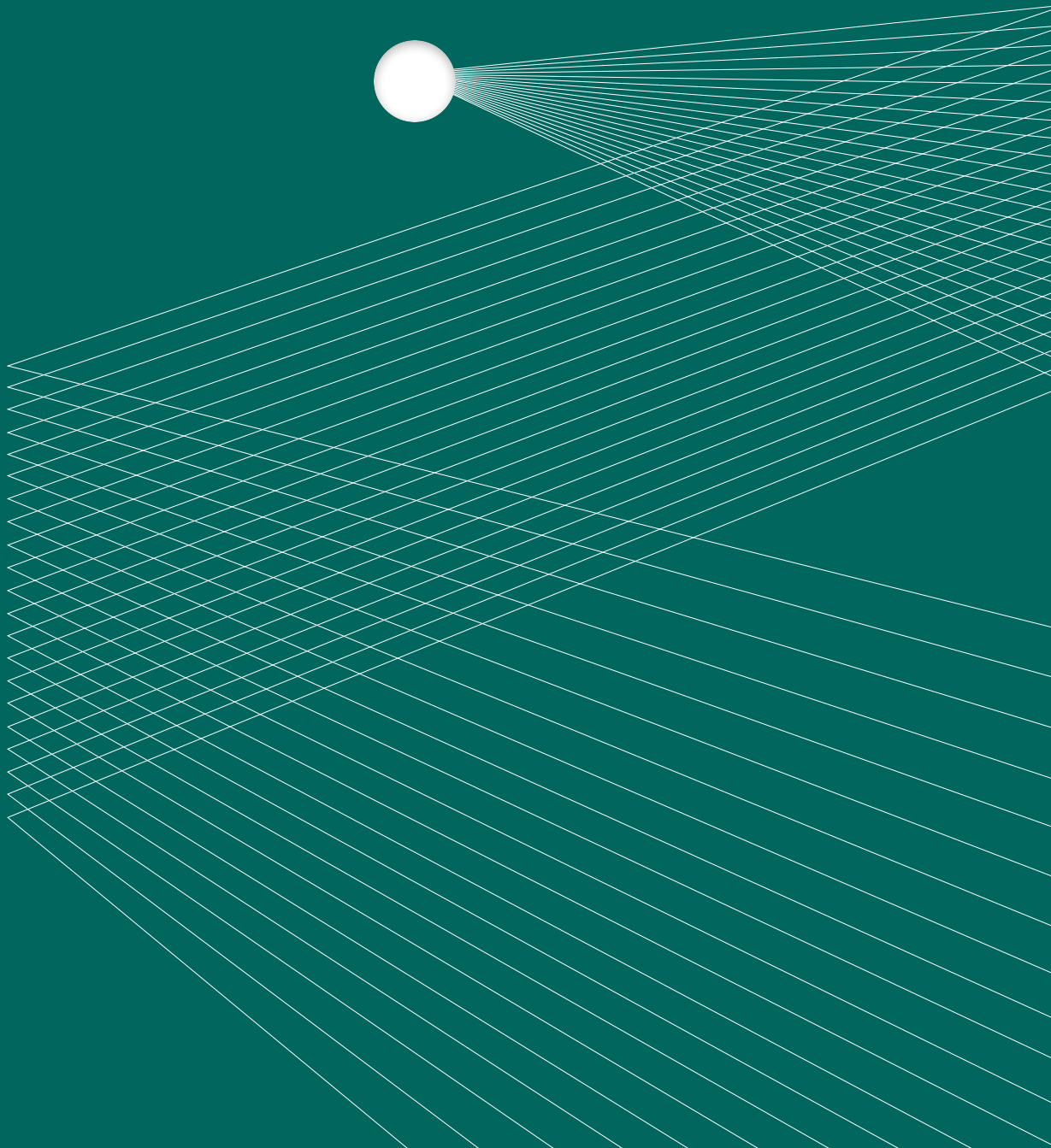


OUR FOCUS

CARING FOR ACADIANA

LAFAYETTE
GENERAL HEALTH
2016
COMMUNITY
REPORT







A LETTER FROM OUR PRESIDENT



DAVID L. CALLECOD, FACHE

GOALS

2016 had its share of ups and downs, but we continued to grow and deliver excellent patient care. Our fiscal year began quickly with the official acquisition of Lafayette General Southwest (*formerly Regional Medical Center of Acadiana*) on November 6, 2015. This challenging, but rewarding, endeavor created greater capacity to care for our community. We are grateful to have another campus of Lafayette General Medical Center (LGMC) and all of its high performing employees.

■ Things continued to roll along, starting with the launch of our Nurse Residency Program and addition of another Cancer Center of Acadiana location (*in Opelousas*). LGMC earned The Joint Commission's Gold Seal of Approval as a Certified Orthopedic Joint Replacement Program for shoulder replacement. This put LGMC among a rare and elite group of hospitals with certifications in knee, hip and shoulder replacement. ■ We added telemedicine in St. Martin Parish schools and a new urgent care center in Carencro, opened Plastic & Reconstructive Surgery of Acadiana and expanded Labor & Delivery, Mother-Baby and NICU. We were named a "Great Place to Work in Healthcare" by Becker's Hospital Review and among the "Best Place to Work in Information Technology" by International Data Corporation. ■ As the summer approached, we celebrated World Health Day, welcomed Jennings American Legion as a clinical affiliate, added telecardiology and telehospitalist services at Abrom

Kaplan Memorial Hospital and Acadia General Hospital, and signed a Collaborative Agreement with Iberia Medical Center. ■ More physicians continued to choose Lafayette General Health. We also added more technology, such as the CATALYS® Precision Laser System at Oil Center Surgical Plaza, a new miniaturized, wireless heart monitor called the CardioMEMS system thanks to our partnership with Cardiovascular Institute of the South, and Medtronic's Pipeline™ Flex embolization device to treat brain aneurysms through our neuroscience center. ■ Just as 2016 looked to be our greatest year yet, it started to rain. It rained for days and we witnessed some of the worst flooding in the history of our region. Our local economy, soggy for over a year with the downturn in the oil sector, started to catch up with us. Declining reimbursements at the local, state and federal level forced us to make difficult, but necessary, cost-saving measures. ■ When our fiscal year ended on September 30, 2016, it was a difficult time. But looking back, we continued to be Acadiana's healthcare leader and the brand our community looks toward in their time of need. The resilience of our staff is remarkable, through thick and thin all year long. I thank each and every one of our 4,000+ employees and 1,000+ medical providers for choosing Lafayette General Health. Together, we remain committed to our mission, *To Restore, Maintain and Improve Health.*



YEAR IN REVIEW

*Through expansions and agreements,
Lafayette General Health (LGH) worked towards its vision; Be a regional
healthcare system that always delivers excellence.*

MEMORABLE

NOVEMBER 2015

LGH officially acquires Regional Medical Center of Acadiana, opening on November 6th as Lafayette General Southwest (LGSW).



