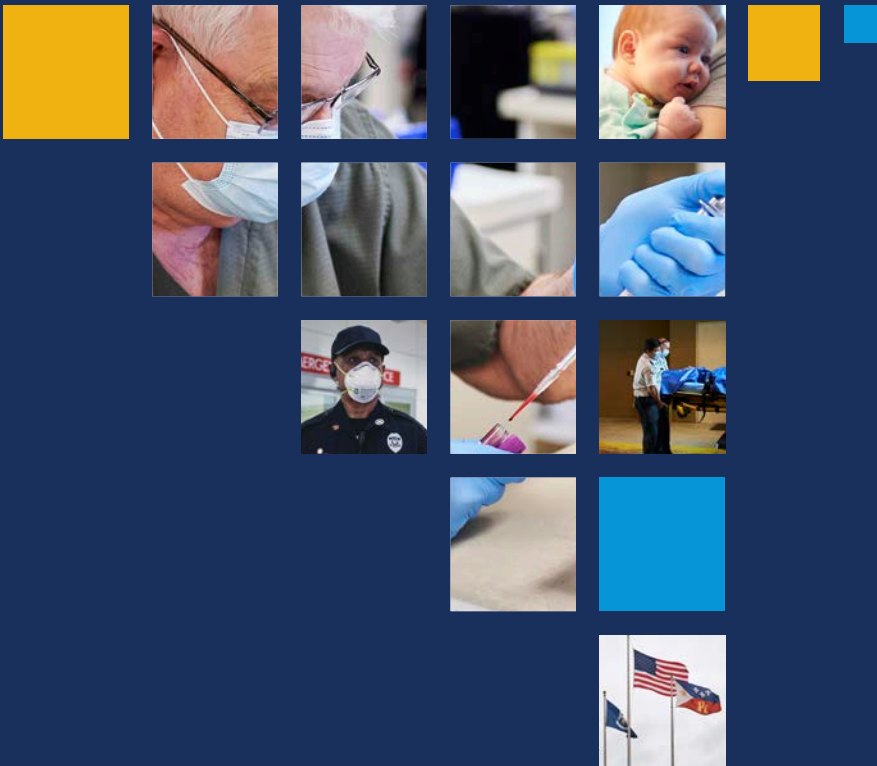




**Together Means More** 2020 COMMUNITY REPORT



“ This year has  
proven, more than  
any other, that  
**working together**  
**truly means more.**”



PATRICK W. GANDY, JR., CPA  
CEO, Ochsner Lafayette General

A handwritten signature in white ink, appearing to read "Patrick W. Gandy, Jr.", positioned below the printed name.

## A LETTER FROM OUR CEO

When we started fiscal year 2020, we never imagined the path it would take. Our plan was to remain focused on our people and the service and quality we provide to our patients. We were working toward better efficiencies, investing in new strategies and greater technology to deliver care in modern, innovative ways - meeting patients where they are. We were diligently making plans to increase healthcare access and to grow as an organization. We were excited about the future of healthcare in our region!

In March 2020, we quickly had to pivot and move to an emergency state of operations. Within weeks, we understood what COVID-19 was and everything changed. As they say, the rest is history. It was, without a doubt, a year for the history books – especially in healthcare. No one expected we'd be navigating a pandemic, or that we'd have a year filled with civil unrest at the same time. Intensive Care Units at capacity, new normals of masking and social distancing and a death toll that continued to rise – a year of loss and a year of learning.

In 2020, we struggled, stretched ourselves and found new strength. Our communities were tested, and so were our supplies, facilities and our talented, resilient caregivers, who exhibited grace in spite of unpredictability. Through it all we persevered and continued to provide unwavering care and compassion. While many healthcare organizations abandoned their plans for 2020, the pandemic only served to amplify ours.

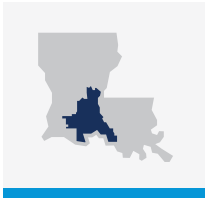
American Industrialist Andrew Carnegie once said that “Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results.”

Our vision has always been to be a regional healthcare system that delivers excellence. The passion, hard work and dedication of our providers, nursing teams and support staff are what make that vision possible. Whether delivering a baby, performing emergency surgery, or preparing and responding to a global health pandemic – we are here when you need us most.

## Together, we provide more.

More care, more services, more trust, more of what has made Ochsner Lafayette General a desired destination for exceptional healthcare for more than a hundred years. And I know that, as we continue to grow, so too will our team's ability to offer skills and services not typically found in South Louisiana. Through the pandemic and beyond, you have made me proud to say that I work here, and I consider myself blessed to be a part of this team. As we look towards what the future holds for this health system, our merger with Ochsner Health means even more opportunities for our employees and even more world-class care for our patients – right here at home.

This year has proven, more than any other, that working together truly means more. Our work has never been more important, and the support of our community has never been more meaningful. For all its challenges and milestones, I bid the year farewell and look ahead with excitement for what's to come.



