



# Community Connection

## Licking Memorial Health Systems

(740) 348-4000 (phone) • www.LMHealth.org



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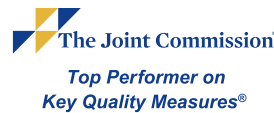
Measurably Different ... for Your Health!

## The Joint Commission Names Licking Memorial Hospital as a Top Performer for Second Year

The Joint Commission has named Licking Memorial Hospital (LMH) as a Top Performer on Key Quality Measures® for 2013. LMH was previously awarded this distinction for 2012. According to the Commission, this achievement demonstrates LMH's commitment to assuring that evidence-based care is delivered to patients in the right way and at the right time.

LMH was recognized for excellence in performance within four areas, including the care patients received for heart attacks, heart failure, pneumonia and surgical care. LMH is one of 1,224 hospitals to earn this distinction for care provided in 2013, representing the top 36.9 percent of all Joint Commission-accredited hospitals reporting accountability measure performance data for the year.

“The Joint Commission’s recognition is an important honor because it demonstrates that our staff members adhere to a rigorous set of standards,” said Rob Montagnese, President & CEO of Licking Memorial Health Systems. “The Joint Commission upholds all hospitals in the United States to the same level of excellence. Whether hospitals are large metropolitan facilities, or medium-sized community hospitals, such as LMH, they all must perform on a consistently high level in order to receive Top Performer status. Our governing Board of Directors has the vision to keep LMH updated with state-of-the-art technology, and our staff members have the knowledge and skill to deliver excellent care on a daily basis. The Top Performer recognition confirms the success of our team members’ dedication.”



*The Joint Commission Names LMH as a Top Performer for Second Year (continued on page 3)*

## LMH Champions Healthy Baby Initiatives

Licking Memorial Hospital (LMH) recently began an intensive campaign to improve the health of Licking County’s youngest residents. LMH has compiled an action plan which includes expanded programs and services, an advertising campaign to increase prenatal education for new mothers, education for families about the importance of exclusive breastfeeding for an infant’s first six months, additional staff training, and collaboration with statewide agencies to reduce the incidence of infant mortality in Ohio.



*LMH Champions Healthy Baby Initiatives (continued on page 2)*

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

See pages 10-16 for Quality Report Cards in this issue.

## COMMUNITY EDUCATION

### Osteoarthritis

- Date:** Thursday, January 29
- Location:** LMH First Floor Conference Rooms
- Time:** 6:00 p.m.
- Speaker:** Hufza Hanif, M.D.

*(continued on page 5)*

### Healthier for Life Workshop

- Date:** Thursday, February 12  
Thursday, February 19  
Thursday, February 26  
Thursday, March 5
- Location:** LMH First Floor Conference Rooms
- Time:** 6:00 – 8:00 p.m.
- Speakers:** Aundrea Parker, L.D., R.D., Donya Hageman, P.T.A., and Debra Y. Larabee, R.N., B.S.N.

*(continued on page 3)*



LMH's Baby Friendly team is focused on achieving high standards of maternal care and promoting infant nutrition through breastfeeding.

Rob Montagnese, President & CEO of Licking Memorial Health Systems (LMHS), said that a coordinated effort is underway to improve Ohio's infant mortality rates, which measure the number of deaths before babies' first birthdays. "Ohio's infant mortality rate of 7.57 deaths per 1,000 live births exceeds the national rate of 6.14 deaths per 1,000 live births," Rob cited. "LMH has joined the Ohio Department of Health's Ohio Collaborative to Prevent Infant Mortality. The members of the collaborative include representatives from health care, government, public health, education, insurance and advocacy groups. They meet quarterly to strategize methods to reduce infant mortality and identify disparities in maternal/infant care. At the same time, LMHS has expanded its services and programs well beyond state requirements in order to have a greater impact on our community's health."

LMH has a goal of being recognized as the first Baby-Friendly Hospital in Central Ohio. "This designation recognizes a hospital's achievement in high standards of maternity care and meeting best practices for infant nutrition," said Heather Burkhart, Assistant Vice President Inpatient Services. As part of the Baby-Friendly initiative, babies stay as close as possible to their mothers after birth to encourage breastfeeding. Nurses are available to help at any time if a mother has questions or needs help with breastfeeding.

This evidence-based initiative encourages mothers to breastfeed their infants for the best start in life. "The Baby-Friendly initiative focuses on the importance of exclusive breastfeeding for infants for the first six months of life with continuation of breastfeeding for the first year or longer," said LMH Lactation Consultant Marcia Fisher, "Breast milk provides the best nutrition, in addition to immunities that are not found in artificially prepared formulas."

State-of-the-art 3D ultrasound imaging of babies while they are still in the womb is now available at LMH. The high-tech

ultrasound procedure uses sound waves to create photograph-like images of the fetus which improve the physician's ability to detect potential complications with the fetus' development for possible treatment in the womb.

Earlier this year, LMH joined the Ohio Hospital Association (OHA) in its focus on reducing infant mortality rates through seven initiatives. The OHA's goal is to reduce the state's rate by 5 percent each year. The initiatives include:

- Safe sleep practices to place infants alone, on their backs, in a crib
- Eliminating elective deliveries before 39 weeks
- Offering progesterone for mothers at high risk of pre-term labor
- Eliminating health disparity between races
- Safe spacing to allow at least 18 months between children
- Access to prenatal care
- Promoting exclusive breastfeeding for at least the first six months

LMH has a long tradition of providing free and low-cost resources to help families prepare for new babies. These services include:

- First Impressions classes that offer education on the Hospital's Maternity services, childbirth, infant care, infant and child CPR, breastfeeding, and sibling relationships
- LMH Breastfeeding Promotion & Support Program that educates new and expectant mothers on the importance of exclusive breastfeeding during the first six months of life, and provides free electric breast pumps for mothers who complete the program's requirements
- Free access to the International Certified Lactation Consultant in the Breastfeeding Clinic
- Free tobacco cessation products, personalized counseling, and goal-based incentives for expectant mothers through the Quit for You, Quit for Your Baby program

Additionally, LMH screens all newborns with pulse oximetry to identify infants with congenital heart defects. The screenings measure the infants' blood oxygen levels to detect critical congenital heart diseases (CCHDs). Infants with CCHDs have a blood vessel that fails to close properly after birth. Pulse oximetry screening of newborns is a non-invasive test that measures their blood oxygen levels. If detected early, infants with CCHDs often can be treated and lead longer, healthier lives.

To further protect infants, LMH staff educates parents upon admission concerning all safeguards in place at the Hospital. These include mother and child, family and staff identification, unit security, and infant care procedures.

LMH also offers a Hepatitis B Prevention Program for infant vaccination at birth to protect babies as early as possible from any hepatitis B virus exposure. Immunizations and follow-up for infants is part of discharge teaching, as well. A phenylketonuria (PKU) test is administered to check whether



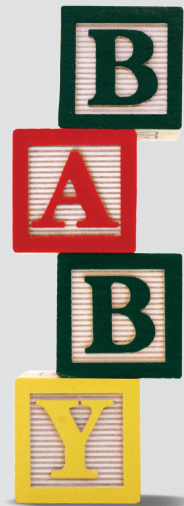
LMH Champions Healthy Baby Initiatives (continued from front page 2)

a newborn has the enzyme needed to use phenylalanine in their body. Phenylalanine is an amino acid that is essential for normal growth and development.

In 2014, the LMH Development Council hosted its first annual Baby Expo for new and expectant mothers as well as women considering pregnancy. The event featured speakers, vendor displays, give-away items and door prizes.

LMH's Maternal Child Department features 16 spacious Mother-Baby suites that include private bathrooms with showers, cable television and reclining chairs. New mothers and a guest receive an in-room candlelit gourmet dinner to celebrate the new baby's arrival. New mothers also can request massage therapy during their stay.

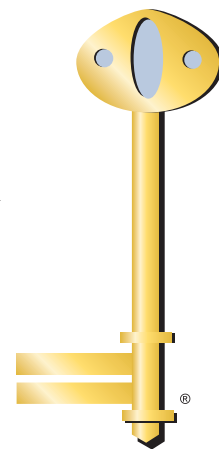
Pregnant women can receive obstetric care at two convenient locations of Licking Memorial Women's Health – 15 Messimer Drive in Newark, and One Healthy Place in Pataskala. The providers include five obstetrician/gynecologists and three certified nurse midwives.



The Joint Commission Names LMH as a Top Performer for Second Year (continued from front page)



In The Joint Commission's Top Performer survey, LMH achieved a cumulative performance score of at least 95 percent on 2013 data for various performance rate accountability measures. The Joint Commission is an independent, not-for-profit organization, and accredits and certifies more than 20,000 healthcare organizations and programs in the United States. The Joint Commission's accreditation and certification are recognized nationwide as symbols of quality that reflect an organization's commitment to meeting certain performance standards.



## Healthier for Life Workshop (continued from front page)



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



Donya Hageman,  
P.T.A.

According to recent market research, the global weight loss industry market is expected to reach the \$650.9 billion mark in the year 2015, with North America positioned as the largest consumer of weight loss services. Weight loss is big business, often promising significant results to participants who adhere to commercial diet plans. Yet, 33 percent of American adults remain overweight and the numbers continue to climb. Many diets and weight loss programs do not meet expectations, leaving participants feeling deflated, deprived and still struggling to lose weight.

Dietitian Aundrea Parker, L.D., R.D., Physical Therapy Assistant Donya Hageman, P.T.A., and Patient Educator Debra Y. Larabee, R.N., B.S.N., invite you to discover a different way to look

at weight and weight loss. Sustained weight loss is more often the result of positive change focused on health and not on pounds, a personalized lifestyle instead of a weight loss plan. We invite you to join us as we explore key topics in the areas of nutrition, exercise and psychology to guide your journey to a new and healthier you. Through this unique workshop, you will engage with the common stumbling blocks of exercise planning, grocery shopping, menu planning, motivation, unwanted eating behaviors, recipe modification, and cooking through combinations of traditional learning, discussion and group work. You will leave the program with practical steps and guidelines for beginning a new healthier lifestyle. Personal successes will be celebrated at a three month follow-up reunion for participants who complete the program.