Press Ganey's prestigious Guardian of Excellence Award and Pinnacle of Excellence Award honors were granted to Lafayette General Medical Center (LGMC), Lafayette General Surgical Hospital (LGSW), St. Martin Hospital (SMH) and LGMD Physician Group (LGMD).



JANUARY 2016

Cardiovascular Institute of the South (CIS) and LGMC became the area's most prolific at implanting a new miniaturized, wireless heart monitor called the CardioMEMS system.

DECEMBER 2015

LGH and LGMD hold a ribbon-cutting ceremony for the opening of Lafayette General Urgent Care Center at Carencro.





YEAR IN REVIEW



MARCH 2016

LGMC adds 19 new beds and an extra 11,000 square feet to Labor & Delivery, Mother/Baby and the Neonatal Intensive Care Unit (NICU).



APRIL 2016

LGH hosts its inaugural “World Health Day” event, educating the community and raising awareness about Diabetes.

MOMENTS



MAY 2016

LGSW opens its newly renovated Rehabilitation Department with 21 beds and improvements to patient rooms.



JULY 2016

Abrom Kaplan Memorial Hospital introduces its Telecardiology program through a partnership with CIS.

LGH expands thanks to a new clinical affiliation agreement with Jennings American Legion Hospital.



LGMC welcomes New Orleans Saints quarterback Drew Brees to the NICU and Pediatric Department.

University Hospital & Clinics opens its Medicaid Enrollment Center.



JUNE 2016

LGH and Iberia Medical Center (IMC) enter into a Collaborative Agreement, allowing IMC to treat more patients locally and rely on LGMC as the region’s trauma program.



AUGUST 2016

LGMC opens the first breast milk depot donation site in Southwest Louisiana.

Oil Center Surgical Plaza completes 100 CATALYS® Precision Laser System surgeries in less than four months.

Acadia General Hospital introduces telehospitalist services and three months later telecardiology.

Construction begins on St. Martin Hospital Specialty Center.



L A F A Y E T T E G E N E R A L H E A L T H

Lafayette General Health expanded in numerous ways in fiscal year 2016. By providing more options for education and medical care, the health system continued to break records and set the standard for care in Acadiana.

HOME

Lafayette General Health (LGH) is a non-profit, community-owned regional healthcare system committed to always delivering excellence. LGH serves the south-central region of Louisiana by aligning with facilities across the parishes of Acadiana. As a member of the Ochsner Health Network, LGH is part of an alliance of healthcare focused entities across the greater Gulf South region.

- LGH's flagship hospital, Lafayette General Medical Center (LGMC), in operation since 1911, is a 501(c)(3) not-for-profit corporation that does not pay out any revenue to shareholders. LGH also owns or manages Lafayette General Southwest, Lafayette General Surgical Hospital, University Hospital & Clinics (UHC), St. Martin Hospital, Acadia General Hospital and Abrom Kaplan Memorial

Hospital. At the close of fiscal year 2016, LGH had clinical affiliations with Abbeville General Hospital, Bunkie General Hospital, Franklin Foundation Hospital, Jennings American Legion Hospital and Collaborative Agreements with Iberia Medical Center and Opelousas General Health System. ■ Lafayette General owns Lafayette General Medical Doctors, a non-profit corporation that operates and manages several physician clinics in many different specialties. ■ Both LGMC and UHC are major teaching hospitals, providing graduate medical education across many disciplines. At the beginning of the fiscal year, LGH launched its own Nurse Residency Program, helping train graduate nurses entering their professional field.

LGH has over \$500 million in property, building and equipment assets, consisting of the following:

\$14,539,000	<i>Land and Improvements</i>
\$389,513,000	<i>Buildings and Fixed Equipment</i>
\$128,396,000	<i>Major Movable Equipment</i>
\$532,448,000	<i>Total (Dollars)</i>
\$5,579,000	<i>Construction in Progress</i>



H O M E I S W H E R E T H E C A R E I S

*One Acadiana health system
that is truly regional and truly local.*



OWN / MANAGE

- ❄️ Lafayette General Medical Center - *Lafayette*
- Lafayette General Southwest - *Lafayette*
- University Hospital & Clinics - *Lafayette*
- Lafayette General Surgical Hospital - *Lafayette*
- Acadia General Hospital - *Crowley*
- St. Martin Hospital - *Breaux Bridge*
- Abrom Kaplan Memorial Hospital - *Kaplan*

COLLABORATIVE AGREEMENT

- ★ Iberia Medical Center - *New Iberia*
- Opelousas General Health System - *Opelousas*

CLINICAL AFFILIATE

- Abbeville General Hospital - *Abbeville*
- Bunkie General Hospital - *Bunkie*
- Franklin Foundation Hospital - *Franklin*
- Jennings American Legion Hospital - *Jennings*

LGH ALSO OWNS / MANAGES Cancer Center of Acadiana / CyberKnife Center of Louisiana
 Lafayette Behavioral Health Unit / Lafayette General Endoscopy Center / Lafayette General Imaging
 Lafayette General Telemedicine Clinics / Lafayette General Urgent Care Centers
 LGMD Physician Group / Oil Center Surgical Plaza



L A F A Y E T T E G E N E R A L M E D I C A L C E N T E R



CEO *Patrick W. Gandy, Jr.* PRESIDENT OF MEDICAL STAFF *Dennis Eschete, Jr., M.D.*

STRONG

Fiscal year 2016 was a year of unprecedented growth, challenges and innovation at Lafayette General Medical Center (LGMC). It began with the introduction of a first-of-its-kind Nurse Residency Program. This program helps nurses drive their focus towards leadership, patient care and honing their skills with new, innovative technology.

