients on anticoagulation therapy	93%	100%	100%	93%
Patients with statin medication	93%	91%	97%	89%



## Patient Story – Donna Alvarado

Lying on the icy wooden bridge near Alexandria immediately after a bicycling accident, Donna Alvarado was more concerned about the condition of her 27-speed racing bicycle than she was about possible injury. A Granville resident, Donna and her friend Harlene were taking advantage of the unusually balmy weather on the morning of January 12 to train for an upcoming bicycling event. An experienced cyclist, Donna had participated in many long-distance events before, including rides across Alaska and the Rocky Mountains in Colorado.



Two months after Donna Alvarado broke her pelvis in a bicycling accident, she returned to the scene of the crash, grateful for the care she received at LMH.

“Safety is my first concern,” Donna stated. “I always wear a helmet, even during a leisurely ride, because you never know what can happen. That morning, it was 44 degrees outside. Most of the bike path was clear, but as we crossed an icy patch on a bridge near Raccoon Valley Road, my front wheel turned, and I went down. I hit the ground hard – with my head and hip taking most of the impact. There is no doubt that the helmet saved me from more serious injury.”

Harlene was instantly by her side. After ensuring that Donna would be okay by herself for a few minutes, she rode back to get her car so that she could drive Donna to the Emergency Department at Licking Memorial Hospital (LMH). “I did not realize how seriously I was injured,” Donna recalled, “I was dazed at first, and I thought that I might have a torn ligament.”

Donna had accompanied family members and friends to emergency room visits at other hospitals in the past, but she had never had a serious injury or illness. “I have seen numerous other emergency rooms, and my mother was an emergency room nurse, so I thought I knew what to expect. Harlene was very concerned and wanted to wait with me, but I assured her that I was in good hands with the Hospital staff. This level of care is what they do – every shift, every day.” Donna said.

“I did not have to wait very long. I received a wheelchair immediately and got registered, Donna recalled. “The triage process was efficient, and Dr. Jones (Emergency Medicine Physician Randy Jones, M.D.) ordered X-rays. The staff checked on me frequently to ensure that I was comfortable. I was not in much pain, as long as I was not moving.”

Donna’s impression of an emergency room visit soon changed. “I was so very grateful for the personal attention that I received,”

she commented. “My nurse kept checking that I had any thing that I needed. I was also impressed by the facility. The X-ray was performed right in the Emergency Department, and the individual patient exam rooms were very private, with sliding glass doors. The other emergency rooms I had seen used curtains to separate patients, which offered no privacy. The fact that LMH designed the patient exam rooms with the patient’s privacy and comfort in mind is a huge improvement!”

Dr. Jones soon had Donna’s X-ray results. “He told me that there was good news and bad news. The good news was that I did not have a hip fracture which would have required surgery,” Donna said. “The bad news was that I had broken my pelvis. Dr. Jones explained that it was a stable fracture which did not require any sort of cast or brace, but I would need to be on crutches for six to eight weeks. He reassured me, which really lifted my spirits!”

An ED technician brought Donna a set of crutches so that she could learn to use them before leaving the Hospital. “I had never used crutches before, so the technician gave me some simple instructions and watched while I practiced. Being able to walk with the crutches was a condition for getting discharged,” she said.

“I thought how fortunate I was that my injury occurred near a community hospital that could give me that level of personalized care,” Donna recalled. “The staff’s skill and professionalism were outstanding on every level. I would recommend Licking Memorial Hospital to anyone who needs emergency care.”

True to Dr. Jones’ prognosis, at the end of March, Donna was able to revisit the bike path. Her bicycle had suffered very minor damage in the crash, and she was eager to get back to riding. “I love the sport as much as ever,” she said. “If anything, I am now even more committed to being physically fit and active and maintaining my bone health.”

As she ventured out on that first bike ride in two months, Donna stopped on the bridge near Raccoon Valley Road to reflect on her recent experience. A passing bicyclist captured the moment with a photograph which reminds Donna of the excellent care she received from the LMH ED staff when she needed it and of the remarkable healing properties of the human body.

# Emergency Care – How do we compare?

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

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

**1** During 2011, there were 58,559 visits to the Licking Memorial Hospital (LMH) Emergency Department (ED).

	LMH 2009	LMH 2010	LMH 2011	Goal
Average length of stay in the ED	2 hr. 53 min.	2 hr. 38 min.	2 hr. 33 min.	less than 3 hr. 18 min. <sup>(1)</sup>
Average length of stay in the ED before being admitted	3 hr. 55 min.	3 hr. 36 min.	3 hr. 43 min.	less than 4 hr.
Patients in the ED for more than 6 hours	3.1%	2.0%	2.4%	less than 6%
Average arrival-to-physician time	1 hr. 10 min.	59 min.	1 hr.	less than 56 min. <sup>(1)</sup>

**2** In 2009, LMH opened Licking Memorial Urgent Care at the Pataskala Health Campus. Patients are encouraged to visit Urgent Care rather than the Emergency Department when they have illnesses and injuries that are not life threatening, but need immediate attention, such as ear infections, minor fractures and minor animal bites. Urgent Care visits usually require less time and lower costs than visits to the ED.

	LMH 2009	LMH 2010	LMH 2011	Goal
Urgent Care door-to-doctor time	32 min.	25 min.	24 min.	less than 30 min.
Urgent Care average length of stay	63 min.	60 min.	61 min.	less than 120 min.

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

	LMH 2009	LMH 2010	LMH 2011	National
Average time to balloon	67 min.	75 min.	56 min.	63 min. <sup>(2)</sup>
Time to balloon within 90 minutes	94%	83%	97%	92% <sup>(3)</sup>

**4** For patients presenting with pneumonia, timing is critical for effective treatment. LMH tracks the time it takes to deliver antibiotics.

	LMH 2009	LMH 2010	LMH 2011	National <sup>(3)</sup>
Pneumonia patients receiving antibiotic dose within 6 hours	97%	99%	98%	96%

**5** Unscheduled returns to the ED might signal a problem in patient care, such as diagnosing or treating the illness during the initial visit. The majority of return visits, however, are due to the progression and/or worsening of the initial disease diagnosis, the inability of the patient to access close follow-up care on an outpatient basis as directed, the patient's inability to follow discharge instructions, or finally accepting the fact that the patient needs admission. Minimizing this problem reduces costs, but the ED remains the safety net for the community and, at times, the convenient choice.

	LMH 2009	LMH 2010	LMH 2011	Goal
ED patients who return to the ED within 24 hours of discharge	1.4%	1.4%	1.4%	less than 2%

**6** An unscheduled admission to the hospital within 72 hours after an ED visit might signal a problem in patient care, the natural progression of the disease, patient non-compliance with discharge instructions, the inability to follow those instructions or finally agreeing to the admission refused on the initial visit. Careful review of the data helps identify ways to improve care, as well as enhances the use of community agencies and services to reduce the unnecessary use of limited resources.

	LMH 2009	LMH 2010	LMH 2011	Goal
Patients admitted to the Hospital within 72 hours of ED visit	0.74%	0.72%	0.70%	less than 1%

**7** A study published in the New England Journal of Medicine<sup>(4)</sup> reported that patients are safer and less likely to experience serious complications when they are treated in hospitals with more registered nurses on staff. LMH recruits experienced nurses and clinical graduates from area nursing schools for open positions at the Hospital. A vacancy rate shows how many registered nurse (R.N.) positions need to be filled.