**Ochsner Lafayette General provides comprehensive healthcare services in both inpatient and outpatient settings to people living in the 10-parish south-central region of Louisiana known as South Louisiana.**

As a member of the Ochsner Health Network, Ochsner Lafayette General is part of an alliance of healthcare-focused entities across the greater Gulf South region. Ochsner Lafayette General’s flagship hospital, Ochsner Lafayette General Medical Center, in operation since 1911, is a 501(c)(3) not-for-profit corporation that does not pay out any revenue to shareholders. Ochsner Lafayette General also owns or manages Ochsner Lafayette General Orthopaedic Hospital, Ochsner Lafayette General Surgical Hospital, Ochsner University Hospital & Clinics, Ochsner St. Martin Hospital, Ochsner Acadia General Hospital and Ochsner Abrom Kaplan Memorial Hospital. At the close of fiscal year 2020, Ochsner Lafayette General 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. Ochsner Lafayette General owns Lafayette General Medical Doctors, a non-profit corporation that operates and manages several physician clinics in many different specialties. Both Ochsner Lafayette General Medical Center and Ochsner University Hospital & Clinics are major teaching hospitals, providing graduate medical education across many disciplines.



CEO Patrick W. Gandy, Jr., CPA

CHIEF MEDICAL OFFICER Amanda Logue, MD

|                                    |                      |
|------------------------------------|----------------------|
| <b>LAND AND IMPROVEMENTS</b>       | <b>\$29,914,330</b>  |
| <b>BUILDINGS + FIXED EQUIPMENT</b> | <b>\$430,855,760</b> |
| <b>MAJOR MOVABLE EQUIPMENT</b>     | <b>\$142,481,196</b> |
| <b>CONSTRUCTION IN PROGRESS</b>    | <b>\$6,197,865</b>   |
| <b>TOTAL (DOLLARS)</b>             | <b>\$603,251,286</b> |



**Ochsner Lafayette General**

Pinnacle of Excellence Award for physician engagement

**PRESS GANEY**

**Several Ochsner Lafayette General hospitals and professional centers were named winners of prestigious awards.**

**Ochsner Lafayette General Medical Center**

1st, Best Hospital

**TIMES BEST OF**

**Ochsner Lafayette General Surgical Hospital**

Top 22 Patient-Recommended Hospitals

**BECKER'S**

2nd, Best Specialty Hospital

**TIMES BEST OF**

**Ochsner University Hospital & Clinics**

Guardian in Excellence Award Emergency Department

**PRESS GANEY**

Best Places to Work in Healthcare

**MODERN HEALTHCARE**

**Lafayette General Medical Doctors**

Guardian in Excellence Award Medical Practice

**PRESS GANEY**

**Ochsner Abrom Kaplan Memorial Hospital**

Awarded 2020 Funds for Safety Grant

Best Places to Work in Healthcare

**MODERN HEALTHCARE**

**Ochsner Lafayette General Orthopaedic Hospital**

3rd, Best Specialty Hospital

**TIMES BEST OF**

**Ochsner St. Martin Hospital**

Guardian in Excellence Award Outpatient Services

**PRESS GANEY**

**Ochsner Cancer Center of Acadiana**

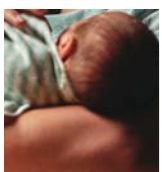
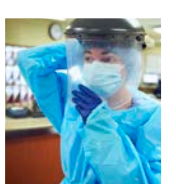
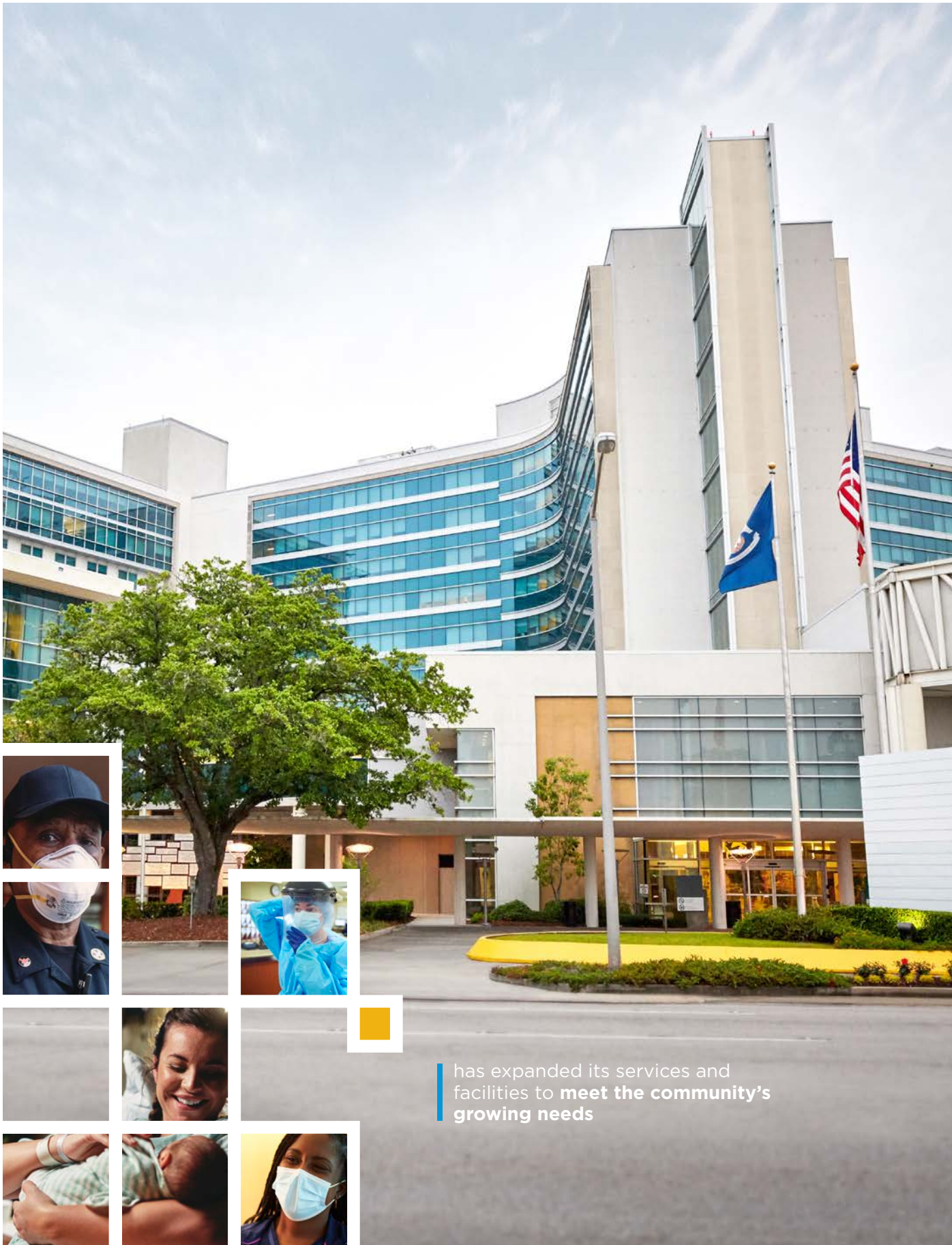
3rd, Best Cancer Care