■ Thanks to new heart monitoring technology, Cardiologists with Cardiovascular Institute of the South at Lafayette General are now able to deliver preventative treatment weeks before patients would require hospitalization. The CardioMEMS system is a tiny implantable sensor that measures blood pressure and wirelessly transmits the data to a clinician. ■ LGMC became the first breast milk depot for Southwest Louisiana. The medical center broke its own

record in delivering babies in 2016, with over 3,000 parents choosing to deliver at LGMC. Because of this overwhelming demand, 11,000 square feet, featuring 19 new beds, was added to Women's and Children's Services. Operating room cases rose nearly 10% from the previous fiscal year, as did the complexity of surgical cases. ■ LGMC garnered numerous awards for its use of groundbreaking technology, as well as patient safety and satisfaction. With an Accredited Cancer Program, Advanced Certified Primary Stroke Center, Accredited Center for Metabolic and Bariatric Surgery, Breast Imaging Center of Excellence and a BCBS Blue Distinction® Center+ (Plus) in Maternity Care, LGMC continued meeting the healthcare challenges of Acadiana.

366	<i>Staffed Beds (Main Campus)</i>
24	<i>Staffed Beds (Lafayette Behavioral Health Unit)</i>
1,983	<i>Consolidated FTEs</i>
\$460,689,000	<i>In Net Revenue (Includes Southwest Campus)</i>

18,439	<i>Inpatient Admissions</i>		
257.0	<i>Average Daily Census</i>		
68,224	<i>ER Visits</i>	1.5%	<i>Increase</i>
7,855	<i>Cath Lab Procedures</i>		
3,034	<i>Deliveries</i>	5.5%	<i>Increase</i>
8,680	<i>Operating Room Cases</i>	9.9%	<i>Increase</i>
	{ 6,021 }	<i>Inpatient</i>	
	{ 2,659 }	<i>Outpatient</i>	



L A F A Y E T T E G E N E R A L S O U T H W E S T



ADMINISTRATOR *Zack Landry*

WELCOME

Lafayette General Southwest (LGSW) is the newest addition to Lafayette General Health (LGH). An agreement was reached on November 6, 2015 for LGSW to join the LGH family, adding approximately 400 new employees to the health system. LGSW serves as an extension of Lafayette General Medical Center's main campus in the Oil Center. ■ LGSW is a full-service, acute care hospital licensed for 131 beds. The addition of beds and an emergency department allowed LGH to expand services and serve more people in and around the Lafayette community. The addition helped ease LGMC's intake of transferred patients. ■ With the acquisition of the new hospital, LGSW underwent updates and a small renovation. The fourth floor of LGSW received a total makeover to

transfer the inpatient Rehabilitation Department from LGMC. The move resulted in more rehabilitation beds for Lafayette General patients than ever before.

- LGSW housed Acadiana's first Transcatheter Aortic Valve Replacement (TAVR) procedure technology prior to the acquisition. Therefore, TAVR added to the vast array of cardiology services offered by LGH. In conjunction with LGH's cardiology partner, Cardiovascular Institute of the South, LGSW performed its 100th TAVR procedure on a patient in early March.
- Outpatient surgery was moved to the third floor in May. This change improved capacity and throughput, while freeing up space on the fifth floor for medicine/surgery patients.

131 *Licensed Beds*
85 *Staffed Beds*
359 *Consolidated FTEs*

4,228 *Inpatient Admissions*
55.2 *Average Daily Census*
20,039 *ER Visits*
5,880 *Cath Lab Procedures*
1,643 *Operating Room Cases*

{ **1,155** } *Inpatient*
 { **488** } *Outpatient*

Nov. 6, 2015 - Sept. 30, 2016



UNIVERSITY HOSPITAL & CLINICS



CEO *Katie Hebert, M.S.* PRESIDENT OF MEDICAL STAFF *Richard Howes, M.D.*

MEDICAL DIRECTOR/ASSOCIATE DEAN FOR LAFAYETTE AFFAIRS *James B. Falterman, Jr., M.D.*

OPPORTUNITY

University Hospital & Clinics (UHC) continued to bring new healthcare opportunities to Acadiana in fiscal year 2016. On July 1, Governor John Bel Edwards signed an executive order to expand Medicaid in Louisiana. The program, known as Healthy Louisiana, provided the opportunity for more Louisiana residents to qualify for Medicaid. This provided access to professional healthcare coverage for many who were unable to qualify for Medicaid before. ■ UHC is Acadiana's largest provider of primary care and specialist appointments for patients with Medicaid or are underinsured. UHC stepped up to accommodate the influx of new patients in Acadiana by providing dedicated appointments to new Medicaid enrollees. ■ Keeping its commitment to quality, UHC continued work on its ER

expansion and renovation project. The project increased space in the ER from 1,800 square feet to 8,000 square feet. The new ER has improved efficiency and offers patients more privacy. Other renovations included cleaning and painting the exterior of the building to improve its appearance and energy efficiency. ■ UHC's continued focus on community education and providing expanded access to healthcare was recognized by Susan G. Komen. Komen awarded a grant to Lafayette General Foundation for UHC, which provides screenings, mammograms, patient education and a Nurse Navigator. Screenings were offered to women under the Louisiana Breast & Cervical Health Program including: breast exams, mammograms, breast ultrasounds, pelvic exams, pap smears and cervical and breast biopsies.

116 *Licensed Beds*
52 *Staffed Beds*
818 *Consolidated FTEs*
\$115,451,000 *In Net Revenue*

2,884 *Inpatient Admissions*
37.4 *Average Daily Census*
47,561 *ER Visits* **16.5%** *Increase*
673 *Cath Lab Procedures* **15.2%** *Increase*
107,572 *Clinic Visits* **8.9%** *Increase*
2,614 *Operating Room Cases* **2.4%** *Increase*

{ **628** } *Inpatient*
 { **1,986** } *Outpatient*



L A F A Y E T T E G E N E R A L S U R G I C A L H O S P I T A L
O I L C E N T E R S U R G I C A L P L A Z A



LGSH ADMINISTRATOR *Carrie Templeton* **CHIEF OF STAFF** *Ricardo R. Leoni II, M.D.*
OCSP ADMINISTRATOR *Kenneth LeBaron* **MEDICAL EXECUTIVE COMMITTEE CHAIR**
& **CHIEF OF STAFF** *Jeffrey Joseph, M.D.*

TECHNOLOGY

Lafayette General Surgical Hospital (LGSH) and Oil Center Surgical Plaza (OCSP) are both entities separately owned by Lafayette General Medical Center (LGMC) and local physicians. LGSH has been part of the Lafayette General family for 11 years. OCSP celebrated its second anniversary in fiscal year 2016 and saw 26% growth in total annual surgical volume. LGSH and OCSP combined for over 7,000 surgeries. This volume helped LGMC focus on more critical patients and procedures. ■ LGSH and OCSP offered new surgical services and wrapped up the year with awards. Both LGSH and OCSP scored in the 99th percentile for Patient Satisfaction. This proves both entities are committed to continually improving their services in order to make sure every patient experience is a pleasant one.