	LMH 2009	LMH 2010	LMH 2011	Goal
R.N. vacancy rate in the ED	3%	0%	0%	less than 5%

**6** Licking Memorial Health Professionals (LMHP) office-based physicians use evidence-based measures in order to provide excellent, quality care to patients. The American Stroke Association and American Heart Association recommend the use of blood-thinning medication in order to prevent clots from forming and to improve blood flow. It is also recommended to have an annual LDL cholesterol test.

LMHP coronary artery disease patients seen, and are receiving blood-thinning medication	<b>LMHP 2009</b> 90%	<b>LMHP 2010</b> 92%	<b>LMHP 2011</b> 93%	<b>National<sup>(2)</sup></b> greater than 80%	<b>Goal</b> greater than 90%
LMHP coronary artery disease patients seen who have had an annual LDL test	<b>LMHP 2009</b> 87%	<b>LMHP 2010</b> 91%	<b>LMHP 2011</b> 92%	<b>National<sup>(2)</sup></b> greater than 80%	<b>Goal</b> greater than 90%

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

## Recognizing Risk Factors for Stroke

As the third leading cause of death in the United States behind heart disease and cancer, stroke remains a major healthcare problem. It is also the nation’s leading cause of functional impairments. In Licking County, stroke is the fifth leading cause of death, according to a report published by the Ohio Department of Health in 2008.



Linquan Sun, M.D., of Licking Memorial Neurology, uses high-tech imaging to diagnose and treat stroke.

“Smoking, alcohol consumption and obesity, are considered to be lifestyle risk factors, and are under the patient’s control,” Dr. Sun explained. “Separately, they significantly increase an individual’s risk for stroke, and in combination with other risk factors, they create a dangerous scenario in which a stroke is more likely.”

There are two types of stroke – an ischemic stroke (about 90 percent of all strokes) which occurs when a blood vessel to the brain is blocked by a blood clot, and a hemorrhagic stroke (about 10 percent of all strokes) which occurs when a blood vessel to the brain ruptures. In either case, if the blood flow to the brain is disrupted for more than a few minutes, brain tissue begins to die at the rate of 2 million cells per minute. The damage can be debilitating, both physically and emotionally, and can even be fatal.

There are two types of risk factors for stroke, non-modifiable and modifiable. Risk factors for stroke that cannot be modified include:

- Age – The risk doubles every 10 years after 55 years.
- Gender – Men are at higher risk than women up to age 75.
- Race – African Americans have twice the risk than Caucasians, Hispanics, and Asian/Pacific Americans.
- Family history – If any blood relative in your family has had a stroke, your risk is elevated.

“Despite the advent of treatment of selected patients with acute ischemic stroke with intravenous tissue-type plasminogen activator and the promise of other acute therapies, effective prevention remains the best approach for reducing the burden of stroke,” stated Linquan Sun, M.D., of Licking Memorial Neurology. “The important thing is to prevent stroke.”

Several leading risk factors for stroke can be modified or controlled by the patient to a large extent. They include:

- Tobacco use
- Alcohol use
- Obesity
- Atrial fibrillation
- High blood pressure
- Diabetes
- High cholesterol

Some disorders, such as high blood pressure, high cholesterol and diabetes, are main risk factors that can lead to a stroke. “These conditions are controllable or modifiable since they usually can be well managed by a combination of diet, medication and exercise,” Dr. Sun explained.

An irregular heart rhythm, called atrial fibrillation (A fib) also has been identified as a major risk factor for stroke. A fib may allow blood to pool in the heart’s chambers. Blood clots may form and travel from the heart to the brain, causing a devastating stroke. Patients with untreated A fib have five times the risk of suffering a stroke.

Common symptoms of a stroke include:

- Sudden numbness or weakness of face, arm or leg, especially on one side of the body
- Sudden confusion, trouble speaking or understanding
- Sudden trouble seeing in one or both eyes
- Sudden trouble walking, dizziness, or loss of balance or coordination
- Sudden severe headache with no known cause

Patients are urged to call 9-1-1 immediately if they have any of the above symptoms of stroke. In many cases, “clot-busting” thrombolytic medications can be used to prevent the stroke’s progress in order to preserve brain tissue and provide a better outcome. However, the clot-busting medications must be initiated within three hours after any symptoms first begin. Patients are strongly encouraged to err on the side of caution and seek immediate help.

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

	LMH 2009	LMH 2010	LMH 2011	Goal
ED patients who left before treatment was complete	4.0%	3.3%	4.1%	less than 3%

**9** Pain is sometimes called the “fifth vital sign.” Patients who visit the ED will be asked at triage to rate their level of pain. This will be completed by using the “faces” pain scale for children or the traditional range of 0 to 10 for adults. Both scales are excellent tools for communicating an individual’s level of pain.

	LMH 2009	LMH 2010	LMH 2011	Goal
Assessment of pain completed	97%	98%	97%	greater than 95%

**Data Footnotes:** (1) National Hospital Ambulatory Medical Care Survey: 2005 Emergency Department Summary. Number 386. (2) Comparative data from the Midas Comparative Database. (3) Hospitalcompare.hhs.gov national benchmarks. (4) “Nurse-Staffing Levels and the Quality of Care in Hospitals;” New England Journal of Medicine, May 2002.

## Donation Benefits LMH Hematology/Oncology Department

Park National Bank (PNB) and Shred-it recently invited the community to a drop-off shredding and recycling event at PNB's downtown Newark location in late April. Community members were offered an opportunity to bring their sensitive documents and records to be shredded at no cost.

Community Shred Day has become an annual event with important benefits. “It is of the utmost importance to dispose of private documents in the correct manner, and we are appreciative that PNB and Shred-it have made this essential task so convenient for the community,” said Rob Montagnese, President & CEO of Licking Memorial Health Systems.

Although there was no fee for the shredding services, donations were accepted on behalf of Licking Memorial Hospital. A total of \$2,050.01 was collected, which will be used toward renovations of the Hematology/Oncology Department on the Hospital’s fifth floor.

Pictured are (left to right): Park National Bank Chairman Dan DeLawder, LMHS President & CEO Rob Montagnese, and Shred-it President Steve Elsass.



## Center for Disability Services Receives Van Donation

Licking Memorial Health Systems (LMHS) recently donated a 1999 GMC Safari cargo van to the Center for Disability Services. The Center offers a wide array of programs and services that enhance and support the lives of infants, children and adults with developmental disabilities and their families within the community. The van will be used for the transportation of individuals with developmental disabilities throughout Licking County.

Pictured are: (left) Rob Montagnese, LMHS President & CEO, and (right) Robin Reid, Executive Director of the Center for Disability Services.

# The Rod Callander Memorial Aquarium Unveiled at LMH Founders Reception



(Pictured left to right): LMHS President & CEO Rob Montagnese and Amy and Jim Matesich unveil The Rod Callander Memorial Aquarium at the Licking Memorial Health Foundation Founders Reception.