**TIMES BEST OF**

**Oil Center Surgical Plaza**

Guardian in Excellence Award Ambulatory Surgery

**PRESS GANEY**



has expanded its services and facilities to **meet the community's growing needs**

**OCHSNER LAFAYETTE GENERAL MEDICAL CENTER**

Ochsner Lafayette General Medical Center evolved from Lafayette Sanitarium, a six-bed facility that opened in 1911, and has been a leader in healthcare throughout its existence. Over the years, Ochsner Lafayette General Medical Center has expanded its services and facilities to meet the community’s growing needs, and currently boasts a Level II Trauma Center, a Center of Excellence in Breast Imaging and Lung Cancer Screening, an Accredited Cancer Center by the Commission on Cancer, a Cigna 3-Star Quality Program and Aetna Center of Excellence in Bariatrics, an Advanced Thrombectomy Capable Stroke Center and a Blue Cross Blue Shield Blue Distinction Center in Maternity Care and in Bariatrics. Its Women’s Services program is also a designated baby-friendly facility that is Guided Infant Feeding Techniques (GIFT) Certified.



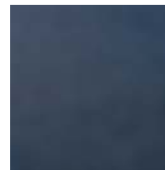
**CEO** Patrick W. Gandy, Jr., CPA

**CHIEF OF STAFF** Toni Leoni, MD

|                             |                                     |                      |
|-----------------------------|-------------------------------------|----------------------|
| <b>LICENSED BEDS</b>        |                                     | <b>463</b>           |
| <b>CONSOLIDATED FTEs</b>    |                                     | <b>2,324</b>         |
| <b>DELIVERIES</b>           |                                     | <b>3,268</b>         |
| <b>INPATIENT ADMISSIONS</b> |                                     | <b>24,397</b>        |
| <b>AVERAGE DAILY CENSUS</b> |                                     | <b>308</b>           |
| <b>ER VISITS</b>            |                                     | <b>90,341</b>        |
| <b>CATH LAB PROCEDURES</b>  |                                     | <b>12,702</b>        |
| <b>OPERATING ROOM CASES</b> | Inpatient 6,239    Outpatient 6,000 | <b>12,239</b>        |
| <b>NET REVENUE</b>          |                                     | <b>\$533,390,000</b> |



the most **robust package of services**  
**and surgical talent in orthopaedics**  
found throughout South Louisiana





Ochsner Lafayette General Orthopaedic Hospital serves as an extension of Ochsner Lafayette General Medical Center. It is a full-service, acute care hospital that offers emergency room services, imaging services, rehabilitation services and a team of board-certified orthopaedic surgeons at Ochsner Lafayette General Orthopaedic Center, which is located in the Medical Office Building on the hospital’s campus. From pre-operative services to post-surgery needs, it is the region’s only hospital dedicated to orthopaedics and is certified by The Joint Commission for its disease-specific care in joint replacement of the hip, knee and shoulder as well as for its stroke rehabilitation unit. Ochsner Lafayette General Orthopaedic Hospital offers the most robust package of services and surgical talent in orthopaedics found throughout South Louisiana. In June of this fiscal year, the hospital was also designated by Blue Cross Blue Shield as a Blue Distinction Center for Knee and Hip Replacement.