Healthier for Life is a four-part program and will be held on Thursday, February 12, Thursday, February 19, Thursday, February 26 and Thursday, March 5, 6:00-8:00 p.m., in the LMH First Floor Conference Rooms, located at 1320 West Main Street in Newark. Participants should plan to attend all four sessions. The program is free; however, registration is required, and space is limited. To register, please call (740) 348-2527.





Members of the LMH Home Care Department include (left to right): Mary Reid, Robert Wells, Stacy McConnell, Jennifer Hammond, Michelle Zigan, Bertie Craig, Donya Hageman, Judy Schmitt, Kay Sellars, Vicki Lennon, Ghlee Lyons and Marsha Pfeifer. Not pictured are Cathy Chancey and Susan Hughes.

## Licking Memorial Hospital Home Care Named Top 500

Licking Memorial Hospital (LMH) Home Care has been named to the Top 500 of the 2014 HomeCare Elite™, a recognition of the top-performing home health agencies in the U.S. The HomeCare Elite awards are sponsored by OCS HomeCare by National Research Corporation and Decision Health®. The sponsors examined performance data from nearly 10,000 home care agencies to determine the award winners. The HomeCare Elite award is in its ninth year, and LMH Home Care has received the recognition six times. This is the second year that LMH Home Care was recognized in the prestigious Top 500 ranking.

LMH Home Care provides a wide range of services to patients who need short-term medical care after a surgery, illness or injury. Through LMH Home Care, patients can receive skilled nursing care and rehabilitative therapy at home, rather than staying at a nursing home facility. Services are available 24 hours, 7 days a week. The LMH Home Care staff develops a customized plan for each patient's care, providing a wide range of services. Services available through LMH Home Care include:

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

Highly skilled Home Care staff members assist with decision-making processes and represent a wide variety of disciplines.

Depending upon the individual patient's needs, services may be provided by the following Home Care staff members:

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

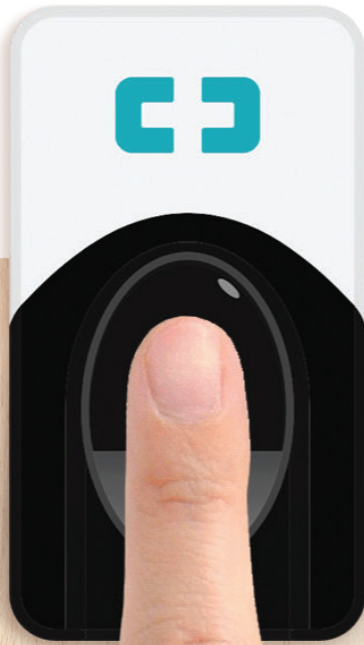
Debbie Young, Vice President Patient Care Services, explained that LMH Home Care staff members are carefully screened before visiting patients at their homes. Debbie said, "All LMH Home Care staff members are employees of the Hospital and have received a thorough background and credentialing check through six separate state and national databases. By Ohio state regulations, home health aides are required to complete 80 hours of initial training and 12 hours of annual in-service education. Home Care nurses provide supervision for the home health aides to ensure the patient's needs are being properly met. In addition, LMH Home Care is Medicare/Medicaid certified and accredited by The Joint Commission, so patients can be assured that our staff members have passed very strict standards."

After receiving a physician's referral, a LMH Home Care representative contacts the patient to arrange the first visit. Together, LMH Home Care, the patient and the patient's referring physician develop a care plan to address the patient's unique needs.

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



# New e-Registration System for LMH



Licking Memorial Hospital (LMH) is offering patients advanced protection against medical identity theft with the launch of SafeChx, a secure patient identification technology system by CrossChx. The new system is being implemented at LMH to help prevent medical identity fraud, eliminate duplicate records and improve patient outcomes.

SafeChx verifies a patient's medical identity and links patients to their LMH medical information simply by scanning the patient's finger. While using the SafeChx system is not mandatory for patients, it is encouraged in order to protect their medical identities. "Identity theft and fraud involving medical records is a growing concern nationwide," said Vice President Financial Services Cindy Webster. "This system protects our patients with a unique identifier that helps guard their sensitive medical data."

Long-term advantages of this technology include quicker patient registration, decreased instances of duplicate or incorrect records, and quick and accurate patient identification in emergency situations. SafeChx minimizes the need to repeat personal registration information aloud; instead, patients simply can scan their index finger once enrolled in the system.

Patient enrollment is easy and includes scanning a patient's index finger several times by placing the finger on a fingerprint reader. The enrollment process is available at any LMH registration area, and takes less than 30 seconds. SafeChx is in compliance with HIPAA patient privacy regulations and fully secures all information. Fingerprint data is kept only for use within Licking Memorial Health Systems to positively identify patients and their medical records.



## Community Education – Osteoarthritis *(continued from front page)*



Hufza Hanif, M.D.

Osteoarthritis is the most common form of arthritis, especially among the elderly. Also known as degenerative joint disease, osteoarthritis is the result of the protective cushion on joint surfaces eroding. When this occurs, bones rub together causing pain and disability.

Join Licking Memorial Rheumatologist Hufza Hanif, M.D., to learn the latest developments in the management of osteoarthritis. The program will take place on Thursday, January 29, at 6:00 p.m., in the Licking Memorial Hospital First Floor Conference Rooms. The event is free; however, registration is required. Please call (740) 348-2527 to register or for more information.



# Infectious Disease Precautions at LMHS



Two LMH Emergency Department nurses practiced the correct procedures for removing personal protective gear during a drill to test the staff's readiness to care for suspected cases of Ebola infection.

The senior administration at Licking Memorial Health Systems (LMHS) continuously assesses the ever-evolving national and local infectious disease trends to make any necessary precautions and training adjustments. In late December 2014, the Centers for Disease Control and Prevention declared the seasonal influenza, commonly known as the “flu,” to be at epidemic levels across most of the U.S. Locally, hundreds of cases of the flu had already been reported in Licking County.

In response to widespread emergence of the flu, posters were placed near the entrances at Licking Memorial Hospital (LMH) to request that individuals with flu-like symptoms refrain from visiting patients at the Hospital. Disposable face masks are available for patients who arrive at the Hospital with flu symptoms that include: fever of 100 degrees F or higher, cough, sore throat, runny nose, headache, body aches, chills, and nausea or vomiting.

LMHS has also joined other healthcare providers in a nationwide effort to become better prepared in the event that a case of the deadly Ebola virus should emerge locally. LMHS policies were reviewed to ensure that screening and isolation techniques are adequate, and the Licking Memorial Hospital (LMH) staff has conducted drills to become acquainted with heightened infectious disease policies and procedures.

Jeanne Emmons, Director of Infection Prevention, explained, “We have always conducted drills for our staff to prepare for the possibility of catastrophic events and diseases. However, the Ohio Department of Health requested in October that all hospitals in this state stage a drill specifically to test their readiness to address any Ebola issues. We immediately welcomed the challenge and have conducted several additional internal drills since then. LMH also participated in a coordinated drill with the Licking County Health Department, Licking County Emergency Management Agency, and Newark Fire and EMS.”

As part of the Health Systems’ revised policies, all patients arriving at Licking Memorial Hospital or a Licking Memorial physician practice are asked about any possible exposure to an Ebola-infected person or recent travel to the Ebola-affected West African countries of Liberia, Sierra Leone, Ghana and Mali.

## Licking Memorial Hospital Laboratory Receives Re-accreditation by The Joint Commission

The Laboratory Department at Licking Memorial Hospital (LMH) has earned a two-year accreditation renewal by The Joint Commission. The accreditation was granted after thorough review of the Laboratory’s policies, procedures and operations.

“The Joint Commission’s accreditation shows that the LMH Laboratory’s daily performance meets strict standards,” explained Debbie Young, Vice President Patient Care Services. “It also is an important indicator to our patients that they can trust their tests are being performed by well-trained professionals with a high level of accuracy.”

The Laboratory is located on LMH’s first floor. It maintains a staff of qualified medical laboratory scientists, medical laboratory technicians, histologists, cytologists and phlebotomists with round-the-clock coverage.

Services provided at the LMH Laboratory include:

- **Blood Bank** – performing typing and compatibility testing, and supplying blood for transfusion
- **Chemistry** – providing a variety of lab tests on blood and urine
- **Hematology/Urinalysis** – providing blood counts, coagulation tests, and other procedures
- **Pathology** – staffed by full-time pathologists who diagnose biopsies, pap tests and other cytology, provide laboratory oversight and provide clinical laboratory consultation to the Medical Staff
- **Histology/Cytology** – processing tissue and fluid specimens to be examined by pathologists for abnormalities, such as malignancies
- **Microbiology/Serology** – performing bacterial identification and determining sensitivities to antibiotics
- **Molecular** – identifying organisms and detecting genetic mutations through DNA/RNA assays
- **Phlebotomy** – obtaining specimens by venipuncture and capillary puncture for inpatients and outpatients, and processing all Laboratory specimens
- **Point of Care** – reviewing and monitoring testing, training personnel, and providing consultation for all laboratory testing done by the Health Systems, but outside the LMH Laboratory



# Rob Montagnese Nominated for National Award



Rob Montagnese,  
President & CEO

Rob Montagnese, B.A., M.H.A., C.P.A., President & CEO of Licking Memorial Health Systems (LMHS), was named a top 10 finalist for Modern Healthcare's 2014 Community Leadership Award. The annual national award recognizes a healthcare executive who has demonstrated service outside of his/her healthcare organization to improve the health and well-being of the community. Rob was selected as a nominee based on his

leadership of LMHS' unique youth wellness initiatives, such as the Active•Fit Youth Wellness Program, and the Heart to Play EKGs and pre-participation screenings.

Rob joined LMHS on a full-time basis in 1993, and served as Controller and Accounting Manager, Senior Vice President Financial Services, and Executive Vice President before attaining his current position in 2006. He received a Bachelor of Arts degree in business administration with a concentration in accounting from Wittenberg University and a Master of Healthcare Administration from The Ohio State University. Additionally, he is a certified public accountant and a member of the Ohio Society of CPAs and the Healthcare Financial Management Association.