Licking Memorial Health Foundation (LMHF) held a Founders Reception on May 6. The event marked the dedication and unveiling of The Rod Callander Memorial Aquarium, which was the final step in completing the Oncology Renovation Project at Licking Memorial Hospital (LMH). The custom-made L-shaped, 450-gallon saltwater aquarium, installed in floor-to-ceiling Pennsylvania maple cabinetry, was made possible by a generous Founder Level gift by Jim and Amy Matesich in honor of Amy's late father, Rod Callander. Their commitment of \$100,000 over the next 10 years marked the kick-off of the new LMHF Major Gifts Committee, which they chair.

"Licking Memorial Hospital has always been there for my family. When my dad was being treated in Oncology, he not only received a high level of care from the staff, but it was such

a blessing for us to be able to get him that care in the comfort of our community," Amy said. "Jim and I are proud to be able to honor my father's memory in this way, and we hope that our support ensures that LMH can continue their commitment of providing excellent health care to our community."

More than 100 people were in attendance at the celebration, including LMH and Licking Memorial Health Systems (LMHS) board members, valued supporters, and close friends and family of the Matesichs. During the unveiling, the Matesichs were recognized for their generous contribution and the positive impact it has had for cancer patients and their families.

"The Rod Callander Memorial Aquarium is a wonderful addition to the Oncology waiting area, and we have received an abundance of praise from patients, visitors and staff who appreciate the soothing, healing environment that the aquarium creates," said Rob Montagnese, LMHS President & CEO. "We are very grateful to Amy and Jim for their generous gift, and for enabling us to provide this wonderful amenity for patients who are battling cancer."

The Major Gifts Committee was established to further promote charitable giving. The contributions are utilized to purchase new medical equipment and technology and enhance the healthcare facilities in support of the LMHS mission to improve the health of the community. LMHF provides a wide range of contribution opportunities for individuals and organizations to support the Health Systems. All contributions to LMHF are coordinated through the LMH Development Department. If you are interested in making a donation, or have any questions, please call (740) 348-4102 for more information.

## Donors Recognized for Contributions to the Licking Memorial Health Foundation

New donors were recognized recently for their generous contributions to the Licking Memorial Health Foundation (LMHF) at the April 19 Finance Committee meeting. These contributions ensure that Licking Memorial Hospital (LMH) can continue to provide excellent, quality health care for the community with state-of-the-art technology and capital expansions.

### **Dottie Pricer**

Dottie Pricer was honored for the recent commitment to the John Alford Fellowship made by her and her late husband, Bob Pricer. Membership is reserved for individuals who support the Licking Memorial Health Systems (LMHS) mission to improve the health of the community by pledging a minimum of \$25,000 to LMHF over a period of 10 years. Previously, Dottie and Bob completed a commitment to The William Schaffner Society.

*Donors Recognized for Contributions (continued on page 23)*



LMHS Board Member and Vice Chair of the LMH Development Council Executive Committee David Shull (left) and LMHS President & CEO Rob Montagnese (right) recognize Dottie Pricer (center) for her generous commitment to support the LMHF.

Dottie is the owner of the WCLT radio station, which she and Bob obtained in 1977. She continues to work part-time at WCLT as the accounting and office manager. Dottie has resided in Licking County since 1948, and formerly owned the shoe department at Sharffs, as well as the Inches Away fitness center. She grew up in Fresno, Ohio, and attended Capitol University. She is a graduate of Riverside-White Cross Hospital School of Nursing and served as a registered nurse in North Dakota and Montana before moving back to Ohio and becoming a private duty nurse. She also is a former LMH TWIGS 5 member.

Dottie and Bob were married for 65 years, and she currently resides in Newark. She has three grown children, Doug, Barbara and Christine, and one grandson, Nicholas. In her spare time, Dottie enjoys gardening, walking and reading.

The John Alford Fellowship was created in 1996 by the LMH Development Council to memorialize the extraordinary commitment of the Hospital's long-time friend and supporter, John W. Alford. Charitable contributions to LMH are dedicated toward purchasing equipment and funding programs, capital expenses and facility improvements. The contributions are not used for salaries or general operating expenses.

### Sheila Wayland

Sheila Wayland, Director of Development at LMH, also was recognized at the meeting for her membership in The William Schaffner Society. The Society is comprised of community members and LMHS employees who have pledged a minimum of \$10,000 to LMHF over the course of 10 years.



Vice President Development & Public Relations Veronica Link (left) and LMHS Board Member and Vice Chair of the LMH Development Council Executive Committee David Shull (right) recognize Sheila Wayland (center) for her generous contribution to the LMHF.

Originally from Fresno, California, Sheila moved to Newark in 1983 and attended The Ohio State University and Columbus State. She joined LMHS in 1998 and has served within the Public Relations and Development Departments. Sheila has two grown children, Jared and Sara, and one grandson, Kayden. In her spare time, she enjoys exercising and reading.

The William Schaffner Society was created in memory of William Schaffner, who dedicated his life to assure the availability of quality healthcare services to our community. LMHS is proud to acknowledge those who make significant contributions to support the Health Systems' mission to improve the health of the community. The funds are used to enhance medical services and facility improvements at LMHS, and do not assist with general operating expenses.

## Donors

Contributions to Licking Memorial Health Foundation in 2012 are used toward the Hematology/Oncology Renovation Project at Licking Memorial Hospital. This section highlights our donors and their very generous gifts received in March and April 2012.

### CADUCEUS SOCIETY

Khanh V. Dang, M.D.

### CAPITAL IMPROVEMENT FUND

TWIGS 6

### COMMUNITY CORNERSTONE CLUB

James and Beth Atkinson  
Frank and Susan Bentz  
Ms. Patricia Brannon  
Thomas A. Brannon, O.D.  
John and Dorothy Brown  
Eddie and Carolyn Cline  
Mr. Fred M. Costaschuk  
Mr. and Mrs. Eschol Curl Jr.  
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### FOUNDATIONS

State Farm Companies Foundation

### GENERAL

Garfield Elementary School

### JOHN ALFORD FELLOWSHIP

Douglas and Beverly Donaldson

### MEMORIAL

In memory of Marty Anspach  
by Ms. Patricia S. Watson

In memory of Debbie Pigg  
by Licking Memorial Hospital

In memory of Betty Robertson  
by Mr. and Mrs. Russell Robertson

In memory of Dragos Ungurean Jr.  
by Beelman Trucking  
Mr. and Mrs. Richard J. Griffin

In memory of Mary Lou Weakly  
by Licking Memorial Hospital

### PAVING OUR FUTURE

Eva Gore & Family,  
In Loving Memory of John R. Gore  
LMH Employees,  
In Loving Memory of Debbie Pigg  
Lydia Roebuck,  
Calvin and Lydia Roebuck

### THE WILLIAM SCHAFFNER SOCIETY

Sheila M. Wayland

# LMH Volunteers Honored at Annual Recognition Dinner

Licking Memorial Health Systems (LMHS) recently hosted the annual Volunteer Recognition Dinner to pay tribute and show gratitude to more than 100 individuals who regularly devote their time to serve at the Hospital. Licking Memorial Hospital (LMH) volunteers assist at special events, distribute mail, greet patients, and provide many additional services throughout the Hospital and Health Systems.

“It is my privilege to recognize the service and dedication our volunteers provide to our patients and staff,” said LMHS President & CEO Rob Montagnese. “It is their commitment that allows us to succeed in fulfilling our mission to improve the health of the community.”