**ADMINISTRATOR** Jude Fontenot, MBA, RN

**CHIEF OF STAFF** Toni Leoni, MD

|                             |                                   |        |
|-----------------------------|-----------------------------------|--------|
| <b>LICENSED BEDS</b>        |                                   | 68     |
| <b>CONSOLIDATED FTEs</b>    |                                   | 211    |
| <b>INPATIENT ADMISSIONS</b> |                                   | 1,533  |
| <b>AVERAGE DAILY CENSUS</b> |                                   | 19     |
| <b>ER VISITS</b>            |                                   | 18,437 |
| <b>OPERATING ROOM CASES</b> | Inpatient 714    Outpatient 1,650 | 2,364  |





**servicing Acadiana's** uninsured and under-insured population as well as those with private insurance



## OCHSNER UNIVERSITY HOSPITAL & CLINICS

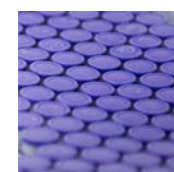
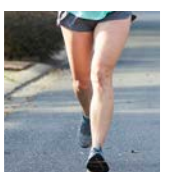
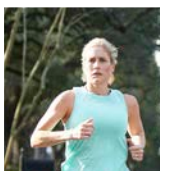
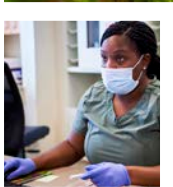
Ochsner University Hospital & Clinics is a full-service, acute care hospital with multiple specialty clinics housed on its campus, including an after-hours urgent care center, dedicated to serving Acadiana’s uninsured and under-insured population as well as those with private insurance. Services include outpatient labs, audiology testing, nutrition services, stress labs, an outpatient pharmacy, respiratory therapy, rheumatology, cardiology, endocrinology, family medicine and more. The facility also houses a learning resource center and operates as the region’s primary Graduate Medical Education center, including internship, residency, subspecialty and fellowship programs, all of which lead to state licensure and board certification.



**CEO** Katie Hebert, M.S.  
**PRESIDENT OF MEDICAL STAFF** Holly Provost, MD  
**MEDICAL DIRECTOR / ASSOCIATE DEAN FOR LAFAYETTE AFFAIRS**  
 James B. Falterman, Jr., MD

|                             |                                   |               |
|-----------------------------|-----------------------------------|---------------|
| <b>LICENSED BEDS</b>        |                                   | 116           |
| <b>CONSOLIDATED FTEs</b>    |                                   | 805           |
| <b>CLINIC VISITS</b>        |                                   | 109,726       |
| <b>INPATIENT ADMISSIONS</b> |                                   | 2,008         |
| <b>AVERAGE DAILY CENSUS</b> |                                   | 27            |
| <b>ER VISITS</b>            |                                   | 40,937        |
| <b>CATH LAB PROCEDURES</b>  |                                   | 373           |
| <b>OPERATING ROOM CASES</b> | Inpatient 320    Outpatient 1,805 | 2,125         |
| <b>NET REVENUE</b>          |                                   | \$171,837,000 |





offers a variety of specialized services, including **radiology**, **EKG** and **lab services**



**OCHSNER LAFAYETTE GENERAL SURGICAL HOSPITAL  
OIL CENTER SURGICAL PLAZA**

Ochsner Lafayette General Surgical Hospital is owned by Ochsner Lafayette General Medical Center. It is an 18,500 sq. ft. hospital including 10 inpatient rooms and four operations rooms, and offers a variety of specialized services including radiology, general surgery, ENT surgery, vascular surgery, urology surgery, OBGYN surgery, podiatry surgery, plastic surgery, oncological breast surgery and neurosurgery. The hospital proudly ranks in the top decile in both employee and patient satisfaction surveys nationally. Our ambulatory surgery center, Oil Center Surgical Plaza (OCSP), is located on the second floor of Ochsner Lafayette General Surgical Hospital. The 12,656 sq. ft. facility accommodates less complicated surgical procedures related to ophthalmology, ENT (ear, nose and throat) and pain management. OCSP is co-owned by Ochsner Lafayette General Medical Center and local physicians.



Lafayette General Surgical Hospital  
An Ochsner Lafayette General Medical Center Campus

**OLGSH ADMINISTRATOR** Kenneth LeBaron, RN, MBA

**CHIEF OF STAFF** Dennis Eschete, Jr., MD

**Top 4 Surgical Specialties by Volume**  
General Surgery, Pain Management, Urology, OBGYN

|                          |                                  |              |
|--------------------------|----------------------------------|--------------|
| <b>SHORT STAY BEDS</b>   |                                  | <b>10</b>    |
| <b>CONSOLIDATED FTEs</b> |                                  | <b>49</b>    |
| <b>SURGERIES</b>         | Inpatient 84    Outpatient 3,004 | <b>3,088</b> |