He currently serves as a member of the Central Ohio Technical College Board of Directors and recently completed his term as a member of the Ohio Hospital Association Board of Trustees. He is President of the Big Brothers Big Sisters (BBBS) Foundation Board, Past President and Lifetime Honorary Member of the BBBS Board, President of the Newark Campus Development Fund, Treasurer and Past President of the Salvation Army Advisory Board, and a Board Member for First Federal Savings and Loan, The Works, and Our Futures in Licking County. He also is a member of the Newark Rotary Club. Rob is a former Board Member of Kendal at Granville and Midland Theatre, and served as Chairman of the successful Citizens for Parks, Paths & Trails levy campaign for the Licking Park District.

In 2007, Rob was named to Columbus Business First's Forty Under 40 list to honor a select group of community and business leaders in the Greater Columbus area. He was awarded the John W. Alford Memorial Award in 2009 for his community and civic involvement, and his interest in cancer research. In 2012, he was named a Hometown Hero by the American Red Cross of Licking County to recognize his positive impact on the community.

He and his wife, Lauren, live in Licking County. The couple has one daughter, Ashley, and two sons, Robby and Brady. Rob actively coaches many sports teams in the Southwest Licking Youth Leagues.

## New EKG Management System For Cardiology Services

New technology is improving the way physicians of Licking Memorial Hospital (LMH) are able to read and utilize electrocardiograms (EKGs), allowing a greater focus on patient care. The MUSE Cardiology Information System was recently implemented in the Cardiology Department to upgrade the quality, safety and efficiency of procedures.

Among the upgrades, the MUSE System integrates data from cardiology diagnostic tools, including EKG tests, stress tests, and Holter monitors. This allows LMH to achieve better patient triage, access to patients' current and historical EKG results, and automated patient statistics. MUSE is a complete electronic repository of cardiac information – including everything from billing to delivering results.

The system, which went live in April 2014, allows for easy access to data and compiling reports. With MUSE, tracking information and making comparisons from previous EKG tests on a patient is easier and more accessible, ultimately enhancing care during a patient's visit.

With this system in place, patients can be sure that their EKG tests are distributed, reviewed and interpreted in an efficient manner. The procedures in place for the new system require Emergency Department and Urgent Care physicians to provide a preliminary interpretation of test results, and then immediately route the EKG to the cardiologist for an expert review. EKGs obtained on the inpatient units will be electronically routed directly to the cardiologist for expert review within 24 hours.

Another key element of MUSE is the patient safety feature. The upgrade in technology includes the ability to use a bar coding system on the EKG equipment, positively identifying a patient when the bar code is scanned, and ensuring the correct patient is receiving the appropriate care. The flow of cardiac information is streamlined with MUSE, enabling faster delivery of results and increased safety for cardiology patients.





# Physician Spotlight – Shakil A. Karim, D.O.



Shakil A. Karim,  
D.O.

Gastroenterologist Shakil A. Karim, D.O., received his Doctor of Osteopathic Medicine degree at the Pikeville College School of Osteopathic Medicine in Pikeville, Kentucky. He completed an internal medicine internship, internal medicine residency and a gastroenterology fellowship at Midwestern University's Chicago College of Osteopathic Medicine in Olympia Fields, Illinois. His gastroenterology fellowship training included rotations at several Chicago-area hospitals: University of Chicago Hospitals, Northwestern Memorial Medical Center, Cook County Hospital in Chicago, University of Illinois Medical Center in Chicago, Loyola University Medical Center in Villa Park, Illinois, and Rush University Medical Center in Chicago. Dr. Karim is board certified in the fields of internal medicine and gastroenterology.

## Ask a Doc – Stomach Ulcers with Shakil A. Karim, D.O.

**Question:** I am a 55-year-old male with a high-stress job, and for about a month, I have been having a great deal of stomach pain. My doctor thinks I may have an ulcer and has ordered a blood test. Why?

**Answer:** Just 30 years ago, the prevailing thought was that a stressful job or spicy foods could cause a stomach ulcer (also known as a peptic or gastric ulcer). However, we now know that most peptic ulcers are caused by a bacterium called *Helicobacter pylori* which can be detected with a blood test.

Peptic ulcers are open sores in the lining of the stomach or upper part of the small intestine. They occur when the acids that normally digest food begin to damage the stomach lining. Besides the *Helicobacter pylori*, another common cause of peptic ulcers is long-term use of NSAID medications, such as aspirin, ibuprofen and naproxen. After an ulcer has already formed, stress or spicy foods can exacerbate painful symptoms. Tobacco smoking and heavy alcohol consumption also are believed to make ulcers worse.

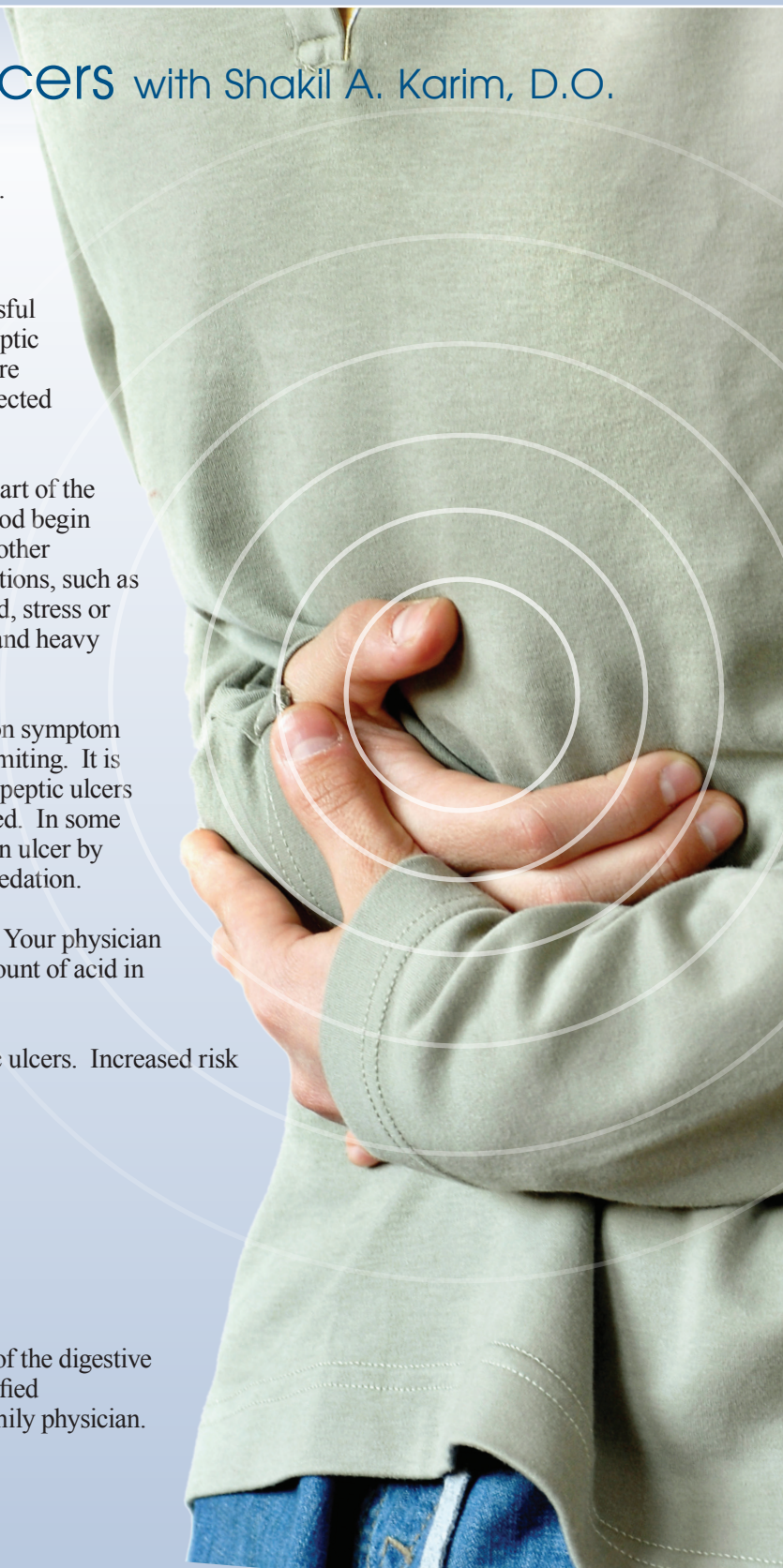
Pain in the middle or upper part of the stomach is the most common symptom of an ulcer. Other symptoms may include bloating, nausea and vomiting. It is important to see your physician if these symptoms persist, because peptic ulcers can lead to severe gastrointestinal complications when left untreated. In some cases, your physician may order an upper endoscopy to diagnose an ulcer by inserting a small, lighted tube through the throat under moderate sedation.

Treatment of a peptic ulcer with antibiotics is often very effective. Your physician also may prescribe antacids or other medications to reduce the amount of acid in your stomach.

Certain patients are at higher risk than others for developing peptic ulcers. Increased risk factors include:

- Age over 50 years
- Presence of *Helicobacter pylori* infection
- Frequent use of NSAID pain relievers
- Family history of peptic ulcers
- Heavy alcohol consumption
- Tobacco use

Licking Memorial Gastroenterology diagnoses and treats diseases of the digestive tract and liver. For an appointment with one of the four board-certified gastroenterologists, patients should acquire a referral from their family physician.





Dedicated to  
your infant's  
health and safety



## Licking Memorial Health Systems

promotes a variety of initiatives to ensure the health and safety of all infants in Licking County:

### Safe Sleep Education

Licking Memorial Hospital (LMH) joined the Ohio Hospital Association's "Safe Sleep is Good4Baby" campaign to help reduce infant mortality rates in Ohio. The initiative promotes the ABCs of safe sleep, which instruct parents that an infant should sleep

**A**lone on their **B**ack in a **C**rib.

### Baby-Friendly USA Initiative

LMH recently set a goal of becoming the first facility in Central Ohio to be named a Baby-Friendly Hospital by Baby-Friendly USA. The designation recognizes a hospital's achievement in high standards of maternity care and best practices for infant nutrition, which include encouraging mothers to breastfeed their infants for the best start in life.