■ LGSH increased neuro-spine surgeries 1,920% in fiscal year 2016, and now these surgeries account for 9% of LGSH's overall surgical volume. At the end of the fiscal year, LGSH received Press Ganey's prestigious Guardian of Excellence Award and Pinnacle of Excellence Award for Patient Experience in Ambulatory Surgery. ■ OCSP provided a first-of-its-kind procedure in Acadiana with the CATALYS® Precision Laser System. The laser provides patients with a less invasive option for cataract surgery. In only four months, OCSP's Ophthalmologists preformed over 100 CATALYS® laser cataract surgeries since first performing this operation in May. Not only did OCSP see an increase in overall surgeries, they also added more surgeries in two key services: Orthopedics and Urology.

LGSH BY THE NUMBERS

10 *Short Stay Beds*
58 *Consolidated FTEs*
\$16,555,000 *In Net Revenue*
125 *Inpatient Surgeries*
3,529 *Outpatient Surgeries*

TOP 3 SURGICAL SPECIALTIES

* *General Surgery, Orthopedics and ENT*

OCSP BY THE NUMBERS

12 *Post-Op Recovery Beds*
28 *Consolidated FTEs*
\$6,192,000 *In Net Revenue*
3,925 *Outpatient Surgeries*

TOP 3 SURGICAL SPECIALTIES

* *Ophthalmology (General, Cornea and Retina), ENT and Pain Management*

* *Top 3 Surgical Specialties by Volume*



ACADIA GENERAL HOSPITAL



CEO *Donald D. Trexler* **CHIEF OF STAFF** *Michelle Owens, M.D.*

COMMUNITY

Acadia General Hospital (AGH) continued to change the medical landscape in Acadia Parish in fiscal year 2016. AGH's community impact continued with the addition of members from LGMD Physician Group. Orthopedic Surgeons Paul Novakovich, M.D., and Otis Drew, M.D., provide complete orthopedic care, from sports medicine to treating a wide range of bone, joint and muscle problems. Neurologist Damon Patterson, M.D., treats numerous conditions ranging from nerve and brain disorders, Alzheimer's, pain management and other neurological diseases. All three physicians see patients in Acadia General Specialty Center. ■ Excitement built throughout the year as AGH moved through a three-phase renovation project. Renovations included replacing the medical gas compressor,

cleaning and painting the exterior of the building to improve its appearance and energy efficiency, window replacements and more. ■ The Emergency Room continued to see an increase in patient volume averaging over 1,700 patients a month since July. The average length of stay decreased to 125 minutes and "left without being seen" rates decreased to less than two percent. ■ Cancer Center of Acadiana clinics in Eunice, Mamou and Ville Platte aligned with AGH to offer infusion services and resources to patients. AGH enhanced its cardiology services through a partnership with Cardiovascular Institute of the South. The new Telecardiology program gives patients access to a cardiologist 24/7. AGH excelled by providing Acadia Parish with services tailored to benefit the community.

140 *Licensed Beds*
55 *Staffed Beds*
303 *Consolidated FTEs*
\$31,576,000 *In Net Revenue*

2,308 *Inpatient Admissions*
28.1 *Average Daily Census*
19,662 *ER Visits* **6.0%** *Increase*
179 *Deliveries (10/1/15 – 3/31/16)*
2,955 *Operating Room Cases*
 { **697** } *Inpatient*
 { **2,258** } *Outpatient*



S T . M A R T I N H O S P I T A L



CEO *Karen O. Wyble, RN, MHA, MBA* **CHIEF OF STAFF** *Warren Degatur, M.D.*

LOCAL

St. Martin Hospital (SMH) committed itself to increasing local care in fiscal year 2016 and far surpassed those goals. The Imaging Department at SMH received overwhelming positive feedback from the public on their customer service and patient care, even after seeing a 27% increase in volume from the year before. ■ The attention paid to local, quality care did not go unnoticed. SMH celebrated Inpatient Satisfaction in the 93rd percentile, Emergency Department Satisfaction in the 93rd percentile and Outpatient Satisfaction in the 99th percentile. It's because of this connection to the community that SMH was able to hold an inaugural celebration gala, which contributes to the growth and development of the hospital. Susan G. Komen witnessed the commitment to healthcare and education at

SMH and awarded a grant for the hospital to continue providing free screening mammograms and patient education. ■ SMH cares for its patients as much as it cares about the community it serves. That's why the hospital sponsored Project Front Yard for all St. Martin Parish schools. The program is an initiative to unify and beautify Acadiana. ■ As the fiscal year came to an end, SMH began construction on St. Martin Hospital Specialty Center. This state of the art building will be located along Champagne Blvd., across the street from the main hospital entrance. Featuring a number of different clinics, this uniquely designed facility will provide quality, comprehensive outpatient medical care for the parish.

25 *Licensed Beds*
153 *Consolidated FTEs*
\$18,843,000 *In Net Revenue*

389 *Inpatient Admissions*
12.7 *Average Daily Census*
18,784 *ER Visits*
51,476 *Outpatient Cases*



ABROM KAPLAN MEMORIAL HOSPITAL



CEO *Bryce Quebodeaux, MHA* **CHIEF OF MEDICAL STAFF** *Scott Bergeaux, M.D.*

CONNECT

Abrom Kaplan Memorial Hospital (AKMH) celebrated its one-year anniversary with Lafayette General Health in fiscal year 2016. AKMH focused on quality, community care and connecting patients with specialized services without leaving Kaplan. ■ Quality care at AKMH saw major improvements and innovations. AKMH implemented telemedicine services, which improved the efficiency of care delivery and created a new dynamic in patient interactions. Telemedicine filled gaps in care and expanded access to medical specialists, providing 24/7 services with a hospitalist or cardiologist that were not previously offered around the clock. ■ The hospital's partnership with Cardiovascular Institute of the South (CIS) specifically enhanced its cardiology services. AKMH launched its Telecardiology program in July, linking patients

to CIS in Opelousas. ■ AKMH further connected women in Kaplan with advanced medical technology by providing the only Digital Mammography machine in the area. This important test offers patients a better chance at detecting breast cancer. ■ The Rehabilitation Department at AKMH exemplified community outreach by providing free screenings during Better Hearing and Speech Month. The screenings connected local children, ages one through 12 years old, with certified speech-language pathologists. Children were evaluated for communication concerns including language disorders, speech sound disorders, stuttering and voice disorders. ■ AKMH continued to give back by sponsoring a new city walking trail promoting physical fitness within the community.