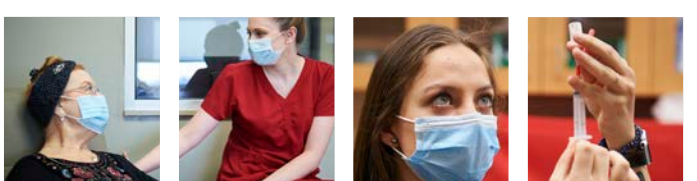
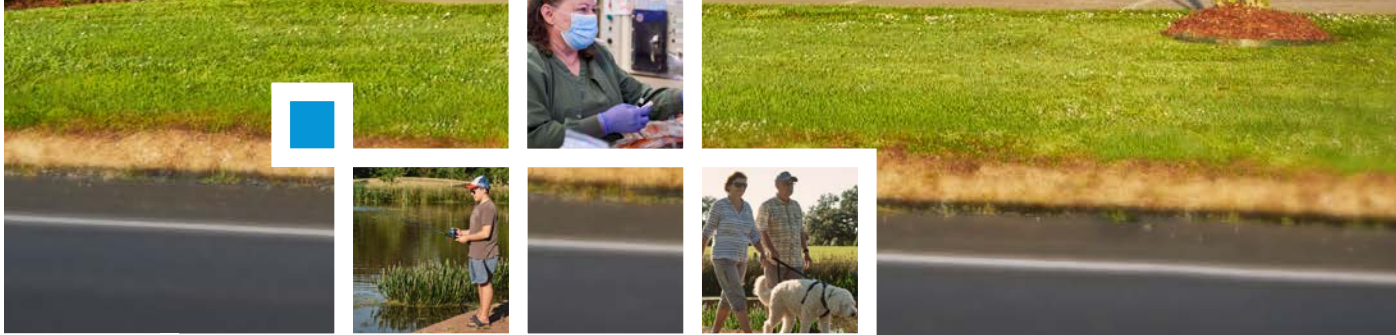
**OCSP ADMINISTRATOR** Kenneth LeBaron, RN, MBA

**CHIEF OF STAFF** Jonathan Joseph, MD

**Top 3 Surgical Specialties by Volume**  
Ophthalmology (General, Cornea and Retina), ENT and General Surgery

|                              |  |                    |
|------------------------------|--|--------------------|
| <b>POST-OP RECOVERY BEDS</b> |  | <b>12</b>          |
| <b>CONSOLIDATED FTEs</b>     |  | <b>21</b>          |
| <b>OUTPATIENT SURGERIES</b>  |  | <b>4,348</b>       |
| <b>NET REVENUE</b>           |  | <b>\$6,250,000</b> |





Level 3 **Geriatric Emergency  
Department Accredited**  
(GEDA) facility

## OCHSNER ACADIA GENERAL HOSPITAL

Ochsner Acadia General Hospital serves a vibrant Acadia Parish population with a state-of-the-art facility, including an emergency department that is Level 3 Geriatric Emergency Department Accredited (GEDA). Currently, the facility provides robot-assisted surgery, 3D mammography, acute medical and surgical care, intensive care, gynecology, pediatric, orthopaedic, otolaryngology, cardiac, nephrology, ophthalmology, oncology and emergency services, as well as vein therapy, wound care and hyperbaric medicine. Additionally, the facility maintains one offsite outpatient department: Wound Care and Hyperbaric Medicine located in Tower One.



CEO Joseph J. Mitchell, RN, FACHE

CHIEF OF STAFF Bahman Sabbaghian, MD

|                      |                                   |              |
|----------------------|-----------------------------------|--------------|
| LICENSED BEDS        |                                   | 113          |
| CONSOLIDATED FTEs    |                                   | 245          |
| INPATIENT ADMISSIONS |                                   | 1,459        |
| AVERAGE DAILY CENSUS |                                   | 20           |
| ER VISITS            |                                   | 18,366       |
| OPERATING ROOM CASES | Inpatient 397    Outpatient 1,554 | 1,951        |
| NET REVENUE          |                                   | \$41,821,000 |



**In operation for more than 50 years** and in FY20 broke ground on a new expansion





## OCHSNER ST. MARTIN HOSPITAL

In operation for more than 50 years, Ochsner St. Martin Hospital serves St. Martin Parish as a critical access hospital maintaining inpatient acute beds and a skilled nursing rehabilitation unit, as well as a staffed 24-hour emergency department. The facility offers a multitude of services typically found in larger regions, including radiology and imaging, outpatient infusion, laboratory services, a community health clinic, a wound care center and more.

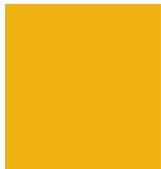
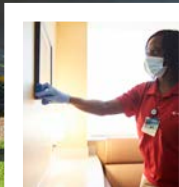
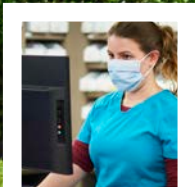


CEO Glenn Dailey MBA, RT(R)(N)

CHIEF OF STAFF Warren Degatur, MD

|                      |              |
|----------------------|--------------|
| LICENSED BEDS        | 25           |
| CONSOLIDATED FTEs    | 154          |
| INPATIENT ADMISSIONS | 495          |
| AVERAGE DAILY CENSUS | 10           |
| ER VISITS            | 17,546       |
| OUTPATIENT CASES     | 59,862       |
| NET REVENUE          | \$35,231,000 |





**easy access to healthcare and emergency medicine services** not traditionally found in rural hospitals

**OCHSNER ABROM KAPLAN MEMORIAL HOSPITAL**

Founded in 1958 as a non-profit, general acute care facility, Ochsner Abrom Kaplan Memorial Hospital is a full-service hospital in the “Gateway to Acadiana’s Wetlands” that serves a major role in caring for Vermilion Parish. The location provides easy access to healthcare and emergency medicine services not traditionally found in rural hospitals, including home sleep studies, an Outpatient Infusion Center, skilled nursing services, digital radiology and imaging, therapy services and more. In FY20, the facility opened a new specialty physician clinic that offers general surgery, gastro-intestinal, ENT (ear, nose and throat) and cardiology services to the residents of Kaplan and its surrounding areas.