Nominees for the 2012 Donald Day Volunteer of the Year Award included Patricia Brannon, Joyce Clemings, Eddie Cline, Robert Gabe, Connie Gelfer, Gary Hamilton, Joanne Hanson, Harry Harper, Robert Kaczor, Maxine Keith, Thomas LeBlanc, Sue Schlicher, Susan Smith and Richard Stewart. Each year, award nominees are selected for their excellent work ethic and volunteer contributions.



Richard Stewart is the recipient of the 2012 Donald Day Volunteer of the Year Award.

Richard Stewart was honored as this year's award winner. Richard has been an LMH Volunteer since 2004 and has more than 4,628 hours of service. He serves as the President of the Volunteer Executive Board and assists in various areas of the Hospital, including mail and messenger services, the LMH Main Lobby Reception Desk and the Thrift Shop. Richard also assists with special projects and many community events.

Many rewarding volunteering opportunities are available at LMHS for teens and adults. To learn more, please call (740) 348-4079 or visit [www.LMHealth.org](http://www.LMHealth.org).

Past recipients of the LMHS Volunteer of the Year award include:

- 2011 – Vickie Fogarty and Arlene Newman
- 2010 – Rene Halblaub
- 2009 – Joe Stenson
- 2008 – Janet Anderson and Elizabeth Ann Wood
- 2007 – Beverly Crockford and Betty Meyer
- 2006 – Nobel Snow
- 2005 – Marye Crispin
- 2004 – Donald Day
- 2003 – Robert Norman

## Volunteer Spotlight – Maxine Binckley



Maxine Binckley

Maxine Binckley has volunteered within Licking Memorial Hospital (LMH) during three different periods of her life. Her initial service experience was prior to raising a family. While her husband, Robert, worked swing shift at Owens Corning, she decided to use her time to give back to the Newark community where she was born and raised.

Maxine joined the Volunteer Department at the Hospital and was stationed at the

main entrance reception desk, greeting patients and their families. When Maxine and Robert began having children, she set aside her participation with the LMH Volunteers in order to devote more time to her expanding household.

As the Binckley children aged, Maxine elected to enter the work force for a short time; however, this brief period developed into a 29-year career at Denison University, with 20 years as the executive secretary to the Vice President for Finance and Management. Upon retiring, she returned to volunteering at LMH and assisted with the evening snack cart, which provided juice and other amenities to the patients.

In 1992, she again suspended her volunteer efforts in order to provide home care, first for her ailing mother, and then for Robert.

The Binckleys enjoyed 43 years of marriage before Robert lost his battle with cancer. After his passing, Maxine again had a desire to resume volunteering at LMH in 1998. She now volunteers as front desk greeter at one of the off-campus locations. “Maxine is a very caring person who greatly enjoys serving LMH as a volunteer,” said Carol Barnes, Director of Volunteers, TWIGS and Events. “She greets each patient with a smile while attending to the front desk at Physical Therapy.”

Maxine maintains a rigorous schedule with various opportunities for volunteer service and family needs. She serves on the Fiberglas Credit Union Board of Directors where she was Volunteer of the Year in 2010. She is involved with the Alpha Pi Sigma Sorority – Beta Chapter in Newark, and serves as a Marquee Volunteer at the Midland Theatre. She enjoys playing cards and hosting her grown children's families in her home along with her seven grandchildren and eight great-grandchildren, soon to be nine. She is a member of Christ United Methodist Church in Newark, singing in the choir and playing hand bells.



# Recognition Dinner Honors TWIGS Members for Their Outstanding Contribution



Licking Memorial Hospital (LMH) hosted the annual TWIGS Recognition Dinner on May 16 to honor the TWIGS members for their generous contribution to the Hospital's patients. (TWIGS stands for Togetherness, Willingness, Imagination, Giving and Sharing.) The LMH TWIGS is made up of six TWIGS chapters that have individual fund-raising projects to support the Hospital's programs and services.

Veronica Link, Vice President Development and Public Relations, said, "In 2011, the TWIGS chapters raised approximately \$99,000 that was used for renovations in the Hematology/Oncology area. Those funds are a tremendous help, and a reflection of your dedication to our patients."

Your work has helped LMH become a beautiful facility that sets a high standard for quality."

"Throughout the years, the total contribution from the LMH TWIGS organization has been more than \$4 million," stated LMH Board of Directors Chairman Linda Dalgarn. "LMH is becoming known for its high level of technology which we have been able to purchase largely due to your support. On behalf of the LMH Board of Directors, I want to recognize you and thank you for all that you do for the health of the community. You are very much appreciated!"

Licking Memorial Health Systems President & CEO Rob Montagnese presented an overview of events and improvements at LMH throughout the past year. He also announced that two TWIGS members are being inducted into the 25-year Recognition Hall of Fame. Marty Rhoades joined TWIGS 5 in 1987, and Pat Russell joined TWIGS 8 in 1987. Both women's names will be added to the Hall of Fame plaque, which is located on the wall by the LMH First Floor Conference Rooms.

The LMH TWIGS organization was first established in 1950. Currently, six chapters are located throughout Licking County with individual fund-raising projects, including operations of the LMH Gift Shop and the Granville Thrift Store. More information about TWIGS is available online at [www.LMHealth.org](http://www.LMHealth.org) by clicking on "About Us," or by calling (740) 348-4079.

## Retiree Spotlight – Elizabeth Roberts



Elizabeth Roberts

Elizabeth Roberts served 32 years within various healthcare facilities in Illinois, Washington, New York, Michigan, and Ohio, prior to beginning her service in the Licking Memorial Hospital (LMH) Medical Records Department in 1970. She received her medical records training at Grant Hospital in Chicago.

Throughout most of her career, medical records were recorded manually on paper charts. Transcribing notes from the various physicians involved in the patient's immediate care was the primary objective of the medical records team. All medical record updates were needed quickly to ensure excellent patient care. "Our goal was to have the notes, which were dictated by the medical staff, transcribed and placed in the patient's chart within an hour," Elizabeth noted while reflecting on her experience at LMH.

During her time at LMH, Elizabeth witnessed many changes within the operations of her department, and she helped to streamline many processes used to update patient chart

information for the medical staff. The biggest change she observed was the integration of computers into health care. "Computers directly impacted all processes within the Medical Records Department," said Elizabeth. "Paper charts did not go away, but word processing made the creation and maintenance of charts easier."

Upon retirement in 1982, her residence remained in Ohio due to its proximity to her native home of Canada, making it possible to visit family and assist with the care of her mother. Throughout her life, Elizabeth enjoyed traveling, but retirement allowed time to reach greater distances. As a worldwide traveler, she visited destinations including Alaska, India, Japan, Australia, Brazil, and Norway, traveling by airplane, railroad, and ocean liner. She also joined the Elderhostel program which allows seniors to travel from university to university throughout the world utilizing their educational programs. Elizabeth also attended a number of these classes at The Ohio State University. Today, Elizabeth enjoys traveling closer to home, and looks forward to regular gatherings with her friends at their favorite coffee shop.



## Licking Memorial Health Systems' 2012 MVPs

Licking Memorial Health Systems' 2012 MVPs were chosen for their consistent demonstration of the LMHS CARE values: compassion, accountability, respect and excellence.