35 *Licensed Beds*
96 *Consolidated FTEs*
\$16,078,000 *In Net Revenue*

644 *Inpatient Admissions*
13.9 *Average Daily Census*
5,791 *ER Visits*
24,567 *Outpatient Cases*
204 *Operating Room Cases*

{ **42** } *Inpatient*
{ **162** } *Outpatient*



A W A R D S & R E C O G N I T I O N

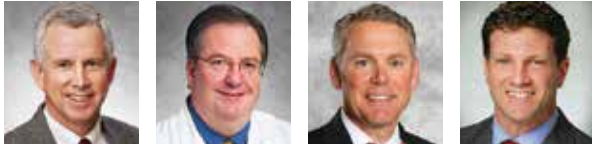
Several LGH hospitals were named winners of prestigious awards for patient experience. The 2015 Guardian of Excellence award was given to LGMC, LGSH, SMH and LGMD Physician Group. The 2015 Pinnacle of Excellence award was given to LGMC and LGSH. ■ *Industry publication Healthcare IT News announced LGH was #4 on its list of “2015 Best Large Hospital IT Departments”.* ■ LGMC was named a 2015/2016 Consumer Choice Award winner for the 11th time by National Research Corporation. ■ *LGMC earned The Joint Commission’s Gold Seal of Approval by becoming a Certified Orthopedic Joint Replacement Program for Shoulder Replacement.* ■ LGMC was recognized as a 2014 Top Performer on Key Quality Measures® by The Joint Commission.

HONORS

■ AKMH was recognized as Business of the Year by the Kaplan Area Chamber members in late 2015. ■ *The Commission on Cancer of the American College of Surgeons granted Cancer Center of Acadiana (CCA) at Lafayette General a Three-Year Accreditation with Commendation along with an Outstanding Achievement Award.* ■ LGMC received the 2016 Women’s Choice Award® as one of America’s Best Hospitals for Patient Experience, Obstetrics, Cancer Care, Patient Safety, Stroke Centers, Bariatric (weight loss) Surgery and Orthopedics. LGSW earned a Women’s Choice Award® for Emergency Care and Patient Safety ■ *LGMC and UHC earned Quality Respiratory Care Recognition (QRCR) by the American Association for Respiratory Care.* ■ The American College of Radiology awarded Lafayette General Imaging a Three-Year Accreditation in Positron Emission Tomography (PET). ■ *Industry publication Becker’s Hospital Review announced LGH was named to its 2016 list of “150 Great Places to Work in Healthcare”.* ■ Blue Cross and Blue Shield of Louisiana announced LGMC as a Blue Distinction® Center+ (Plus) for Maternity Care. ■ *Industry publication Computerworld named LGH to its list of “2016 Best Places to Work in Information Technology”.* ■ LGMC received American Heart Association’s Mission: Lifeline® Bronze Receiving Quality Achievement Award for implementing specific measures outlined for treating patients suffering severe heart attacks. ■ *Lafayette General Health earned seven top finishes in The Times of Acadiana “Best of Acadiana” readership poll. LGH locations were voted first in four different categories: Best Hospital (LGMC), Best Emergency Room (LGMC), Best Place to Work (LGH) and Best Place to Have a Baby (LGMC).* ■ The American College of Radiology named the Breast Center at LGMC a Breast Imaging Center of Excellence. ■ *LGH was named “Most Wired” by the American Hospital Association. This is the first year the award was presented to the entire health system.*



L A F A Y E T T E G E N E R A L M E D I C A L D O C T O R S



123,459 Physician Office Visits
27,784 Urgent Care Visits
489 Telemedicine Visits
245 Consolidated FTEs

LGMD BOARD OF DIRECTORS (l-r) Michael Alexander, M.D.; Michael Cain, M.D.; David L. Callecod, FACHE; Al Patin, Chief Administrative Officer

GROWTH

Lafayette General Medical Doctors (LGMD) continued to evolve and grow. With such high standards and a history of expansion and innovation, the 2016 fiscal year may be considered "tame" compared to previous years, but LGMD solidified its position as the physician group of choice.

LGMD added more primary care physicians, an otolaryngologist, a cardiovascular surgeon, opened a new office for Plastic & Reconstructive Surgery of Acadiana, increased the size of Acadiana Orthopedic Center to 14 physicians and added a fifth neurologist (their second with a specialty in sleep medicine). Expanding services to outlying communities was a priority in fiscal year 2016.

Orthopedic surgeons Otis Drew, M.D., and Paul Novakovich, M.D., began seeing patients in Crowley, while Adam Kennedy, M.D., extended his practice to Abbeville. Interventional Neurologist Damon Patterson, M.D. also expanded to Crowley. Cancer Center of Acadiana opened a new location in Opelousas, while laying the groundwork to expand its clinical practice in New Iberia in 2017. Lafayette General Urgent Care welcomed a third member in December 2015 with the opening of a location in Carencro. Sharing the same quality metrics and advanced protocols, this location served patients in Upper Lafayette.