### 3D Ultrasounds

To monitor prenatal health, state-of-the-art 3D ultrasound imaging is available at LMHS. The procedure creates highly-detailed fetal images, which allow physicians to detect possible developmental complications in the womb.

### Education and Programs

- First Impressions maternity education classes
- Breastfeeding promotion and support program
- Quit For You, Quit For Your Baby tobacco cessation program



Licking Memorial  
Health Systems



## Patient Story – Maureen Clark

Every specialty of health care is responsible for ensuring that patients are safe from injuries, medical errors and infection. Maureen Clark, a retired registered nurse from Granville with 50 years' experience in Boston and Columbus, recently noticed that the patient safety culture at Licking Memorial Hospital (LMH) extends into the Physical Therapy services.

Last summer, Maureen was flying back from Maine when her connecting flight was delayed on the tarmac for three hours in Washington, D.C. Maureen has a history of back problems, and the cramped immobility in the airplane aggravated her back condition once again.

“The pain was at its worst when I tried to sit or lie down for more than 10 or 15 minutes at a time. My legs also had tingling and numbness,” Maureen described. “I visited my family physician and family nurse practitioner, and they outlined my options, including pain medication and physical therapy.”

As a retired registered nurse, Maureen knew the importance of daily physical activity, and she preferred to turn to physical therapy rather than pain medication to help her back recover.

With the physician's referral, Maureen called the Licking Memorial Hospital (LMH) Physical Therapy Department. She said, “I was surprised that they were able to see me within a couple of days. My first appointment was with Physical Therapist Matt Mathias, P.T., for an assessment. He asked me questions about which activities were causing pain, and listened very carefully to the details of my regular exercise regimen and lifestyle. I am very active and participate in pilates and yoga classes at the Licking County Family YMCA. I wanted therapy techniques that would complement my normal routine.”

Physical therapy is used to help patients reduce pain and regain strength and mobility following an injury, surgery or illness. “Patients are often at risk of creating more injury during the recovery process due to muscle imbalances and guarding of injured areas. This includes an increased risk of falls. Safety and a return to function are our top priorities,” Matt explained.

During the initial assessment, Matt evaluated Maureen's balance, strength, gait pattern and body positioning. Based



Maureen Clark

on those observations, he recommended specific exercises, and together they created an individualized treatment plan that would improve her symptoms.

Maureen began physical therapy sessions twice a week with Physical Therapy Assistant Tory Worstell. “Tory watched over me very carefully,” Maureen remembered. “I am 4 feet 11 inches tall, and he adjusted the equipment so that I could safely concentrate on my strengthening and flexibility exercises. He continuously checked with me about any pain I was having and modified my regimen accordingly. There was one day

that I was really uncomfortable. I was trying to be brave and push through the pain, but Tory took notice. He suggested that I should change plans for the day. He brought ice packs for my back and encouraged me to relax with the lights dimmed for the remainder of the session. I thought that was very kind and nurturing. The next session, I was able to get back to my normal exercise routine.”

Because of her nursing experience, Maureen noticed another critical patient safety-related practice in the Physical Therapy Department. “They were extremely clean,” she commented. “They were always cleaning the equipment between patients.”

Maureen especially appreciated the convenience of the LMH Physical Therapy's location. “It is located just several minutes from my house, and I could park just outside the door. How much more convenient can you get? It would have been very painful for me to sit in a car for an additional 20 or 30 minutes to travel to Columbus,” she remarked. “I have been telling everyone that it just makes more sense to go to LMH for their care. The research shows that in many instances, the care is better at a community hospital, and the staff gets to know you.”

Maureen reported significant improvement with her back symptoms following the first week of physical therapy. At the end of her fifth week, Matt re-assessed Maureen's body mechanics and determined that she had successfully recovered to her former level of function. For Maureen, that means a return to her busy schedule of exercise, dance classes and volunteering with community organizations, such as St. Vincent de Paul, the Food Pantry of Licking County, homeless shelters and the Granville Music Club.



# Patient Safety – How do we compare?

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

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

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

	LMH 2011	LMH 2012	LMH 2013	National <sup>(1)</sup>
Medication errors	0.013%	0.011%	0.011%	0.310%

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

	LMH 2011	LMH 2012	LMH 2013	National <sup>(2)</sup>
Pneumonia infection rate of ICU patients on ventilators	1.5	0.0	0.0	1.1
Urinary tract infection rate for ICU patients with urinary catheters	0.9	0.8	1.8*	1.0
Bloodstream infection rate for ICU patients with central venous catheters	0.0	0.0	2.6**	0.8

\*Throughout a period of 1,000 patient days, two urinary tract infections were recorded in LMH's ICU.

\*\* Throughout a period of 1,000 patient days, one bloodstream infection was recorded in LMH's ICU among patients with central venous catheters.

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

	LMH 2011	LMH 2012	LMH 2013	Goal
Inpatient falls	0.30	0.24	0.29	less than 0.30

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

	LMH 2011	LMH 2012	LMH 2013	National <sup>(3)</sup>
Medical patients receiving VTE prophylaxis by end of Hospital day 2	94%	94%	94%	85%

**5** LMHS recognizes the importance of keeping our staff healthy and lessening the likelihood that they will infect our patients with influenza while under their care. The Health Systems is committed to providing and encouraging free, easily accessible flu vaccines to all employees.

	LMHS 2011	LMHS 2012	LMHS 2013	LMHS Goal	National <sup>(4)</sup>
LMHS employees receiving the seasonal influenza vaccine	86%	84%	85%	greater than 80%	62%



## Quality Reporting to the Community

### Patient Story and Benchmarks for Heart Care



## Patient Story – Robert Baggs

Heart attacks do not always occur like the “Hollywood movie” depiction of a heart attack with severe pain in the middle of the chest, but in Robert Baggs’ case, it did. Robert, who is a Realtor from Granville, was enjoying 50-year reunion-related activities with former Newark High School classmates in October 2014 at Salt Fork Park near Cambridge, Ohio, when the pain hit.

Robert said, “Earlier in the day, I made a side trip and had a salad with vinaigrette dressing for lunch. I started feeling like I had heartburn, so I stopped eating and had just water. As I was driving back in my car to rejoin the group at Salt Fork Park, I was sweating heavily although it was not all that warm. Back at the lodge, I sat down to dinner with my classmates, but I still did not feel like eating even though I did not have any pain or discomfort at that time. We were reminiscing and looking at old photos. Then I stood up from the table, and the pain hit in my chest. I still thought it was heartburn, so I went back to my room and took some antacids. After a few minutes, nothing had changed, so I realized that I was having other issues.” Robert’s friends called 911. When the emergency medical technicians (EMTs) arrived, they performed an electrocardiogram (EKG) and quickly determined that Robert was having a cardiac event. Even though his life was in danger, Robert was a little embarrassed about the commotion. “Absolutely no lights or sirens,” he insisted through the grip of pain, “and be sure to be quiet in the hallway.” As the EMTs rushed Robert to a hospital in Cambridge, they gave him nitroglycerin spray to help with the pain.

“At the hospital in Cambridge, an emergency room doctor said that he could tell my heart was producing cardiac enzymes, which indicated a heart attack,” Robert explained. “Unfortunately, they did not have an interventional cardiologist at that hospital to perform the procedure that I needed. They gave me options to be transferred to a different hospital with more advanced technology.”

Just one week prior to Robert’s heart attack, he had attended a Realtor’s luncheon that featured Licking Memorial Health Systems President & CEO Rob Montagnese as the speaker. “Rob Montagnese talked about all the initiatives and improvements at the Health Systems in recent years, including the addition of interventional cardiology. I remembered how impressed I was with the technology being offered at our community hospital, so I asked to be transferred to Licking Memorial Hospital where I could receive the care that I needed and be close to home,” Robert said.



Robert Baggs of Granville found “superior” care at LMH after a heart attack last October.

Robert’s EKG data was transmitted to Licking Memorial Hospital (LMH). Before his arrival, the LMH Cardiology staff was able to diagnose his condition as a type of heart attack known as a non-ST segment elevation myocardial infarction (non-STEMI), which occurs when a coronary artery becomes partially obstructed by a blood clot. Robert’s left anterior descending coronary artery was almost totally blocked, and Interventional Cardiologist Hassan Rajjoub, M.D., performed a left heart catheterization and percutaneous coronary intervention (PCI) angioplasty to improve blood flow.

Before the procedure, the staff showed me a short video to help me understand what was going to happen,” Robert recalled. “They were very thorough and understanding about answering all my questions. I was given moderate sedation because I am very sensitive to general anesthesia. In the operating room, Dr. Rajjoub told me that he would feed the catheterization lines through my wrist, and I waited for them to begin. Before long, Dr. Rajjoub said, ‘We are done now,’ and I was not even aware that they had begun. I had no discomfort at all.” Dr. Rajjoub had removed a blood clot from the blocked artery and implanted two drug-eluting stents to promote blood flow to the heart.

After a short stay in the LMH Intensive Care Unit, Robert was dismissed with aftercare instructions that included light activity, a heart-healthy diet, no heavy lifting, and staying home from work for two weeks. “I feel wonderful,” Robert said. “I started exercising by walking my yorkie, Luca, several times a day, and am back at work part-time at Berkshire Hathaway Real Estate.” In December, Robert enrolled in the LMH Cardiac Rehabilitation Program.

Before moving back to Granville in 2011, Robert retired as Executive Director of the Cleveland Transit System. He said, “I supervised 4,000 employees who operated the buses, trains and trolleys. Customer service was very important to our Transit System, so I was very interested that day at the luncheon when Rob Montagnese spoke about LMHS’ customer service initiatives. Everything he said came true. The staff was superior. Everyone kept asking if I needed anything, or if they could do anything to make me more comfortable.”

The LMH Cardiology Department is accredited as a Chest Pain Center with PCI from the Society of Chest Pain Centers. LMH is among fewer than 500 hospitals in the U.S. to earn that distinction.