**CEO** Bryce Quebodeaux, MHA  
**CHIEF MEDICAL OFFICER** Scott Bergeaux, MD

|                             |                                |                     |
|-----------------------------|--------------------------------|---------------------|
| <b>LICENSED BEDS</b>        |                                | <b>35</b>           |
| <b>CONSOLIDATED FTEs</b>    |                                | <b>115</b>          |
| <b>OUTPATIENT CASES</b>     |                                | <b>22,183</b>       |
| <b>INPATIENT ADMISSIONS</b> |                                | <b>716</b>          |
| <b>AVERAGE DAILY CENSUS</b> |                                | <b>14</b>           |
| <b>ER VISITS</b>            |                                | <b>6,154</b>        |
| <b>OPERATING ROOM CASES</b> | Inpatient 45    Outpatient 136 | <b>181</b>          |
| <b>NET REVENUE</b>          |                                | <b>\$22,556,000</b> |





**GRADUATE MEDICAL EDUCATION DESIGNATED INSTITUTIONAL OFFICER, ASSOCIATE DEAN FOR LAFAYETTE AFFAIRS**  
James B. Falterman, Jr., MD

**As part of Ochsner Lafayette General’s commitment to healthcare education, the system continues expanding education opportunities offered to area healthcare professionals.** Ochsner Lafayette General supports South Louisiana’s only two major teaching hospitals, which provide not only a Graduate Medical Education (GME) residency program but also the first evidence-based curriculum Nurse Residency Program (NRP) in Louisiana. Ochsner Lafayette General is affiliated with the LSU School of Medicine’s Graduate Medical Education residency programs at Ochsner Lafayette General Medical Center and Ochsner University Hospitals & Clinics. Residents in the GME program are medical school graduates who elect for additional training to meet advanced standards to practice medicine. These structured 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. The residents who rotate throughout our system span a wide range of service lines including primary care and an expansive list of subspecialty services (see tables below).

**2020 OCHSNER LAFAYETTE GENERAL  
GRADUATE MEDICAL EDUCATION SLOTS**

**OCHSNER UHC**

|                      |       |
|----------------------|-------|
| Cardiology*          | 1.00  |
| Family Medicine      | 19.00 |
| Geriatrics*          | 0.00  |
| Internal Medicine    | 23.50 |
| Obstetrics           | 3.00  |
| Ophthalmology        | 3.00  |
| Orthopaedics         | 1.50  |
| Otolaryngology (ENT) | 3.75  |
| Surgery              | 7.00  |
| Urogynecology*       | 0.15  |
| Sports Medicine      | 2.00  |

**FULL-TIME EQUIVALENT 63.9**

**OCHSNER LGMC**

|                      |      |
|----------------------|------|
| Anesthesia           | 0.25 |
| Family Medicine      | 6.00 |
| Internal Medicine    | 5.50 |
| Obstetrics           | 1.00 |
| Orthopaedics         | 0.50 |
| Otolaryngology (ENT) | 1.58 |
| Surgery              | 4.00 |

**FULL-TIME EQUIVALENT 18.83**

\* Fellowship | GME on the Ochsner LGMC and Ochsner UHC campuses includes an approximate total of 82 residents and 25 students at any given month. Full-time equivalent was compiled from Oct. 1, 2019 – Sept. 30, 2020.

## LAFAYETTE GENERAL MEDICAL DOCTORS

Lafayette General Medical Doctors (LGMD) continued to grow and evolve in fiscal year 2020. From a quality standpoint, our physicians also continued refining and improving patient satisfaction outcomes in each of their unique disciplines. This dedication has led to LGMD primary care providers to be ranked in Tier 5, which is the highest achievement, in the Quality Blue Primary Care (QBPC) program from Blue Cross Blue Shield.



### BOARD OF DIRECTORS

Michael Alexander, MD; Michael Cain, MD; Patrick W. Gandy, Jr., CPA;  
Kim Dooley, LGMD Chief Administrative Officer; Al Patin; Roger Matkce

|                         |         |
|-------------------------|---------|
| PHYSICIAN OFFICE VISITS | 188,781 |
| TELEMEDICINE VISITS     | 512     |
| URGENT CARE VISITS      | 37,504  |
| CONSOLIDATED FTEs       | 261     |

|  |  |  |   |  |   |  |
|--|--|--|---|--|---|--|
| <br><b>G. Akoghlanian, MD</b><br>Infectious Disease | <br><b>M. Alexander, MD</b><br>Internal Medicine  | <br><b>M. Allam, MD</b><br>Cardiovascular Surgery         | <br><b>J. Ancelet, MD</b><br>Family Medicine   | <br><b>M. Anderson, MD</b><br>Family Medicine         | <br><b>A. Appley, MD</b><br>Neurosurgery          | <br><b>T. Bellelo, MD</b><br>Internal Medicine    |
| <br><b>S. Bergeaux, MD</b><br>Family Medicine       | <br><b>R. Bhanushali, MD</b><br>Internal Medicine | <br><b>S. Bienvenu-Oubre, MD</b><br>Family Medicine       | <br><b>D. Blanchard, MD</b><br>Family Medicine | <br><b>P. Blanchet, MD</b><br>Oncology/<br>Hematology | <br><b>P. Buzhardt, MD</b><br>Orthopaedic Surgery | <br><b>M. Cain, MD</b><br>Oncology/<br>Hematology |
| <br><b>B. Chastant II, MD</b><br>Internal Medicine  | <br><b>C. Cole, MD</b><br>Oncology/<br>Hematology | <br><b>G. Constantinou, MD</b><br>Oncology/<br>Hematology | <br><b>K. Copponex, MD</b><br>Pain Management  | <br><b>M. Daigle, MD</b><br>Breast Radiology          | <br><b>O. Drew, MD</b><br>Orthopaedic Surgery     | <br><b>D. Durham, MD</b><br>Internal Medicine     |