Physicians employed as of 9/30/16

CANCER CENTER OF ACADIANA



Michael S. Cain, M.D. Oncology/Hematology



Megan Daigle, M.D. Breast Center / Radiologist



Rebecca Davis, M.D. Oncology/Hematology



Deborah Johnson, M.D. Oncology/Hematology



Salman Malad, M.D. Oncology/Hematology



Ricky Owers, M.D. Gynecologic Oncology



Victoria E. Panelli, M.D. Oncology/Hematology



John M. Rainey, M.D. Oncology/Hematology



Kelvin Raybon, M.D. Oncology/Hematology



Kristen Sager, M.D. Oncology/Hematology



Molly Thomas, M.D. Oncology/Hematology



L A F A Y E T T E G E N E R A L M E D I C A L D O C T O R S

PHYSICAL MED & REHAB

ORTHOPEDIC SURGEONS



Steve Rees, M.D.
Physical Medicine & Rehab



Paul C. Buzhardt, M.D.
Orthopedic Surgery



Otis R. Drew, M.D.
Orthopedic Surgery



Brian Etier, M.D.
Orthopedic Surgery



Stanley Foster, M.D.
Orthopedic Surgery



James Hlavacek, M.D.
Orthopedic Surgery



Adam Kennedy, M.D.
Orthopedic Surgery



J. Lee Leonard, M.D.
Orthopedic Surgery



Angela Mayeux-Hebert, M.D.
Orthopedic Surgery



Paul Novakovich, M.D.
Orthopedic Surgery



John Schutte, M.D.
Orthopedic Surgery



Michael Schutte, M.D.
Orthopedic Surgery



Blaine Walton, M.D.
Orthopedic Trauma



Jeffrey Witty, M.D.
Orthopedic Surgery



Scott Yerger, M.D.
Orthopedic Surgery

SPECIALISTS & SURGEONS

PRIMARY & URGENT CARE

DOCTORS



Mo Allam, M.D.
Cardiovascular Surgery



Ryan Chastant, M.D.
Facial Plastic Surgery & Otolaryngology



Stephen Coleman, D.O.
Obstetrics & Gynecology



Adam Foreman, M.D.
Sleep Medicine, Neurology



Bennett Boustany Fontenot, M.D.
Plastic & Reconstructive Surgery



Kevin Hargrave, M.D.
Sleep Medicine, Neurology



Virginia Kellner, M.D.
Neurology



Mitchell D. Lirtzman, M.D.
Cardiovascular Surgery



Joseph Lupo, M.D.
Plastic & Reconstructive Surgery



Damon Patterson, M.D.
Neurology



Tristan Schultis, M.D.
Obstetrics & Gynecology



Jimmy Skrasek, M.D.
Obstetrics & Gynecology



Victor Tedesco IV, M.D.
Cardiovascular Surgery



Max Trahan, M.D.
General Surgery



David Weir, M.D.
Neurology



Michael Alexander, M.D.
Internal Medicine



Jean Ancelet, M.D.
Family Medicine



Tyler Perrin Bellelo, M.D.
Internal Medicine



Deanna Blanchard, M.D.
Family Medicine



Bradley Chastant II, M.D.
Internal Medicine



Debra Durham, M.D.
Internal Medicine



Sarika Gunda, M.D.
Urgent Care



Brent Hebert, M.D.
Family Medicine



Milton Jolivet Jr., M.D.
Internal Medicine



Farha Khan, M.D.
Urgent Care



P. Dale Leleux, M.D.
Internal Medicine



Elizabeth McLain, M.D.
Family/Integrative Medicine



Fallon McManus, M.D.
Family Medicine



Ronald Menard, M.D.
Urgent Care



Nichole Miller, M.D.
Urgent Care



Joseph Orgeron, M.D.
Family Medicine



Juan Perez-Ruiz, M.D.
Internal Medicine



Cassandra Pillette, M.D.
Family Medicine



Creighton Shute, D.O.
Family Medicine



Pernell Simon, M.D.
Urgent Care



Leslie Sizemore, M.D.
Family Medicine



Karen Smith, M.D.
Internal Medicine



Angela Snow, M.D.
Internal Medicine



Michelle Taylor, M.D.
Family Medicine



Thomas Voltier II, M.D.
Internal Medicine



GRADUATE MEDICAL EDUCATION



GRADUATE MEDICAL EDUCATION DESIGNATED INSTITUTIONAL OFFICER

James B. Falterman, Jr., M.D.

EDUCATION

2016 GRADUATE MEDICAL EDUCATION SLOTS AT LAFAYETTE GENERAL HEALTH

UHC	Cardiology*	1.00
	Family Medicine	19.00
	Geriatrics*	2.00
	Internal Medicine	19.00
	Obstetrics	3.20
	Ophthalmology	3.00
	Orthopedics	1.50
	Otolaryngology (ENT)	3.75
	Surgery	7.00
	Retina*	1.00
	Urogynecology*	0.15
	FULL-TIME EQUIVALENT	60.60

LGMC	Anesthesia	0.50
	Family Medicine	7.00
	Internal Medicine	7.00
	Obstetrics	1.80
	Orthopedics	0.50
	Otolaryngology (ENT)	1.33
	Surgery	3.00
	FULL-TIME EQUIVALENT	21.13

* Fellowship | GME on the LGMC and UHC campuses includes an approximate total of 82 residents and 25 students at any given month. Full-time equivalent was compiled from Oct. 1, 2015 – Sept. 30, 2016.

As part of Lafayette General Health's (LGH) commitment to healthcare education, LGH chose to expand education opportunities offered to healthcare professionals in Acadiana. LGH supports Acadiana's only two Major Teaching Hospitals providing not only a Graduate Medical Education (GME) residency program but also the first evidence-based curriculum Nurse Residency Program (NRP) in Louisiana. ■ LGH is affiliated with the LSU School of Medicine's Graduate Medical Education residency programs at Lafayette General Medical Center (LGMC) and University Hospital & Clinics (UHC). Residents in the GME program are medical school graduates who elect for additional years of training to meet advanced standards to practice medicine. These structured education experiences follow specific requirements of an intern, resident or fellow's specialty and are carefully regulated by the program's site directors and GME faculty. ■ On any given day, there are close to 60+ residents at UHC, with an additional 20+ who rotate through LGMC between four to 12 weeks. The residents span a wide range of service lines, including Family Medicine, Internal Medicine, Otolaryngology (Ear, Nose & Throat), Ophthalmology, General Surgery, Obstetrics, Anesthesiology and Orthopedics.



NURSE RESIDENCY



IMPROVEMENT

Fellowships (specific medical training available to those who have completed a residency program) are available in Cardiology, Geriatrics, Retina and Urogynecology.

- Many physicians have stayed in Acadiana following the completion of their residency or fellowship. This keeps our community flush with new physicians and proves the tremendous value of graduate medical education in Lafayette.

LGH recognized the nursing shortage affecting hospitals across the country, especially in Acadiana. LGH's Nurse Residency Program (NRP) helps train graduate nurses entering their professional field. The one-year program focuses on patient outcomes, leadership and quality.

- The NRP at LGMC and Lafayette General Southwest is based on the Vizient and American Association of

Colleges of Nursing (AACN) Nurse Residency Program™.

The Vizient/AACN program has provided healthcare organizations with a transition-to-practice program for new graduate nurses since 2002. Academic partners with Lafayette General's program include University of Louisiana at Lafayette, LSU at Eunice and South Louisiana Community College. ▪ LGMC's first NRP cohort in January 2016 consisted of 11 nurses and grew by 400% with the next class. The second cohort consisted of 50 nurse residents who began the program in August. ▪ LGH is committed to growing additional residency programs throughout the LGH system.

This means LGH will continue to train residents and expand partnerships with surrounding medical education facilities to attract and retain the best healthcare practitioners in Acadiana.