# Heart Care – How do we compare?

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

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

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

	LMH 2011	LMH 2012	LMH 2013	National Average <sup>(1)</sup>
ACE/ARB at discharge for LVSD	100%	100%	99%	99%

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

	LMH 2011	LMH 2012	LMH 2013	National Average <sup>(2)</sup>
Median time from arrival to completion of EKG	2.5 minutes	3.0 minutes	2.0 minutes	7.3 minutes

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

	LMH 2011	LMH 2012	LMH 2013	LMH Goal
Mean time from arrival until balloon angioplasty performed	51 minutes	56 minutes	54 minutes	less than 62 minutes <sup>(2)</sup>
Time to balloon within 90 minutes	100%	96%	98%	greater than 96% <sup>(1)</sup>

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

	LMH 2011	LMH 2012	LMH 2013	National Average <sup>(2)</sup>
Aspirin within 24 hours of patient arrival	99%	100%	100%	100%
Aspirin ordered at hospital discharge	99%	99%	99%	99% <sup>(1)</sup>
Beta blocker ordered at hospital discharge	100%	99%	100%	100% <sup>(2)</sup>

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

Health Indicator	LMH 2011	LMH 2012	LMH 2013	Goal <sup>(3)</sup>
Stopped smoking	66%	68%	75%	greater than 75%
Improved weight	55%	69%	57%	greater than 75%
Increased exercise time	100%	100%	99%	100%

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

	LMH 2011	LMH 2012	LMH 2013	National Average <sup>(1)</sup>
LVF assessment completed	99%	100%	100%	99%

Heart Care – How do we compare? (continued on page 14)

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

LMHP patients on warfarin having a current PT/INR within recommended guidelines	LMHP 2011 95%	LMHP 2012 93%	LMHP 2013 91%	Goal greater than 90%
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**7** Metformin (trade name Glucophage) is a medication that is used in the treatment of diabetes mellitus and polycystic ovarian disease. It is an effective medication for treatment of both of these unrelated disease processes, but must be used cautiously in patients with compromised renal (kidney) function. It is recommended to monitor renal function prior to initiation of therapy and at least annually thereafter. Licking Memorial Health Professionals (LMHP) has adopted this recommendation as a safety measure.

LMHP patients on Metformin with creatinine within last year	LMHP 2011 95%	LMHP 2012 95%	LMHP 2013 94%	Goal greater than 90%
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**Data Footnotes:** (1) *To Err Is Human – Building a Safer Health System*, National Academy Press, Washington D.C., 2000. (2) 2010 CDC National Healthcare Safety Network Summary Report. (3) Comparative data from the Midas Comparative Database. (4) Centers for Disease Control and Prevention (CDC), Interim Results: Seasonal Influenza Vaccination Coverage Among Health-Care Personnel, *MMWR* April 2, 2010 / 59(12); 357-362.

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

CHF patients on ACE or ARB at discharge	LMH 2011 97%	LMH 2012 100%	LMH 2013 99%	National Average <sup>(1)</sup> 97%
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**8** It is vital that heart failure patients be involved in their own care to reduce health complications and improve quality of life. They must monitor their weight, limit their salt intake, and take their medications regularly. Healthcare providers need to give thorough discharge instructions to help these patients effectively manage their condition.

All discharge instructions given	LMH 2011 92%	LMH 2012 98%	LMH 2013 98%	National Average <sup>(1)</sup> 94%
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**9** Licking Memorial Health Professionals (LMHP) physicians also monitor the usage of antiplatelet drugs, such as aspirin or an antithrombotic drug, in patients with coronary artery disease (CAD). The usage of these medications lowers the risk of myocardial infarction (MI) or death in patients with CAD.

LMHP CAD patients with aspirin and/or antithrombotic prescribed	LMHP 2011 93%	LMHP 2012 93%	LMHP 2013 93%	Goal <sup>(3)</sup> greater than 90%
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**10** LMHP physicians monitor the cholesterol levels, specifically the LDL (bad cholesterol) levels of their patients with diagnoses of CAD. Elevated LDL cholesterol level is a risk factor for myocardial infarction (MI), but is reversible through medication, diet and exercise.

LMHP CAD patients with LDL less than or equal to 100 mg/dl	LMHP 2011 64%	LMHP 2012 66%	LMHP 2013 67%	National Average <sup>(4)</sup> greater than 50%
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**Data Footnotes:** (1) *Hospitalcompare.hhs.gov* national benchmarks. (2) Midas and CPMS Comparative Database, 2011-2012. (3) Benchmark indicates LMHP Goal. (4) National Committee for Quality Assurance, “State of Health Care Quality 2012.”



# Antibiotic-Resistant Infections Result from Misuse of Antibiotics



Kevin J. Finley, M.D.

Widespread development of the antibiotics sulfa and penicillin in the 1930s and 1940s was an advancement for healthcare workers and patients who previously had few tools to combat bacterial infections. Penicillin is credited for saving the lives and limbs of countless American soldiers during World War II by treating and preventing infections in battleground wounds.

Penicillin treats a narrow spectrum of microbial infections, so throughout the following decades, medical researchers developed penicillin-related antibiotics, such as ampicillin, flucloxacillin, dicloxacillin and methicillin that were more effective in treating a wider range of infections. However, in 1968, patients at a hospital in Boston experienced an outbreak of staph infections that were resistant to treatment with methicillin. Other bacterial infections also have developed resistance to the antibiotics that previously were used to treat them. The Centers for Disease Control and Prevention (CDC) reports that each year, at least 2 million patients in the U.S. become infected with bacteria that are resistant to antibiotics, and more than 23,000 patients die each year from those infections. The CDC considers antibiotic-resistant bacteria to be among the world's most pressing public health threats.

One of the most well-known antibiotic-resistant bacterial infections is methicillin-resistant *Staphylococcus aureus* (MRSA). MRSA infections are difficult to treat because they are resistant to many of the antibiotics that are available. MRSA infections can be contracted through common daily activities or in a hospital setting and can be deadly in some cases.

The emergence of antibiotic-resistant bacteria is largely attributed to the misuse and overuse of antibiotics. Penicillin

was commonly thought of as a “miracle drug” in the 1940s and consequently was used extensively to fight bacterial infections and prescribed for an assortment of inappropriate uses – such as prevention of complications from viral infections. In many cases, patients with bacterial infections felt so much better after a few days of antibiotic doses that they discontinued use instead of taking the full duration. This misuse allowed the stronger bacteria to multiply and develop into antibiotic-resistant strains.

Kevin J. Finley, M.D., of Licking Memorial Hospital's Emergency Department (ED) commented, “We still have patients today who expect to receive an antibiotic prescription for a cold or other viral infection because that was often the practice in the past. In reality, the antibiotics had no benefit in those cases, and the patients would have recovered just as quickly without the medications. It is in the best interest of the patient and future generations to prescribe antibiotics only when medically indicated. Physicians in LMH's Emergency Department and Urgent Care facilities follow the CDC's guidelines for antibiotic use. This will help to assure that our current antibiotic options remain effective against bacterial infections.”

The most common reason for antibiotic prescriptions in the ED is strep throat in both children and adults. If the ED physician suspects that a patient has strep throat, a rapid antigen test will be performed with a cotton swab. If the rapid antigen test results are positive for a strep infection, the physician will prescribe an antibiotic based on the patient's needs. If the rapid antigen test results are negative, the patient will receive alternate treatment. Whether the rapid antigen test results are positive or negative, LMH's Laboratory will conduct a standard 24- to 48-hour throat culture to confirm the diagnosis, and an LMH pharmacist will confirm the effectiveness of any prescribed antibiotics.

## Health Tips – Antibiotics Are Not Always the Answer

The Centers for Disease Control and Prevention offers the following facts about appropriate antibiotic use.

- **Antibiotics can be life-saving drugs when used appropriately.** Using antibiotics wisely is the best way to preserve their effectiveness for future bacterial illnesses.
- **Antibiotics are effective in treating only bacterial infections, not viral infections.** For patients with viral infections, such as a cold, a physician or pharmacist will be able to advise about symptom relief, which may include over-the-counter medications, a humidifier, or warm liquids.
- **Some ear infections do not require an antibiotic.** A physician can determine what kind of ear infection a patient has and whether antibiotics will help. The physician may follow guidelines to wait a couple of days before prescribing antibiotics.
- **Most sore throats do not require an antibiotic.** Only 1 in 5 children seen by a physician for a sore throat has strep throat, which should be treated with an antibiotic. The physician can confirm strep throat by performing a test.
- **Green mucus is not a sign that an antibiotic is needed.** As the body's immune system fights off infection, mucus can change color. This is normal.
- **There are potential risks when taking any prescription drug.** Antibiotic use can cause complications, ranging from an upset stomach to a serious allergic reaction. The physician will weigh the risks and benefits before prescribing antibiotics.

# Ultrafiltration Offers Treatment Option for Patients with Heart Failure



The Centers for Disease Control and Prevention (CDC) reports that more than 5 million Americans currently live with heart failure. The CDC also cites that in 2009, one out of every nine deaths in the U.S. included heart failure as a contributing cause.

Bryce I. Morrice, M.D. Heart failure is a serious chronic condition where the heart muscle is weakened and cannot pump blood efficiently enough to support the body's organs. Risk factors for developing heart failure include coronary heart disease, high blood pressure, diabetes, smoking tobacco, obesity, a sedentary lifestyle, and a diet that is high in fat, cholesterol and sodium. Symptoms of heart failure include shortness of breath during normal daily activities, difficulty breathing while lying down, fatigue, and swelling in the feet, legs, ankles or stomach.

"Early diagnosis and treatment can make great improvements in many patients with heart failure," explained Cardiologist Bryce I. Morrice, M.D. "First, we advise our patients to make lifestyle improvements by exercising and restricting the amount of fat and sodium in their diets. We also can treat heart failure medicinally

with ACE inhibitors and beta blockers to improve blood flow and regulate the heart beat, and diuretic medication to reduce the amount of fluid retention."

For some patients, diuretics and a sodium-restricted diet are not effective in sufficiently reducing the amount of excess fluid in the bloodstream, and the fluid overload increases the strain on the heart. Since 2009, Licking Memorial Hospital (LMH) has offered ultrafiltration, an innovative technology that can help to ease the heart's burden.