### Shaina Berry



**Position Title:** Health Information Specialist, LMH Health Information

**Personal Background:** Shaina has served LMH since 2004, working as a Health Information Specialist. She graduated from Granville Christian Academy in 2002, and earned her bachelor's degree in organizational management from Ashford

University in 2008. She is currently working to earn her master's degree in accounting. Shaina is a member of Spring Hills Baptist Church and enjoys baking and decorating cakes, watching baseball and soccer, reading, exercising, playing volleyball and taking care of her dog, Dodger, and cat, Oliver.

**Recognition:** Health Information Manager Sandy Mandich said, "Shaina is a hard worker and a self-motivated employee who strives to ensure that all her tasks are completed with little or no supervision. In addition, she always is willing to assist anyone in need of help or guidance."

### Darren Burgin, R.N., B.S.N.



**Position Title:** Registered Nurse, Shepherd Hill

**Personal Background:** Darren joined Shepherd Hill as a registered nurse in 2002, and also serves as a clinical supervisor. He is a graduate of Licking Valley High School and earned his associate degree in nursing from Central Ohio Technical College, as well as a Bachelor of Science degree in nursing

from Indiana Wesleyan University. He is board certified as a psychiatric and mental health nurse through the American Nurses Credentialing Center and is a member of Sigma Theta Tau Honor Society at UC. Darren also is a member of the Church of God at God's Acres.

**Recognition:** "Teamwork is what makes a program excel, and Darren is one of the most valuable team members I have worked with in almost 40 years of serving in the behavioral health field. It is an honor to have him as part of our team," said Director of Behavioral Health Tom Brennan.

### Cory Campbell



**Position Title:** Chaplain, Pastoral Care Services

**Personal Background:** Cory is a Pastoral Care Chaplain for LMHS, caring for the spiritual needs of patients and their families. He was ordained as a minister in 2001. He earned a Bachelor of Arts degree in biblical studies from Bluefield College of Evangelism and later a Master of Arts degree with a

concentration in New Testament studies from Johnson University. Cory has been married to his wife, Farah, for 14 years. They have two daughters, Morgan and Reagan, and attend Crossroads Christian Church in Newark. In his spare time, he enjoys running, reading, coaching his daughters' sports teams and spending time with his family and friends.

**Recognition:** Vice President Development & Public Relations Veronica Link said, "Cory understands and cares about others in such a way that he brings out the best in them. Whether he is working with patients and their families, or LMHS employees, Cory focuses on providing support and encouragement regardless of the situation or environment."

### Stephanie Coyle



**Position Title:** Respiratory Therapist, LMH Respiratory Therapy

**Personal Background:** Stephanie began her career at LMH in 1998, and currently serves as a respiratory therapist. She earned her degree from Bluegrass Community College and is a certified respiratory therapist. In addition, she is a member

of the American Association for Respiratory Care and the American Association of Cardiovascular and Pulmonary Rehabilitation. She has a daughter, Salena, and enjoys zumba, trail hiking and gardening in her spare time.

**Recognition:** "Over the past year, Stephanie has played a major role in restructuring the Pulmonary Rehabilitation Program at LMH. She has worked numerous hours researching standards and best practices for rehab programs and has developed tools to help our program succeed. She is dedicated to the patients we serve and has a passion for enhancing our program," said Director of Medical and Surgical Nursing Heather Burkhart.

## Kim Darnes



**Position Title:** Quality Manager, Process Improvement

**Personal Background:** Kim previously served as a staff nurse in Case Management, before becoming a Quality Manager for LMHS in 2011. She is a lifelong resident of Licking County, graduating from Newark High School in 1991. She earned her Bachelor of Science

degree in nursing from Capital University and previously served on the LMH Nurse Practice Council. Kim and her husband, Galen, have a son, Tanner, and a daughter, Tabitha. In her spare time, she enjoys watching her son play baseball and taking her daughter shopping.

**Recognition:** Director of Quality Management & Process Improvement Brian Thatcher said, “Kim has been a key player in evaluating the quality of patient care and adherence to best practice recommendations, and spends a great deal of time educating and interacting with LMH physicians and clinical staff to ensure that quality expectations are achieved. She truly is an asset to the organization.”

## Andrea Goodin



**Position Title:** Administrative Secretary, LMH Critical Care Services

**Personal Background:** Andrea joined LMH in 2005 and currently serves as the administrative secretary in Critical Care Services. She also assists as a Patient Care Coordinator. She is a lifelong resident of Licking County, and graduated from Newark

High School. She is a member of First Baptist Church of Heath where she serves on the First Impressions Committee and is one of the directors of the Awana Girls. Andrea and her husband, Jason, have twins, Kobe and Kaia. She enjoys quilting, camping, fishing and spending time with family.

**Recognition:** Director of Emergency & Critical Care Services Kristi Blust said, “Andrea projects a special competence not only in her administrative role, but also in her most recent role as a Patient Care Coordinator. She is exceptionally reliable and trustworthy.”

## Allison Hill, B.S.N.



**Position Title:** Registered Nurse, 4-North

**Personal Background:** Allison serves as a charge nurse on 4-North and also is trained to assist in the Hematology/Oncology Department. She is a graduate of Granville High School and earned her Bachelor of Science degree in nursing from Kent State University in 1997. She is a lifelong resident

of Licking County and currently resides in Newark with her children, Sara and Noah. Allison volunteers for Miracles in Motion, as well as her daughter’s 4-H club, and enjoys reading and playing with her children.

**Recognition:** Director of Medical and Surgical Nursing Heather Burkhart said, “Allison serves on 4-North, but has cross-trained in the Oncology Infusion Clinic, assisting the department full-time after becoming chemotherapy certified. She has continued to be flexible with her time, working where she is needed. Allison truly is an MVP here at LMH.”

## Emily Gardner, R.N.-B.C., B.S.N.



**Position Title:** Registered Nurse, 5-South

**Personal Background:** Emily joined LMH in 2006 and currently serves as a charge nurse on 5-South. She attended Bishop Hartley High School, and earned her Bachelor of Science degree in nursing from the University of Toledo. She has served as a member of the Nurse Practice Council

since 2008, and earned her Medical/Surgical Certification in 2009. Emily and her husband, Jeremy, have one daughter, Olivia, and are expecting another daughter, Lucy, in July.

**Recognition:** “Emily strives to provide excellent patient care and be a patient advocate. She always is willing to assist her coworkers and has precepted both new and student nurses,” said Lisa Hayes, LMH Patient Care Manager.

## Sarah Hall



**Position Title:** Patient Account Representative, LMH Patient Accounting

**Personal Background:** Sarah has served as a patient account representative at LMH since 2008. She earned her Bachelor of Science degree in business administration from The Ohio State University. She is a lifelong resident of Licking County and attends the Newark Church

of the Nazarene where she assists in the nursery and with financial services. She currently resides in Newark with her husband, Sean, and her two sons, Jacob and Braden. Sarah enjoys spending time with her family and attending her children’s sporting events.

**Recognition:** “Sarah works hard to ensure the success of our department, and she consistently demonstrates an enthusiastic and positive attitude. She has proven herself to be motivated, loyal and hard-working. Our department would not be as successful as we are today if Sarah was not part of the team,” said Pam Clark, Director of Patient Accounting.