"Our goal is to promote quality and safety, and reduce turnover rates while hopefully encouraging nurses to stay here in Acadiana to continue their growth and education."

Crystal Decuir, MSN, RN-BC, Nurse Residency Program Manager at LGMC



L A F A Y E T T E G E N E R A L F O U N D A T I O N



LAFAYETTE GENERAL FOUNDATION BOARD OF DIRECTORS (l-r) Bennett Boyd Anderson, Jr.; David L. Callecod, FACHE; William Fenstermaker, Vice Chair; Randy Haynie, Secretary; Madlyn Hilliard, Chair; Arthur Price, Treasurer; Jared S. Quoyeser and Cian Robinson, Ex Officio.

SUPPORT

As the health system continues to expand, so does its needs. Lafayette General Foundation (LGF) supports Lafayette General Health (LGH) and in doing so had one of its most successful years to date. ■ A key component of what makes the Foundation work is donations. LGF partnered with Southern Eye Bank and Louisiana Organ Procurement Agency (LOPA) to celebrate those who donated cornea, tissue and organs in a ceremony at La Place de Vie. Donations also helped the Foundation with multiple fundraising galas. The Healthcare Heroes of Acadiana gala benefited the Foundation's general fund, while Acadia General Hospital's gala assisted in funding AGH's ER expansion and renovation project. In addition, St. Martin Hospital held their inaugural fundraising event benefiting the hospital. Other events included the Foundation's Charity Golf Classic, In Skilled Hands art auction and events that help foster the relationship between the health system and the community it serves. Nearly \$1.75 million was

raised in the support of LGH. ■ Through multiple funds and the generosity of our employees and supporters from across the country, LGF was able to provide innovative, groundbreaking technology to hospitals within the health system. ■ Telehealth for Tots brought state-of-the-art telemedicine services to St. Martin parish. ■ NicView™ cameras allowed NICU parents to spend time with their babies from the comfort of their own homes with streaming, real-time views of their infants. The NICU also received four mamaRoo® infant seats to rock infants. ■ Not only did the Foundation rise to the occasion, but LGH employees and the community did as well. When historic and devastating floods hit Acadiana, supports and employees helped raise \$163,500 to give back to those within LGH that were affected. Acadiana also came together to raise \$25,000 to create the Mayci Breaux Scholarship Fund (comedian Amy Schumer would then double the total to \$50,000).

The mission of Lafayette General Foundation is to link investors' passion to the mission of Lafayette General Health.



COMMUNITY SERVICE

Our commitment to the community can be traced beyond health care to multiple charitable organizations and causes at all levels of support throughout the year, including: Boys & Girls Club ■ American Heart Association

- LARC ■ Heartstrings & Angel Wings ■ Be a Heartstarter ■ March of Dimes ■ Susan G. Komen
- United Way ■ Breast Health Symposium ■ Acadian Ambulance ■ Community Foundation of Acadiana
- Louisiana Organ Procurement Agency ■ Affiliated Blind of Louisiana ■ Camp Bon Coeur ■ Southern Eye Bank
- Miles Perret Cancer Services ■ Free to Breathe ■ South Louisiana Community College, and many others.

PEOPLE

2,500

Number of *Free Colorectal Screening Kits* distributed by Lafayette General Endoscopy Center during March, Colon Cancer Awareness Month. The home-testing kits were available at 18 Acadiana Walgreens stores.

196

Free "Educational Seminars" offered by Lafayette General Health, including Breast Cancer Awareness, Orthopedic Surgery, Bariatric Surgery, Labor & Delivery, Newborn Care, Sibling Relationships, Breast Feeding, Sudden Impact and Infant CPR.

185

Number of *Free EKG screenings* offering visitors a chance to speak with a cardiologist and get a Pocket EKG card.

179

Total posts since 2009 for the blog, *ParentsDontFret.Net* by *Dr. Scott Hamilton*. He offers parents a resource with "Helping Kids Be Kids Again." 26 blog posts added this fiscal year.

60

Number of *Support Group* classes offered. These free meetings provide comfort and confidence to those dealing with stroke survival, weight-loss surgery, multiple births, kidney disease and intestinal or urinary diversions.



On July 14, 2016, Lafayette General Health and Lafayette General Foundation announced the *Mayci Breaux Scholarship Fund*. Joining the announcement were Mayci's family and her LSU at Eunice Radiologic Technology classmates.



T R A U M A



ONLY

Lafayette General Medical Center (LGMC) is currently classified as a Level II Trauma Program and is working to become an ACS Verified Adult Level II Trauma Center. This designation elevates LGMC as the region's preferred destination for trauma patients, providing resources and staffing to handle major emergencies. ■ "Code Trauma" is most often announced prior to the patient's arrival at LGMC as determined by staff in the Emergency Department through reports called in by EMS. LGMC averaged 4.2 trauma activations per day in fiscal year 2016, or one every 5 hours, 46 minutes and 30 seconds.

In addition to trauma "activations," some patients arrive at the emergency department or are transferred to LGMC without receiving a "Code Trauma" activation. LGMC saw an additional 514 trauma patients during the year that were not part of a pre-determined trauma activation.

INJURY SEVERITY An Injury Severity Score (ISS) is used to assess trauma severity. While the "Code Trauma Level" is determined prior to the patient's treatment, the ISS is determined after the patient's injuries have been

identified, treatment has progressed and the patient's outcome is documented into the hospital's trauma registry.

- Major trauma is defined with an ISS greater than 15.

A patient that is pre-defined as a "Level 1" trauma does not necessarily receive an ISS greater than 15. In fiscal year 2016, 20 percent of LGMC's trauma patients received an ISS greater than 15; meaning one out of every five trauma patients was severely injured. Trauma was most often a result of motor vehicle crashes, followed closely by falls.

HOW IS LGMC WORKING TO

PREVENT TRAUMA? The trauma program participated in six community in-services and lectures, as well as five child passenger safety events. The program installed 55 car seats throughout the year and held 39 Sudden Impact classes with one Mock Crash. Sudden Impact educates new drivers on the dangers of impaired and distracted driving. LGMC involved 620 students from 14 different high schools in six parishes. The trauma program also hosted a Matter of Balance Course to provide safety tips and education to older adults in order to help prevent falls.



T R A U M A

This designation elevates LGMC as the region's preferred destination for trauma patients, providing resources and staffing to handle major emergencies.

ONE

WHAT DO THE DIFFERENT LEVELS MEAN?