Dr. Morrice said, "Ultrafiltration is an inpatient therapy to remove excess sodium and water from patients who did not respond well to diuretics. The ultrafiltration treatment is very safe, predictable and effective. In a short time, it can remove much more excess fluid and sodium than standard diuretic treatments."

During ultrafiltration, the patient receives two catheter lines to redirect blood flow through the Aquadex FlexFlow™ filters. The cardiologist determines the rate of fluid removal, which typically lasts from 8 to 48 hours, depending on the patient's needs. Ultrafiltration has been shown to reduce the number of hospital readmissions for heart failure patients.

## Health Tips – Warning Signs of Heart Failure

### Swelling

- Feet, legs, or ankles show puffiness.
- Shoes feel too tight.
- Clothes are too tight in the waist.
- Rings are difficult to remove from fingers.

### Shortness of Breath

- Breathing is more difficult during normal activities or at rest.
- Sleep is disturbed by shortness of breath or coughing.
- It is necessary to sleep propped up on pillows or sitting in a chair or recliner.

### Other Warning Signs:

- There may be feelings of weakness, dizziness or fatigue.
- Chest pain or a change in heartbeat may occur.
- Memory difficulties may be a sign of heart failure.
- Some heart failure patients experience a loss of appetite.

## New Appointments



**Stacey Y. Guan, M.D., M.P.H., CWSP,**  
joined Licking Memorial Urgent Care.



**Sarah I. Hook, C.N.S.,**  
of Hospice and Palliative Care of Central Ohio,  
joined the Allied Health Practitioner Section of  
the LMH Medical Staff.



# Local Youth Donate Books to LMH Pediatric Patients

A group of Licking County high school students joined together to donate nearly 70 books for the enjoyment of pediatric inpatients at Licking Memorial Hospital (LMH). Aili Barbee (seated right), Josie Bunstine, Jesse Chirdon (seated left), Megan Prater, Danielle Rose, Seth Short and Addy Weaver met at the Hugh O'Brien Youth Leadership Conference last May and decided to collaborate on a community service project.

"We had heard of other hospitals giving books to pediatric patients and wanted to help LMH do the same," Aili said. "I have always loved reading, and it never fails to make me feel better when I am sick. Providing a way for other kids to take their minds off their illnesses by reading great stories was something we all wanted to do for the community."

Over the summer, the group hosted a pair of car washes at Advanced Auto Parts in Johnstown and Auto Zone in Reynoldsburg, and also received support from Domino's Pizza, Donatos Pizza and Creno's Pizza. The funds raised were used to purchase books of various reading levels from toddler to young adult. Licking Memorial Health Systems President & CEO Rob Montagnese (standing) accepted their generous gift to the Hospital in October.



## Active•Fit YOUTH WELLNESS EVENT

### Active•Fit Junior Chef

**Date:** Saturday, February 21      **Location:** C-TEC  
**Time:** 10:00 a.m. – 12:00 Noon      150 Price Road  
Newark, OH 43055

Youth, ages 6 to 12, will learn how to make various healthy recipes and participate in several cooking stations for the preparation of a healthy lunch to be enjoyed following the program. **Registration is limited and must be completed by Friday, February 13.**

**This event is free, however registration is limited to members of the Active•Fit Youth Wellness Program (ages 6 to 12).**

**To enroll in the free Active•Fit program, visit [www.ActiveFit.org](http://www.ActiveFit.org).**

**To register for the Active•Fit Junior Chef Event, please call LMHS Public Relations at (740) 348-1572.**





At the recent LMH Development Council's Corporate Breakfast, a panel of physicians discussed ways to prevent winter-related illnesses and injuries. Pictured during the presentation are (seated left to right at the speakers' table): Terrill D. Burnworth, D.O., Hassan Rajjoub, M.D., and Phillip G. Savage, D.O.

## Winter Safety Tips Discussed at Corporate Breakfast

Winter presents a unique set of challenges for individuals who venture outdoors into the cold and snow. The number of some illnesses and injuries spikes during the winter season, but most of those incidents are preventable. In many cases, a little preparation and common sense will avert a trip to the hospital. At the Licking Memorial Hospital (LMH) Development Council's Corporate Breakfast in November, three physicians presented a program, "Focus on Winter Safety," that offered tips to avoid winter pitfalls.

### Hypothermia

Hypothermia is a potentially deadly condition that occurs when the body's temperature drops to 95 degrees Fahrenheit or lower. Terrill D. Burnworth, D.O., Vice Chief of Emergency Medicine at LMH, explained that hypothermia generally results when individuals are poorly prepared for unintended exposure to cold weather. Examples include: someone who is caught in a winter storm or auto accident, inadequate shelter for a homeless person, or an outdoor sports enthusiast who is not properly dressed for the weather.

On average, 1,310 hypothermia-related deaths occur each year in the United States. Under normal circumstances, the body will work to maintain its core temperature through shivering. However, heat loss due to wet clothes, exposure to cold air, respiration and perspiration can quickly overtake the body's efforts. If the body's core temperature falls below 94 F, the brain's electrical activity becomes abnormal, and below a body core temperature of 82 F, the heart may begin to beat erratically. Dr. Burnworth stated that hypothermia is more deadly for individuals with certain conditions, including: advanced age, alcoholism, psychiatric disorders and homelessness.

Individuals who are suffering from hypothermia often are unaware that it is occurring because the condition may have

developed gradually, and their mental processes may have slowed. Symptoms of hypothermia include:

- Shivering
- Slow, shallow breathing
- Slow, weak pulse
- Mental confusion
- Drowsiness
- Slurred speech
- Loss of coordination

Hypothermia is a life-threatening condition, and 911 should be called for anyone who exhibits the symptoms. If emergency help is not immediately available, first-aid steps include:

- Removing wet articles of clothing
- Warming the body with warm, dry clothing and blankets
- Drinking warm, non-caffeinated liquids

### Winter Heart Attacks

The number of deaths from heart attacks increases during the winter season. Interventional Cardiologist Hassan Rajjoub, M.D., of the Licking Memorial Heart Center, said that studies show a spike in cardiac deaths each year on December 25, December 26 and January 1. Although most heart attacks result from coronary artery disease, the stresses of the holidays and cold weather are believed to be contributing factors. Dr. Rajjoub also pointed out that individuals tend to gain weight and increase consumption of alcoholic beverages, unhealthy foods and tobacco during the holiday season, which also increases the risk of heart attack.

"In general, cold weather is hard on the heart," Dr. Rajjoub said. "Because the heart is working harder to maintain the body temperature, it requires more blood flow to the heart muscle.



However, blood vessels constrict with low temperatures, which causes the blood pressure to rise, and at the same time, low temperatures speed up the formation of blood clots. These factors all set the stage for a heart attack.”

Snow shoveling can cause a heart attack. Dr. Rajjoub recommends that individuals shovel snow for no longer than 15 minutes at a time, frequently resting until the pulse rate goes back to normal before resuming. He stated that it is important not to go back inside during the breaks to have coffee or tobacco products because the caffeine and nicotine will cause blood vessels to constrict.

The symptoms of a heart attack can vary widely. Some individuals, especially women or diabetes patients, may experience atypical symptoms. Call 911 immediately if the following conditions develop:

- Mild chest pain or discomfort that builds slowly
- Discomfort in the center of the chest that lasts more than a few minutes or goes away and returns
- Pain or discomfort in one or both arms, the back, neck, jaw or stomach
- Shortness of breath with or without chest discomfort.
- A cold sweat
- Nausea or light-headedness

Not all these signs occur in every heart attack. If chest discomfort is present (especially with one or more of the other signs) wait no longer than five minutes before calling 911 for help.

### Falls

Phillip G. Savage, D.O., of Licking Memorial Hospitalists, reported that one-third of senior citizens age 65 and older fall each year. In addition, Dr. Savage said that falls are the most frequent cause of injury for patients of all ages. “Even though falls are often dismissed as commonplace mishaps, the medical community recognizes that they are an enormous problem with

vast consequences,” he stated. “In 2012, more than 2 million Americans experienced falls, and 722,000 required hospitalization. Falls can cause permanent disability, especially in seniors who are at greater risk for fractures.”

“Although falls happen quickly and seem entirely accidental, many could have been avoided,” Dr. Savage explained. He offered the following fall-prevention tips:

- Keep outdoor walkways free from snow and ice
- Wear appropriate winter footwear for good traction
- Review medications with a physician to reduce lightheadedness or dizzy spells
- De-clutter the house
- Add grab bars to the shower and bathtub.
- Assess the home for adequate lighting
- Exercise to keep the muscles and skeletal system strong and limber

Bone fractures, ligament sprains, and strains of muscles or tendons are the most common injuries incurred from falls. Bone fractures require medical treatment, but mild cases of sprains and strains may be treated at home with rest, ice, compression (with bandages) and elevation. Medical attention is needed for injuries that have the following symptoms:

- The affected joint or limb cannot move
- Walking more than a few steps causes pain
- The affected joint or limb has numbness

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

## Annual Funeral Directors' Breakfast

Licking Memorial Hospital (LMH) hosted a breakfast for local funeral directors and their staff in November. T. Scott Gilligan (pictured lecturing), an attorney with Gilligan Law Offices in Cincinnati and the General Counsel to the National Funeral Directors Association since 1993, presented a program which qualified as one continuing education hour for the funeral directors. Additionally, Licking Memorial Health Systems Vice President Development & Public Relations Veronica Link welcomed the attendees, President & CEO Rob Montagnese provided an update on LMH, and Vice President Patient Services Debbie Young moderated a short question and answer session regarding Hospital policies.



# Former Board Members Thanked for Shaping Health Care

Licking Memorial Health Systems (LMHS) and Licking Memorial Hospital (LMH) are governed by Boards of Directors that set policies, oversee financial transactions and guide the organizations' decisions regarding daily operations. Last fall, the Health Systems hosted the annual Former Board Member Dinner as an expression of gratitude for the role each former Board Member played in shaping the high level of health care for the community.