## Susan Jackson, R.N.



**Position Title:** Registered Nurse, Licking Memorial Gastroenterology

**Personal Background:** Susan joined LMHS in 2008 as a nurse in the Critical Care Unit before transferring to Licking Memorial Gastroenterology. She is a graduate of Coshocton High School and earned her associate degree in nursing from Central

Ohio Technical College. She has four children, Madison, Gavin, Kenidi and Jarren. In her spare time, Susan enjoys playing basketball, volleyball and softball, as well as coaching her children’s sports teams.

**Recognition:** “As a nurse, Susan is a caring, compassionate and committed professional who is an excellent advocate for the patients she serves,” said Christine McGee, Vice President Physician Practices.

## Nicole Kidd



**Position Title:** Point-of-Care Technician, Licking Memorial Internal Medicine

**Personal Background:** Nicole joined LMHS in 2005 as a Point-of-Care Technician for Licking Memorial Internal Medicine. She is a graduate of East Knox High School, and Knox County Career Center, where she earned her medical

assisting certificate. She is a CPR instructor and a PRIDE (Providing Resources in Dedicated Employees) member. In her spare time, Nicole enjoys hunting and spending time with her family and friends.

**Recognition:** Vice President Physician Practices Christine McGee said, "Nicole is a committed clinical team member devoted to providing compassionate care. In order to increase her clinical skills and ability to serve the community, Nicole is driven to continue her education by becoming a nurse."

## Lori McCollum



**Position Title:** Patient Care Coordinator, LMH Nursing Administration

**Personal Background:** Lori has served LMH since 2006 where she works as a Patient Care Coordinator in nursing administration. She is a lifelong resident of Licking County and a 1997 graduate of Utica High School. She is a member of Fallsburg

Baptist Church and lives in Newark with her husband, James, and three children, Cierra, Savanna and Nathan. In her spare time, she enjoys sewing, riding bikes, gardening and attending her children's sporting events.

**Recognition:** Director of Emergency & Critical Care Services Kristi Blust said, "Lori is a strong, dependable Patient Care Coordinator who is kind and compassionate when dealing with patients, frontline staff, physicians and other personnel. She is well respected by the people who work with her and has a strong sense of ownership when it comes to her very important role."

## Seth Montgomery



**Position Title:** Point-of-Care Technician, 4-North

**Personal Background:** Seth joined LMH as a Point-of-Care Technician on 4-North in 2010. He is a graduate of Northwest High School in McDermott, Ohio, and he is currently enrolled in classes at Ohio University Zanesville. In addition, Seth served

in the U.S. Marine Corps from 2003 to 2009 and finished his career as a Sergeant. Seth has one son, Andrew, and enjoys hunting, fishing, golfing and spending time with his family.

**Recognition:** Director of Medical and Surgical Nursing Heather Burkhart said, "Not only does Seth excel at his duties, but he goes above and beyond to assist staff on every inpatient unit. In addition, he is consistently recognized by his peers for his outstanding work. Seth truly exemplifies a team player, and we are happy to have him as an employee of LMH."

## Melissa Lauvray, R.T.



**Position Title:** Project Coordinator, LMH Radiology

**Personal Background:** Melissa joined LMH in 2006 and is a project coordinator in the Radiology Department. She attended Ridgewood High School in West Lafayette, Ohio, and earned an associate degree in radiologic technology from Zane State College. She is a registered radiologic technologist with the American Registry of Radiology Technologists and the Ohio Department of Health. She is a member of the American Society of Radiologic Technologists and serves as the secretary for the Lincoln Elementary Parent Teacher Organization in Coshocton. Melissa and her husband, Chris, have three children, Corbin, Isabelle and Mia. She enjoys gardening, exercising and spending time with family.

**Recognition:** "Melissa has acclimated to her role very quickly. She is patient, pleasant, kind and accommodating in assisting the physicians and patients. I am proud of her notable achievements," said Leslee Arthur, Director of Radiology and Neurovascular Services.

## Phil McClellan



**Position Title:** Electrician, Engineering Services

**Personal Background:** Phil has served as an electrician with Engineering Services since 2006. He is a lifelong resident of Newark and a graduate of Newark High School. He also served in the U.S. Army from 1997 to 2005. Phil is a member of Newark Lodge No. 97 of the Free and Accepted Masons, Warren

Chapter No. 6 of the Royal Arch Masons, Bigelow Council No. 7 of the Royal and Select Masons and St. Luke's Commandery No. 34 of the Knights Templar. He and his wife, Andrea, reside in Newark with their son, Austin. In his spare time, Phil enjoys fishing, gardening, reading and spending time with his family.

**Recognition:** "Phil is well deserving of the MVP award for many reasons. As our sole electrician, Phil's workload is never ending, yet he is always willing to help others with their projects. His duties require consistency and a commitment to quality work, which he demonstrates on a daily basis," said Jeff Kovalik, Director of Facilities Management.

## Cheryl Noland, R.N.



**Position Title:** Registered Nurse, Licking Memorial Family Practice – Granville

**Personal Background:** Cheryl joined LMHS as a nurse for Licking Memorial Family Practice – Granville in 2011. She is a 1980 graduate of River View High School in Warsaw, Ohio, and earned her associate degree in nursing from Central Ohio Technical

College in 1995. She serves as a patient advocate for the Licking Memorial Health Professionals Drug Assistance Program. Cheryl and her husband, Jeff, have three children, Seanda, Chris and Alyssa, and three grandchildren, Cammron, Carlie and Cassius. She enjoys gardening, riding all-terrain vehicles, reading, crafting, attending her children's and grandchildren's sports activities and spending time with her family and friends.

**Recognition:** "Cheryl is a very proficient nurse who possesses excellent clinical knowledge and skills. She is an effective communicator and takes great pride in providing compassionate, quality care to those she serves," said Christine McGee, Vice President Physician Practices.

## Janelle Osborn



**Position Title:** Administrative Secretary, Human Resources

**Personal Background:** Janelle joined LMH in 2002 as the administrative secretary of Employee Development. She is a graduate of Tri-Valley High School and earned her Associate of Applied Science degree in administrative office assisting from

Muskingum Area Technical College in 1998. Janelle is a member and volunteer at Perryton United Methodist Church in Perryton, Ohio, and enjoys decorative painting, water gardening and reading.

**Recognition:** Director of Human Resources Holly Slaughter said, "Janelle has used her organizational skills and attention to detail to make many process improvements within the department. She has truly embraced the service excellence philosophy and proactively identifies opportunities to be creative with solutions for her customers. We appreciate Janelle's flexibility and willingness to wear many different hats within the department."

## Jenny Prouty, L.P.N.



**Position Title:** Licensed Practical Nurse, Licking Memorial Family Practice – Hebron

**Personal Background:** Jenny has served LMHS since 2004 and currently works as a licensed practical nurse at Licking Memorial Family Practice – Hebron. She is a graduate of West Muskingum High School and attended Mid East Career and Technology Centers'

Adult Education Program where she earned her practical nursing license. Jenny is active as a 4-H advisor. She has six children and five grandchildren. Jenny is active in her church and enjoys spending time with her family, gardening and watching sports in her spare time.

**Recognition:** Vice President Physician Practices Christine McGee said, "Jenny approaches nursing with a strong commitment to deliver care with sensitivity and compassion. Because she is the only clinical support member in the physician's practice, her ability to multi-task and think critically are positive attributes."