LAFAYETTE GENERAL MEDICAL DOCTORS



**B. Etier, MD**  
Orthopaedic  
Surgery



**M. Fernandez, MD**  
Family Medicine



**B. Fontenot, MD**  
Plastic Surgery



**A. Foreman, MD**  
Sleep Medicine



**S. Foster, MD**  
Orthopaedic  
Surgery



**S. Grisby, MD**  
Surgical Oncology



**S. Gunda, MD**  
Urgent Care



**N. Gupta, MD**  
Internal Medicine



**K. Hargrave, MD**  
Sleep Medicine,  
Neurology



**J. Hlavacek, MD**  
Orthopaedic  
Trauma



**D. Johnson, MD**  
Oncology/  
Hematology



**M. Jolivette, MD**  
Internal Medicine



**J. Joseph, MD**  
Breast Radiology



**V. Kellner, MD**  
Neurology



**A. Kennedy, MD**  
Orthopaedic  
Surgery



**K. Langheinz, MD**  
Breast Radiology



**M. Lirtzman, MD**  
Cardiovascular  
Surgery



**J. Lupo, MD**  
Plastic Surgery



**K. Martin, NP**  
Family Medicine



**A. Mayeux-  
Hebert, MD**  
Orthopaedic Surgery



**K. McCarron, MD**  
Internal Medicine



**E. McLain, MD**  
Family Medicine



**N. Miller, MD**  
Family Medicine



**A. Moussaoui, MD**  
Neurology



**M. Nguyen, DO**  
Family Medicine



**J. Orgeron, MD**  
Family Medicine



**V. Panelli, MD**  
Oncology/  
Hematology



**S. Park, MD**  
Interventional  
Neurology



**D. Patterson, MD**  
Neurology



**J. Perez-Ruiz, MD**  
Internal Medicine



**C. Pillette, MD**  
Family Medicine



**P. Prouet, II, MD**  
Oncology/  
Hematology



**C. Rami, FNP**  
Family Medicine



**S. Rees, MD**  
Physical Medicine  
& Rehab



**S. Saccaro, MD**  
Oncology/  
Hematology



**K. Sager, MD**  
Oncology/  
Hematology



**M. Samii, MD**  
Urgent Care



**M. Schmitz, MD**  
Neurosurgery



**J. Schutte, MD**  
Orthopaedic  
Surgery



**P. Simon, MD**  
Urgent Care



**K. Smith, MD**  
Internal Medicine



**A. Snow, MD**  
Internal Medicine



**M. Taylor, MD**  
Family Medicine



**V. Tedesco IV, MD**  
Cardiovascular  
Surgery



**M. Thomas, MD**  
Oncology/  
Hematology



**T. Voitier II, MD**  
Internal Medicine



**B. Walton, MD**  
Orthopaedic  
Trauma



**S. Yerger, MD**  
Orthopaedic  
Surgery



**In a unique and difficult year, humanity, gratitude and resilience paved the way. Our Foundation was called upon to meet the needs of Ochsner Lafayette General like never before. You, our donors and trusted partners,**

**walked alongside us in a generous and kind way, giving new meaning to the word “compassion.”** We are humbled by the extent to which you, our community of donors, stepped forward to support our COVID-19 Employee Assistance Fund and our COVID-19 Relief Fund that provided support to our frontline workers, along with PPE, medical supplies and equipment. Through the support of our community, we were able to provide much appreciated meals, care packages, masks and other protective equipment to our frontline workers. Giving came from the heart and kind acts of so many. On top of pivoting during the pandemic and establishing Emergency Response Funds, our Foundation had a successful annual giving campaign supporting our Centers of Excellence. During this challenging year, we were able to succeed in part due to thorough planning, solid execution, strong collaboration, prudent decision-making and focused leadership. Since our inception in 2014, the Foundation has raised more than \$10 million for equipment, building expansion projects, scholarships, employee assistance funds and endowments. Thank you for trusting us with your philanthropic dollars as we manage them carefully and effectively to provide the greatest impact for our patients and to improve healthcare in the communities we serve throughout Acadiana.

**EXECUTIVE DIRECTOR** Nancy Broadhurst



**BOARD OF DIRECTORS**

Bennett Boyd Anderson, Jr., Chair; William Fenstermaker, Vice Chair; Arthur Price, Treasurer; Randy Haynie, Secretary; David L. Callecod, FACHE; Jared S. Quoyeser; Madlyn Hilliard; and Nancy Broadhurst, Executive Director, Ex-Officio.