LMHS President & CEO Rob Montagnese presented a brief overview of accomplishments in 2014 and pointed out that the Health Systems' strengths can be traced back to the former Board Members' efforts. "The LMH and LMHS Boards of Directors have worked diligently to provide state-of-the-art equipment and services. Because of the Hospital Board's strong



financial management, LMH has been able to remain independent. As a result, LMH is able to respond to our community's needs and provide the services that Licking County residents need."

The LMHS and LMH Boards are comprised of community leaders who volunteer their time to ensure that Licking County residents have the highest quality services available. The Hospital has been governed by a Board of Directors since 1898, when the first nine-room Hospital was established on North Third Street in Newark. The LMHS Board of Directors, created in 1995, oversees operations of the Hospital, Licking Memorial Health Professionals private practices and Licking Memorial Health Foundation.

## Development Spotlight – Ryan Bernath



Ryan Bernath

Ryan Bernath, Granville Village Exempted School District Assistant Superintendent, recently joined the Licking Memorial Hospital (LMH) Development Council on the Community Relations Committee. Ryan was drawn to the opportunity because nearly all key community areas are represented by members of the committee. "The Committee includes people from many

professions such as business, manufacturing, education, and hospitality," said Ryan.

According to Ryan, one of the responsibilities of Development Council members is to receive and provide feedback. "Part of what we do is to listen to the viewpoints of community members," said Ryan. "We may hear that something is going great, or learn that a service needs improvement. We are a grassroots conduit between the community and the Hospital."

Ryan previously worked with LMH on a project that resulted in the addition of new exercise equipment for the students at Granville Schools, donated by Licking Memorial Health Systems (LMHS). "I don't think people realize how much LMHS does for Licking County schools," said Ryan.

As an education professional, Ryan shares a similar view to LMH's mission to improve the health of the community. Ryan explained that from a school perspective, there is a mindset of providing opportunities for students to stay active. "We provide a large offering of extracurricular activities that includes more than just sports," said Ryan. "However, being healthy is about more than just being active. Granville Schools also has taken initiative on providing healthier options at lunch time. Not only do we want students to stay active, but also learn to make good choices about their nutrition and health," he said.

Reflecting on his committee experience thus far, Ryan commented, "I've been extremely impressed by the focus on improvement efforts through LMHS' approach to their mission. The way it's concerted is completely research and data-based. Everything goes through a focused, driven, and organized process to implement change." He also appreciates how the Health System is always most concerned about the welfare of the community. "LMHS proactively reviews local healthcare needs and makes decisions about what's best for Licking County. It's a mindset of improvement."

Ryan resides in Nashport, Ohio, with his wife, Theresa, and their five children. He enjoys golf, fishing and coaching youth basketball.



## Former Board Members (Since 1966)

*Those who graciously served the community as former Board Members of Licking Memorial Hospital or Licking Memorial Health Systems include:*

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*\*Denotes deceased member*



Congratulations and thanks to our employees, Medical Staff, Volunteers, TWIGS, Board Members, Development Council and other supporters for 117 Years of Caring at Licking Memorial Hospital.

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LMHS President & CEO Rob Montagnese (right) and Vice President Development & Public Relations Veronica Link (left) recognized First Federal Savings and Loan President & CEO Paul Thompson and Board Chair Sarah Wallace for the company's membership in the Golden Corporate Honor Roll.

## Donor Recognized for Contribution to Licking Memorial Health Foundation

A new donor was recently recognized for a generous contribution to Licking Memorial Health Foundation (LMHF). The contribution helps to ensure that Licking Memorial Hospital (LMH) can continue to provide excellent, quality health care for the community with state-of-the-art technology and facilities.

### The Golden Corporate Honor Roll First Federal Savings and Loan

First Federal Savings and Loan was welcomed into the Golden Corporate Honor Roll, a giving club for companies that have made a total commitment of \$10,000 or more to LMH. Participation in the Golden Corporate Honor Roll signifies a company's alliance with LMH to help ensure the continuation of excellent healthcare services in the community.

First Federal Savings and Loan Association of Newark was founded in 1934 by Everett D. Reese with the purpose of providing the community with a safe place to keep their savings and a source of mortgage loans. Eighty years later, it continues to offer mortgage loans of all kinds and federally-insured deposits in a variety of rates and terms with contemporary retail deposit services, including online and mobile banking. As a mutually owned company, First Federal is locally owned in the truest sense by its depositing and borrowing customers rather than stockholders.

Sarah Reese Wallace, granddaughter of Everett Reese, began working at First Federal Savings and Loan in 1980 as the third generation of the Reese family to help lead the local financial institution. She served as President of First Federal from 1982 to 1999 and remains Board Chair after being appointed to the position in 1999. She currently serves on the Board of Directors at Freight Service and Midway Truck & Trailer, and on the Board of Trustees at DePauw University, Central Ohio Technical College, the Newark Campus Development Fund, A Call to

College, the Thomas J. Evans Foundation and the First Federal Foundation.

Sarah attended DePauw University in Greencastle, Indiana, where she earned a bachelor's degree. She later graduated with her Master of Business Administration from Indiana University in Bloomington, Indiana. Sarah and her husband, John Wallace, D.D.S., are members of the Newark Rotary Club and LMHF's John Alford Fellowship. They currently reside in Granville and have three grown children, Gilbert, Gerald and Sally, and two grandchildren, Willard and Everett.

Paul Thompson has served as President & CEO of First Federal Savings and Loan since 1999. He began his career in finance as a clerk at State Savings Bank in Columbus and filled several management roles for the company including Vice President, a position he maintained following State Savings' merger with Fifth Third Bank. In 2013, Paul was appointed to the Mutual Savings Association Advisory Committee for the Office of the Comptroller of Currency, which meets three to four times per year in Washington, D.C. Additionally, he is a Board Director at the Ohio Bankers League and A Call to College, a Board Trustee for the First Federal Foundation, and is an active member of the American Bankers Association, the Licking County Foundation Finance and Investment Committee, and the Newark Rotary.

Paul earned his Bachelor of Science degree in Business from Miami University in Oxford, Ohio. He resides in Granville and has two children, Matthew and Emily.

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



# Donors

*Undesignated contributions to Licking Memorial Health Foundation in 2014 benefit new technology at Licking Memorial Hospital. This section highlights our donors and their very generous gifts received in September and October 2014.*

## CADUCEUS SOCIETY

Anonymous  
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## CAPITAL IMPROVEMENT FUND

Goodwill Industries  
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## GOLDEN CORPORATE HONOR ROLL

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## MEMORIAL

In memory of Guy Sittler  
By: Sandy Andrews

In memory of Edward J. Starinchak, M.D.  
By: Andrew and Amy Danylchak, Rosemary Danylchak

## PAVING OUR FUTURE

Ms. Zelma Craig

## WILLIAM SCHAFFNER SOCIETY

Bob and Joan Kent

## LMH Receives Quilt and Pillow Donation from Ohio Star Quilt Guild

The Ohio Star Quilt Guild recently donated handmade quilts and pillows to help comfort patients at Licking Memorial Hospital (LMH). The Guild was formed by Connie Gaiser in 1997 and has regularly completed community projects throughout Central Ohio since 2007. Each member of the Guild produced a horse-themed lap throw quilt to include in the donation to LMH.

Additionally, the Ohio Star Quilt Guild helped member Dorle Ehmann produce heart-shaped pillows for breast cancer patients. Dorle began crafting the pillows after seeing the comfort, support and pain relief that similar items provided one of her relatives following a mastectomy in December 2013. The Hammel's Heart Pillows – named in honor of Dorle's brother – will be given to breast cancer and other surgery patients at LMH.

Members of the Ohio Star Quilt Guild, who are pictured with Licking Memorial Health Systems Vice President Development & Public Relations Veronica Link (far right), are (left to right): Cathy McCoy, Dorle Ehmann, Julia Peterman, Paula Olson, Connie Gaiser, Janet Hanes, and Melanie Romine (not pictured).



# LMHS and the Licking County Aging Program Partner to Offer Seniors Health-Improving Services

The Licking County Aging Program (LCAP) has been serving senior citizens in Licking County since 1972. In order to fulfill their mission of improving quality of life for seniors residing in Licking County, LCAP strives to provide services that contribute to independent and healthy lifestyles for seniors, such as meal delivery, transportation and health services. LCAP is dedicated to providing Licking County seniors with important health services and a happy, friendly environment.

“LCAP is a place for the active and vibrant senior,” said Dave Bibler, the Executive Director of LCAP. “We offer programs and services that help seniors maintain active minds and bodies.”

“Another of LCAP’s main goals is to allow seniors to remain independent and services are established with that in mind,” Dave said. “We provide delivered meals through our Meals on Wheels program, as well as personal care services and assistance with cleaning and errands. Most people hope to stay in their own homes for as long as possible.”

LCAP currently serves approximately 8,500 Licking County seniors. Services are available to any Licking County resident over the age of 60, and most are provided at no cost. Some activities have small, one-time fees to cover materials and in-home services have a suggested donation, but no one is denied services based on the inability to pay. LCAP operates from 8:00 a.m. to 5:00 p.m., Monday through Friday, plus evening activities organized by seniors. There is no membership policy, and seniors are free to participate in whatever activities they prefer.

“I really appreciate the help I receive through the Licking County Aging Program,” said Bonnie Ganno, who utilizes LCAP’s in-home services. “When my physician told me that I should not be living alone, I started to cry. I am really happy and content in my home and my neighbor mentioned LCAP as a way to get some help. Every other week, they dust, run the sweeper, and wash and change my bedding, along with other cleaning that is needed. Not only do they do a beautiful job, but they are also really great and friendly. I would definitely recommend LCAP’s services to all seniors.”

LCAP provides a high quality health service to Licking County, and their mission aligns with the mission of Licking Memorial Health Systems (LMHS). Together, LMHS and LCAP have partnered to provide a variety of services, with the combined goal of improving the health of the community. In the last year, LMHS and LCAP have offered senior citizens educational lectures, demonstrations and events regarding health and wellness.

Rob Montagnese, President & CEO of LMHS, said, “LCAP is a great asset to the community, and partnering with them has allowed us to increase our reach and further accomplish our

goal of creating a healthier community. We are now hosting a monthly educational lecture at the LCAP facility.”