## Lenore Rieder, CPhT



**Position Title:** Certified Chemotherapy Pharmacy Technician, LMH Pharmacy

**Personal Background:** Lenore has served in the LMH Pharmacy since 1992. She earned her Certified Chemotherapy Technician credentials in 2006, and later earned her certification for sterile products and chemotherapy in 2011. She also is a

member of the National Pharmacy Technician Association. She currently resides in Sunbury, Ohio, with her husband, Richard. In her spare time, she enjoys fishing, camping and boating.

**Recognition:** Director of Pharmacy Jean Glaser said, "Lenore has been a valuable member of the Pharmacy team for 20 years. She always has been a dedicated and diligent employee, and possesses the necessary skills of precision and detail needed to work in the Oncology Department. Lenore's most appreciated attribute is the dedication she displays when preparing and overseeing each patient's chemotherapy regimen."

## Cami Packham



**Position Title:** Scrub Technician, LMH Labor & Delivery

**Personal Background:** Cami joined LMH in 2005, and serves as a scrub technician in Labor & Delivery, as well as a coordinator for the Sexual Assault Response Team. She attended Westerville South High School and the Columbus Paraprofessional Institute. She is a member of

the International Association of Forensic Nurses and is certified as a car seat technician for Safe Kids Worldwide. She and her husband, Troy, have four children, Dominick, Garrett, Camryn and Collin, and one grandson, Carter. Cami enjoys traveling, gardening, biking and spending time with her family and friends.

**Recognition:** "Cami is a stellar employee who is always willing to take on extra duties. Her attention to detail in maintaining quality and comprehensive care for sexual assault victims aligns with the LMHS mission. I am grateful to have such an exceptional employee," said Karen Thompson-Snipes, Director of Maternal Child.

## Cheryl Rechel



**Position Title:** Registration Specialist, LMH Physical Therapy

**Personal Background:** Cheryl has served LMH since 1976 and currently works as a registration specialist in the Hospital's Physical Therapy Department. She attended Muskingum Technical College and is a lifelong resident of Licking County. She currently

resides in Newark with her husband, Steve. The couple has three children and seven grandchildren. She enjoys spending time with her family, walking, reading, watching her grandsons play baseball and rooting for the Cleveland Indians.

**Recognition:** "Cheryl assists patients in determining and remitting their co-pays, a job that recently was assigned to her. She has embraced the new task and has received numerous compliments regarding her effort and attitude. The success of our department's collection process is due to Cheryl's commitment," said Mary Reid, Director of Home Care, Rehabilitation Services and Company Care.

## Chris Santos



**Position Title:** Food Service Assistant, LMH Food Service

**Personal Background:** Chris joined LMH in 2008 as a food service assistant. He graduated from Granville Christian Academy and is currently enrolled in the Criminal Justice program at Central Ohio Technical College. In his spare time,

Chris enjoys playing videogames, sports and guitar, as well as exercising and watching movies.

**Recognition:** "Chris not only prepares delicious food in the LMH Café, but does so with a level of service that keeps our guests coming back. He has successfully trained in multiple areas throughout the department and has contributed to the success of many special catering functions. Through his excellent service, Chris ultimately has a positive effect upon our patient's care and their experience while at LMH," said Brian Merritt, Director of Food Service.

## Brent Savage, M.D.



**Position Title:** Physician, Licking Memorial Surgical Services

**Personal Background:** Dr. Savage joined LMHS in 2010. He received his Medical Degree from Northeastern Ohio Universities College of Medicine in Rootstown, Ohio. He completed an internship in pediatrics at Children's Hospital Center of Akron in Akron, Ohio, as well as an internship and residency in general surgery at Wright State University School of Medicine in Dayton, Ohio. He is board certified in general surgery. He has three children, Claire, Mia and Carter, and enjoys reading, playing basketball and spending time outdoors.

**Recognition:** Vice President Physician Practices Christine McGee said, "Dr. Savage pays personal attention to each patient and is respectful and compassionate in providing quality care. He is highly regarded by those with whom he practices because he possesses a positive attitude and is one to offer a solution to any challenge that may be encountered."

## Chuck Shepherd



**Position Title:** Environmental Service Assistant, LMH Environmental Services

**Personal Background:** Chuck has served as an environmental service assistant since 1991. He is a lifelong resident of Licking County and a graduate of Newark High School. He also attended the Licking County Joint Vocational School (now C-TEC). He is a member of the Eagles Lodge and Moose Lodge, and received the LMH CARES Award in 1996, as well. He has one son, Ryan, and enjoys watching NASCAR, working in the yard and spending time with his family.

**Recognition:** Environmental Services Manager Molly Lamberts said, "Chuck is always willing to assist when needed. He consistently volunteers to stay late, come in on his days off and work any special event. After 20 years of service, he has a wealth of knowledge and is always willing to share that information with others. Chuck is dependable, reliable and a pleasure to work with."

## Julie Siddle, C.C.S.



**Position Title:** Health Information Coding Specialist, LMH Coding

**Personal Background:** Julie has served LMH since 1999, and currently works as a health information coding specialist. She graduated from Maysville High School in 1982, and earned her Associate of Applied Science degree in medical assisting from Muskingum Area Technical College. In 2011, she earned her certified coding specialist certificate. She is a member of the American Health Information Management Association, as well as the Central Trinity United Methodist Church in Zanesville, Ohio, where she also serves on the administrative board. Julie and her husband, Jerry, have two children, Joseph and Jami. In her spare time, she enjoys golfing, exercising and spending time with her family and friends.

**Recognition:** Coding Manager Melonie Norris said, "Julie's commitment to her work is exemplary, and her accomplishments have a positive impact on the Coding Department, as well as the organization as a whole."

## Andrew Seipel, M.D.



**Position Title:** Physician, Licking Memorial Family Practice – Granville

**Personal Background:** Dr. Seipel joined LMHS in 2005. He received his Medical Degree from Medical College of Ohio in Toledo, Ohio, and completed his residency at Grant Medical Center in Columbus, Ohio. He is a board certified family practice physician and a member of the American Medical Association, the Ohio State Medical Association and the American Academy of Family Physicians. Dr. Seipel served in the Army National Guard from 1980 to 1986 as a Sergeant Pharmacy Specialist. He has two children, Evan and Emily. Dr. Seipel enjoys gardening, skiing, playing poker and reading.

**Recognition:** "Dr. Seipel provides patient-centered care, advocating disease prevention and healthy lifestyle choices. He also has taken on several leadership roles, including providing mentorship for the newly-hired family practitioners at the Granville office," said Christine McGee, Vice President Physician Practices.

## Ashlee Shoults



**Position Title:** Registrar, LMH Registration

**Personal Background:** Ashlee joined LMH in 2010 as a registration specialist. She graduated from Lakewood High School in 2003, and earned her bachelor's degree in Elementary Education from Ohio University in 2008. She is a lifelong resident of Licking County and resides in Newark with her husband, Tristan, and son Garrett. In her spare time, Ashlee enjoys shopping and spending time with her family and friends.

**Recognition:** "Ashlee has been a great asset to our registration team. She has taken the initiative to cross-train in several departments and is always willing to assist wherever she is needed. Her outstanding customer service to patients and her co-workers make her a valuable employee," said Tammy Johnson, Director of Registration.