Code Trauma Level 1 – This indicates a patient who is known to have sustained a significant and potentially life-threatening traumatic injury, such as: severe airway/breathing/circulation events, penetrating injury/wound to the head, neck, torso or extremity proximal to elbow/knee, traumatic paralysis, open and/or depressed skull fracture, two or more proximal long bone fractures, amputation or crush injury proximal to the wrist/ankle.

Level 1 Activations – 407 during FY16 (34/month avg.)

Code Trauma Level 2 – This indicates a patient who is at-risk for a significant traumatic injury based on their mechanism of injury, such as: falls of greater than 20 feet (10 feet for children), high-risk crash with ejection or death in same passenger compartment, auto vs. pedestrian/cyclist, explosion, severe burns, blunt abdominal injury, stable patient with penetrating injury not in Level 1 criteria, transfers meeting Level 1 criteria that were stabilized at the transferring facility.

Level 2 Activations – 1,114 during FY16 (93/month avg.)

WHAT HAPPENED TO THESE 1,521 PATIENTS?

724

Pre-activations with no traumatic injuries thus de-classified as a trauma patient. Most were either admitted as non-trauma patients or discharged from the emergency department

514

Additional patients presented with traumatic injuries without a trauma pre-activation

1,311

Trauma patients were added to the trauma registry

1,209

Trauma patients were admitted to LGMC

58*

Trauma patients were transferred to another facility from the emergency department

28

Trauma patients were discharged from the emergency department

16

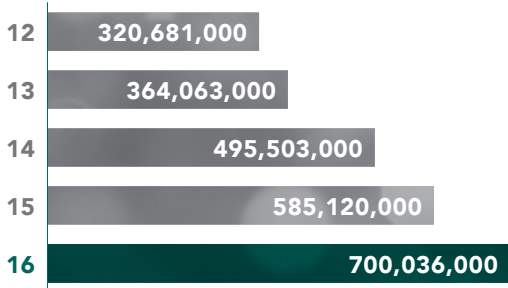
Expired in the emergency department

*Although LGMC is designated as an Adult Trauma Program, children are brought to the medical center because of the vast life-saving resources and medical knowledge available. However, sometimes children are stabilized, then transferred to other facilities for further treatment (In FY16, 41 of the 58 transfers were children).

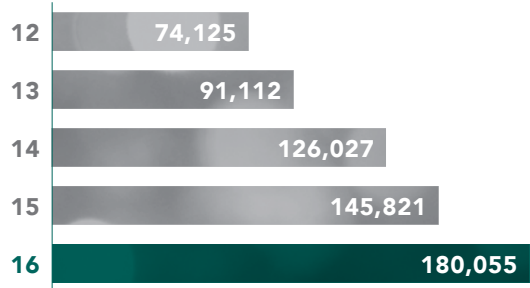


C O N S O L I D A T E D S Y S T E M F I N A N C I A L S

NET REVENUE



ER VISITS



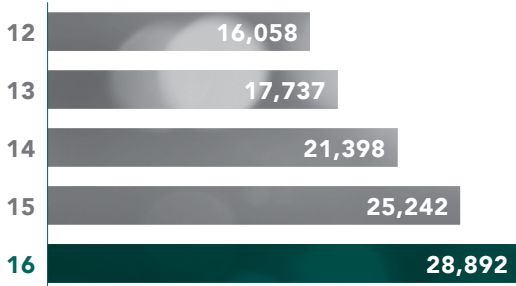
TOTALS

	2015	2016
NET REVENUE	585,120,000	700,036,000
EXPENSES		
Wages & Benefits	252,872,000	314,331,000
Drugs & Supplies	123,720,000	164,724,000
Depreciation	21,257,000	24,337,000
Interest	7,936,000	10,487,000
Other	160,522,000	186,138,117
Total Expenses	566,307,000	700,017,000
Operating Income	\$18,813,000	19,000
Operating Margin	3.2	0.00275%
Total Consolidated FTE's	3,713	4,388
Capital Spending	22,570,000	50,662,000

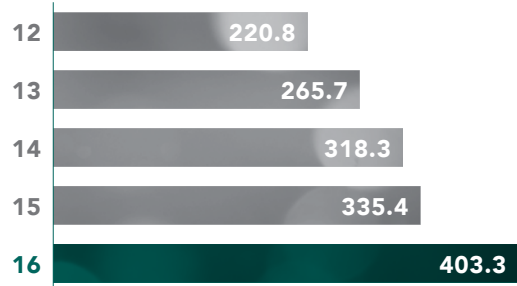


CONSOLIDATED SYSTEM FINANCIALS

DISCHARGES



AVERAGE DAILY CENSUS



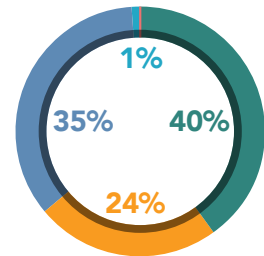
FY2016

OUR COMMITMENT In order to continuously make improvement to our campuses, build new additions and upgrade technology, LGH borrows money from various lenders. This is done to make sure Acadiana has the most advanced health care available. Scheduled maturities of long-term debt, for the years ending September 30, are as follows:

2017	1,717,000
2018	1,148,000
2019	1,067,000
2020	5,402,000
2021	5,571,000
Thereafter	236,822,000
Total	251,727,000

COMMUNITY BENEFIT

In fiscal year 2016, LGH provided in excess of \$345 million in community benefits and has provided over half a billion dollars of community benefits combined in the last two years.



Unpaid Medicare Cost	\$138,516,000
Unpaid Medicaid Cost	\$83,086,000
Charity Care	\$119,650,000
Community Medical Assistance	\$3,396,000
Miscellaneous*	\$1,209,000

*Pastoral Care, Health & Education, Donations (including Lafayette General Foundation) and various community service.

The audited financial statements of Lafayette General Health include Lafayette General Medical Center, Lafayette General Medical Doctors, University Hospital & Clinics, Acadia General Hospital, Lafayette General Surgical Hospital, St. Martin Hospital, Abrom Kaplan Memorial Hospital, Oil Center Surgical Plaza and Lafayette General Foundation.



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L G H G O V E R N I N G B O A R D S



BOARDS

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MISSION

TO RESTORE, MAINTAIN AND
IMPROVE HEALTH

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Non-Profit
Health System
501(c)(3)

This community report represents the fiscal year 2016, covering October 1, 2015 - September 30, 2016. Information contained within represents facts and figures relevant during this time period.