For more information about the services available through LCAP, please visit their website at [www.LCAP.org](http://www.LCAP.org), call (740) 345-0821, or e-mail [LCAP@LCAP.org](mailto:LCAP@LCAP.org).

## The Licking County Aging Program offers the following services to seniors:

- Home Delivered Meals
- Medical Transportation
- Personal Care
- Homemaking
- Home Chores
- Dining Centers
- Adult Day Care
- Daily Social Activities
- Annual Fishing Tournament
- AARP Free Senior Tax Services
- Bingo
- Chair Volleyball
- Card Clubs
- Spring and Christmas Dances
- Veterans Day Honors Program
- Monthly Breakfast Club
- Exciting Trips
- Exercise Room
- Exercise Classes
- Computer Classes
- Dance Classes





# Volunteer for the Health of Our Community

Since the Licking Memorial Hospital (LMH) Volunteer Services Department was created in 1956, community members have donated their time to help provide the best care to patients, their families and visitors. With more than 100,000 people receiving care at or visiting LMH each year, many supplemental services are available only through the aid of volunteers.

LMHS President & CEO Rob Montagnese explained, “Our trained volunteers help fulfill our mission to improve the health of the community through helpful, positive interactions with each of our guests. Making a difference can be as simple as helping to personalize a patient’s Hospital experience through kindness and compassion.”

Volunteer opportunities include:

- Greeting and guiding visitors
- Delivering patient mail or Hospital office mail
- Providing messenger service
- Providing information for families who have relatives in surgery
- Providing patient information while staffing the lobby reception desk

- Assisting with Hospital mailings
- Helping to transport patients
- Providing clerical assistance
- Registration
- Community events
- Patient reminder calls
- Thrift Shop volunteers

With more than 30 different volunteer activities available, every attempt is made to match service needs with individual interests and talents. Opportunities are available for adults as well as teens between the ages of 15 and 18, with parental consent. Volunteers also receive great benefits – complimentary meals are included for every three-hour shift served as well as the opportunity to utilize the Licking Memorial Wellness Centers at no charge.

Sharing your time, unique talents and abilities will yield rewards such as personal growth, new friends, the fulfillment of assisting others, and the satisfaction of learning new skills. To join the more than 150 individuals who benefit from volunteering at LMH, please contact Carol Barnes, Director of Volunteers, TWIGS & Events, at (740) 348-4079, or via e-mail at [cbarnes@LMHealth.org](mailto:cbarnes@LMHealth.org).

## Volunteer Spotlight – Diana Hufford



Diana Hufford

After retiring from Newark City Hall just two and one-half years ago, Diana Hufford decided retirement would not keep her from being active. “After I retired, I didn’t want to just sit at home,” she said. “I talked with an individual who mentioned that the Hospital is always looking for volunteers. So I went and signed up!” said Diana. She joined the Volunteer Services Department at

Licking Memorial Hospital (LMH) right after her retirement and has been volunteering ever since.

Diana works in the Volunteer Office often and is willing to go wherever and do whatever is needed. She enjoys this role because of the variety it provides. “I get to do a little bit of everything,” she said.

Outpatient Surgery and Oncology are among the recent areas in which Diana has volunteered. She was able to direct family members from consult rooms to the patients they were visiting in Outpatient Surgery. She also spent time assisting in Oncology, which left a lasting impression on Diana. “For me, I think it’s wonderful. I’ve never seen such caring personnel in a

hospital before. They are really great people. They are there for a reason – they want to be there.”

Although volunteering in Oncology is one of Diana’s favorite assignments, she also loves simply being helpful in the Volunteer Office. She enjoys assisting in the office where service opportunities always arise for which she can lend a hand. “Somebody may need help, and I’m able to provide that,” she said.

Carol Barnes, LMH Director of Volunteers, TWIGS and Events, appreciates Diana’s enthusiasm. “Diana is helpful to all she meets,” said Carol. “She is there to assist, whether it is a guest who needs directions, or getting time-sensitive tasks delivered in a timely manner. We are extremely happy to have Diana on our team. Her smile and willingness to help is part of her daily routine.”

Volunteering is important to Diana because it allows her to give back to the community. “When you put your own time in, you appreciate it more,” she said. “Plus, you get to meet so many new people.” When Diana is not volunteering around the Hospital, she enjoys reading or spending time with her four grandchildren.

# Retiree Spotlight – Pollie Wright



Pollie Wright

Licking County native Pollie Wright worked in the Licking Memorial Hospital (LMH) Pharmacy Department for 12 years, beginning in 1987. “I really enjoyed everything about my job in the Hospital,” Pollie said. “It kept me very busy – I dispensed medication, which allowed me to visit all of the floors and stay moving all day long. I got to do a little bit of everything.”

Pollie reflected on her opportunity to gain new knowledge and skills. “I learned so much about pharmaceuticals in my department, and increased my responsibilities. I know my kids were very proud of me.”

Pollie met her husband, Bob Wright, during her employment at LMH through fellow employee Wanda Patterson. She calls it her real life love story, and says she believes the Lord had a hand in it. “Wanda called me one day and said, ‘Pollie, I know you don’t know me, but my brother is divorced, and I know you are, too. I think you two would be a great match. Will you have

dinner with him?’” Pollie said. “I remember thinking how pretty Wanda was, and wondered what her brother looked like.”

“My daughter, who was 19 years old at the time, told me she had to approve before I went on the date, and she sat on the stairs when he came to pick me up. She gave me the head nod, and we went to Spaghetti Warehouse in Columbus – that’s where it all started! We met on April 25, 1992, and were married on February 14, 1993. We’ll have been together for 23 years in February.”

Pollie has been retired for 15 years, and Bob followed suit one year later. She said they keep busy volunteering to take photos and video at their church, the Licking Valley Church of Christ, and are not often separated. “We hardly go anywhere without each other,” Pollie said.

In her free time, Pollie enjoys being with her family, including her four children, Todd O’Dell, Tammie Landis, Tawna England and Tiffany Allen, her nine grandchildren and her four great-grandsons. She is looking forward to her two great-granddaughters who are on the way.

## National Doctors’ Day – March 30



In recognition of Doctors’ Day, express your appreciation for your favorite physician by making a donation to the Licking Memorial Health Foundation in his or her honor. Contributions will be utilized for facility improvements at Licking Memorial Hospital. For more information, or to make a donation in a physician’s name, please call (740) 348-4102. To make a donation online, visit [www.LMHealth.org](http://www.LMHealth.org) and click on the Doctors’ Day Recognition link.





# Paving Our Future



The Licking Memorial Hospital (LMH) Development Council offers a lasting and unique way to recognize a family member, special friend or organization through a personalized tribute. Commemorative bricks are located at LMH in the Front Circle, the John & Mary Alford Pavilion Walkway, the Cardiac Rehabilitation Walkway and the Employee Entrance Walkway. Your generous gift will help LMH maintain the high standards of medical treatment and care essential to the well-being of our community.

The beige bricks are available with the option of two sizes – 4” x 8” and 8” x 8”. The personal brick (4” x 8”) will accommodate up to 20 characters per line, including spaces and punctuation, with three lines per brick. The corporate brick (8” x 8”) will accommodate up to 20 characters per line, including spaces and punctuation, with five lines per brick. A second option for the corporate brick is to place 20 characters per line, three lines per brick, and a corporate logo.

To purchase a commemorative brick, complete the order form below and return it to: Licking Memorial Health Foundation, 1320 West Main Street, Newark, OH 43055. Receipt of your contribution and confirmation of your brick order will be sent by mail immediately. In addition, a letter of acknowledgement will be sent promptly to your designated honoree or the honoree’s family. A confirmation letter regarding the installation of your brick and its location also will be sent following project completion.

## Order Form

Your gift is a special way to recognize a family member, special friend or organization. By choosing a commemorative brick, you are creating a lasting impression of your support for a loved one or corporation, and ultimately, support for LMH. Commemorative bricks will be placed in one of the following four locations: the Front Circle (Garden Area), Pavilion Walkway, Cardiac Rehab Walkway and the Employee Entrance Walkway. Please mark the location where you would like your brick placed. We will do our best to accommodate your first choice. All characters will be uppercase.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City

\_\_\_\_\_ State \_\_\_\_\_ Zip

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Cell phone

### Locations

- Front Circle (Garden Area)
- Pavilion Walkway
- Cardiac Rehab Walkway
- Employee Entrance Walkway

### Brick Options

Print exactly as you would like the engraving to appear. Use one character/letter per box, leaving a box blank for each space between words.

Personal Brick (4” x 8”) - \$250


Corporate Brick (8” x 8”) without logo - \$500


Corporate Brick (8” x 8”) with logo - \$500

Please call (740) 348-4102 for more information about providing logo artwork.

[Logo Will Go Here](#)


Please make checks payable to **Licking Memorial Health Foundation**. Credit/debit card gifts are accepted by phone at (740) 348-4102. (Gifts are tax-deductible to the extent allowed by law.)



## 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).**

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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 Junior Chef

Saturday, February 21, 10:00 a.m. to 12:00 Noon  
C-TEC, 150 Price Road, Newark

No charge. Registration is limited and must be completed by Friday, February 13. Youth, ages 6 to 12, will prepare and enjoy a healthy lunch. See page 17 for details.

### Ask the Doc

Second and fourth Saturdays of each month, 9:00 to 10:00 a.m.  
Shepherd Hill, 200 Messimer Drive, Newark  
No charge. Open to the public.

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

### Community Blood Pressure (BP) Screenings

Licking Memorial Wellness Center at C-TEC  
150 Price Road, Newark  
1:00 to 3:00 p.m. No charge.

BP screenings on the second and fourth Thursdays of each month. No appointment required. Call (740) 364-2720 for more details.

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

Licking Memorial Diabetes Learning Center,  
1865 Tamarack Road

Tuesday classes                      Wednesday classes  
9:00 to 11:00 a.m.                      1:00 to 3:00 p.m., or 7:00 to 9:00 p.m.

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

### First Impressions – Maternal Child Classes

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

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