## Colleen Smith, M.D.



**Position Title:** Physician, Licking Memorial Family Practice – Pataskala

**Personal Background:** Dr. Smith joined LMHS in 2001. She received her Medical Degree from the University of Cincinnati College of Medicine in Cincinnati. She completed her residency through the Fort Wayne Medical Education Program in Fort Wayne, Indiana. She is board certified in family medicine and a member of the American Academy of Family Physicians. Dr. Smith is a graduate of Heath High School and resides in Newark with her husband, Rob, and her son, Max. In her spare time, she enjoys remodeling her family's lake house, boating, exercising and spending time with her family.

**Recognition:** "Dr. Smith is interested in each patient individually, taking the time to listen to their concerns so that she can better understand what they are experiencing and provide patient-centered care," said Christine McGee, Vice President Physician Practices.

## Melissa Smith



**Position Title:** Public Relations Specialist,  
Public Relations

**Personal Background:** Melissa joined LMHS in 2011 as a public relations specialist. She is a lifelong resident of Licking County. She graduated from Northridge High School and earned her Bachelor of Science degree in business administration from Ohio Northern University.

She is a member of the Utica United Methodist Church where she serves on the Worship and Missions Committee. She is an active member of 100+ Women Who Care Licking County. Melissa enjoys reading, shopping and spending time with her family and friends.

**Recognition:** Vice President Development & Public Relations Veronica Link said, "Melissa is an excellent team player. She assists with projects and events without hesitation. She has an excellent work ethic and accomplishes her tasks quickly. Melissa is not afraid to accept new challenges regardless of her workload. We are pleased to have her as a member of the Public Relations Department."

## Carol Swick



**Position Title:** Administrative Secretary,  
LMH Laboratory

**Personal Background:** Carol has served LMH since 1982, and currently works as an administrative assistant in the Laboratory. She is a lifelong resident of Licking County and a graduate of Utica High School. She and her husband, Jack, reside outside of Utica. They

have two children, Michael and Diana, and a granddaughter, Shaeley. In her spare time, Carol enjoys traveling and spending time with her family and friends.

**Recognition:** "Carol is dedicated, loyal and extremely valuable to the daily operations of the Laboratory. She performs many tasks and is meticulous with details. Carol is very supportive and is able to complete her tasks in a timely manner. Her fine work directly and positively impacts the success of the Laboratory, and ultimately, patient care," said Lorei Reinhard, Director of Laboratory Services.

## Bethany Warner, R.N., B.S.N.



**Position Title:** Registered Nurse,  
Surgical Services Post-Anesthesia Care Unit

**Personal Background:** Bethany joined LMH in 2007 in the Post-Anesthesia Care Unit and as a staff nurse. She is a graduate of Utica High School and earned her Bachelor of Science degree in nursing from Cedarville University in Cedarville, Ohio. She serves

on the Surgery Policy & Procedure Committee. She also teaches Sunday school at the Marne United Methodist Church. Bethany resides in Newark with her husband, Dave, and their two children Abby and Sarah. She enjoys gardening, sewing and cooking.

**Recognition:** Director of Surgical Services Greg Wallis said, "Bethany is kind, compassionate and well respected by her peers. She is great with her patients and exemplifies professionalism in all that she does. We are extremely fortunate to have her working in our department."

## Emily Wells, R.N.



**Position Title:** Clinical Coordinator,  
Medical-Surgical Nursing

**Personal Background:** Emily joined LMHS in 2006, and is a clinical coordinator in the Medical-Surgical Nursing Department. She is a lifelong resident of Licking County, and a graduate of Newark Catholic High School. She earned her associate degree in

nursing from Central Ohio Technical College. Emily and her husband, Craig, reside in Granville, and have a daughter, Olive. They also are expecting a second baby in December. She enjoys being outdoors and spending time with her family and friends.

**Recognition:** "Emily's greatest accomplishment is mentoring staff. She holds staff accountable for their actions and challenges them to achieve patient care excellence. Not only is Emily an MVP, but she also is training our future MVPs," said Heather Burkhart, Director of Medical and Surgical Nursing.

# LMHS a Top Contributor to Licking County's 2012 Operation Feed Campaign



Licking Memorial Health Systems (LMHS) recently completed another successful Operation Feed campaign to benefit the Food Pantry Network of Licking County. The total contribution of \$26,426.39 secured a spot as the top overall campaign contributor in Licking County for the third consecutive year. The Food Pantry's Operation Feed Campaign provides LMHS and other area employers, churches and schools with the opportunity to help less fortunate community members in the Licking County area. LMHS employees have been participating in the campaign for more than 20 years.

This year, LMHS once again raised funds through the "Raining Pennies for Operation Feed" campaign. Employees were provided with several ways to contribute, including the option to donate cash or designate an automatic deduction from one paycheck. In addition, LMHS also hosted the fifth annual FEEDbay, an online employee auction that was posted on the LMHS Employee Portal for a two-week period. Employees donated more than 500 new and gently used items for the auction, and LMHS donated items including furniture, a popcorn machine, massages and sessions with a personal trainer. All proceeds from the auction were added to LMHS' total campaign donation.

(Left to Right) Shay Marmie and Mike Cochran represented Licking Memorial Health Systems in the 2012 Supermarket Sweep competition to benefit the Food Pantry Network of Licking County.



## Licking Memorial Health Systems

1320 West Main Street  
Newark, Ohio 43055

Please take a few minutes to read this issue of **Community Connection**.

You'll once again see why Licking Memorial Health Systems is measurably different ... for your health!  
**Visit us at [www.LMHealth.org](http://www.LMHealth.org).**

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

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# Community Events

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

## Active • Fit Youth Wellness Event

Co-sponsored by Licking Memorial Health Systems and Newark Advocate Media

Saturday, July 21  
Pataskala Health Campus  
One Healthy Place, off Broad Street in Pataskala  
4:00 to 8:00 p.m. No charge.

Families are invited to a free outdoor summer event that includes health education, games, inflatable activities and healthy snacks. No registration is required. Guests are welcome to stay for the LMHS Family Movie Night (see information below).

## LMHS Family Movie Night Presenting Disney's "The Lion King"

Rated G for all audiences  
Saturday, July 21  
Pataskala Health Campus  
One Healthy Place, off Broad Street in Pataskala  
8:00 p.m. The movie will begin at dusk. No charge.

The community is invited to watch a movie under the stars. Bring your own blanket or lawn chairs for seating. Complimentary popcorn and beverages will be provided. Please, no pets, tobacco products or alcoholic beverages.

## Betsy Eaton O'Neill Health Resource Center Education Programs (See page 9 for details.)

Licking Memorial Hospital – First floor, off main lobby.  
1320 West Main Street, Newark  
Reservations are required. Call (740) 348-2527 to register.  
1:00 p.m. No charge.

- **Massage in Health Care** – Wednesday, August 22
- **Staying Independent for Life** – Wednesday, August 29

## Community Blood Pressure and Diabetes Management Screenings

Licking Memorial Wellness Center at C-TEC  
150 Price Road, Newark  
1:00 to 3:00 p.m. No charge.  
Second Thursday of each month: blood glucose screenings  
Fourth Thursday of each month: blood pressure screenings  
No appointment required. Call (740) 364-2720 for more information.

## Ask the Doc

Saturdays, from 9:00 to 10:00 a.m.  
No charge. Open to the public.  
Shepherd Hill, 200 Messimer Drive, Newark  
A physician will answer questions about chemical dependency and treatment options. Call (740) 348-4877 for more information.