**Ochsner Lafayette General Foundation transferred \$1,520,522 to Ochsner Lafayette General** ■ Increased Growth in Giving by 38.27% ■ **Increased Donor Retention Rate by 65% average donor retention rate is 43% nationwide.** ■ Awarded 38 employee scholarships and 54 employee assistance grants through our Physician and Employee Giving Program. ■ **Increased Employee giving by 21%** ■ \$300,000 secured in-kind donations



**Our commitment to the community can be traced beyond healthcare to multiple charitable organizations and causes at all levels of support throughout the year, including:** United Way of Acadiana, Boys & Girls Club, Zydeco Marathon, Second Harvest Food Bank, Road to Good Health, American Foundation for Suicide Prevention, American Heart Association, Alzheimer’s Association, Miles Perret Cancer Services, Maddie’s Footprints, Community Foundation of Acadiana, One Acadiana, LARC, Faith House, Habitat for Humanity, South Louisiana Community College and many others.



**7,142 hours volunteered** by employees across the health system as ticket takers, volunteers, cheering sections, medical professionals, walkers, runners and helpers.



**30 total volunteer opportunities** in cities across South Louisiana. From health fairs in Kaplan to the Slinky Summer Olympics in Abbeville.



**40 support groups** ranging in topics from caring for your newborn, support for family members who are recovering from a stroke to lessons on weight loss and proper nutrition.





On March 9, 2020, the first COVID-19 patient was identified in Louisiana and, soon after on March 19, Ochsner Lafayette General diagnosed its first. At that time, we had no idea of the magnitude of the challenges we would face, or how much our lives would change.

But, amid the fear, uncertainty and devastating loss, employees across our facilities and departments showed up to work each day. In fact, they more than showed up; they excelled. They persevered and navigated this pandemic with valor, fortitude, empathy and determination. They overcame and set a standard for care and compassion in our facilities and throughout the communities we serve—from diagnosis and testing to triage and treatment.

None of us decided to work in healthcare because it's easy. But no matter what led healthcare workers along this path and toward their particular role, they all should know that they have helped change and save the lives of thousands of people in our community and around the world.

Because of our employees, who are truly healthcare heroes, this pandemic may not have been avoided, but it was certainly far from what it could have been. Thank you, to everyone throughout our facilities, for the incredible work that you have done, and continue to do, on a daily basis.

### **A Community That Strives Together, Thrives Together**

From masks and PPE designed for our patients and providers to meals, drinks and snacks that helped keep our staff fed and full of energy, our community joined together to ensure we could continue providing the highest level of care possible throughout fiscal year 2020. Through the Ochsner Lafayette General Foundation, we received more than \$328,000 in supplies, donations and more. On behalf of all of our employees and partners in healthcare, this spot is dedicated to the incredible generosity of our friends and neighbors in Acadiana and beyond who joined together to help fight this pandemic. Thank you to all of our donors!



**2020 was an incredible year for growth at Ochsner Lafayette General.**

From expansions to new services, we found more ways than ever to provide groundbreaking and quality care to our patients in and around Acadiana.

**Providing Telemedicine Services to the Incarcerated**

When an inmate needs to see a medical specialist, getting care can be complicated. Prisoners have to be transported under guard, often in shackles and the process is expensive for the correctional facility and time-consuming for the patient. Ochsner St. Martin Hospital has embarked on an innovative approach that removes those hurdles in partnership with the BEACON project.

The first comprehensive program for incarcerated inmates of its kind, the service includes telemedicine care available 24/7 with a nursing staff model – making it possible to see a nurse practitioner or physician at any time. Once an inmate is released, they are assigned to a social worker that works with the state’s Medicaid program to provide immediate access to Medicaid coverage, with the hospital providing the electronic hospital record.

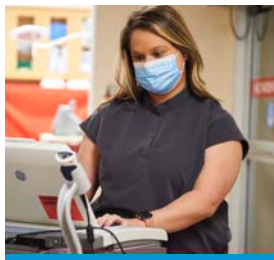
This program allows us to further care for members of our community that otherwise might not receive the access they need to vital services throughout their sentence and beyond.



**Expanding Care to Jefferson Davis Parish**

In March of 2020, Jennings American Legion Hospital and Ochsner Lafayette General signed a letter of intent (LOI) to explore a merger, whereby Ochsner Lafayette General will assume management and operations of the Jefferson Davis Parish facility. Under the proposed structure, Ochsner Lafayette General will enter into a multi-year lease of the hospital, its clinics, physical plant and equipment with the Jennings American Legion Post.

The goal of this proposed relationship is to help Jennings American Legion Hospital remain the hospital of choice in Jefferson Davis Parish, keeping residents close to home while receiving high quality medical services. Ochsner Lafayette General is also able to provide expanded resources, technology, purchasing power and more access to services. This will enable the facility to deliver care more efficiently and cost-effectively, leading to enhanced patient outcomes, financial stability and long-term viability.



### Delivering a Better Patient Experience

In December of 2019, Ochsner Lafayette General partnered with the nation’s leading patient intake platform, Phreesia, to provide its patients with a more modern, convenient and engaging experience at all of its facilities.

Ochsner Lafayette General is leveraging Phreesia’s now-generally available bidirectional, discrete integration with Cerner Millennium to capture demographic and payment information from patients during intake. The data is automatically sent to staff in real time so they can more fully understand patients’ individual status.

As COVID-19 testing began, Phreesia was crucial in providing convenient scheduling options and appointment notifications remotely to patients across the system, and its ability to reduce wait room times and offer an efficient check-in experience was an effective part of reducing congestion across campuses and urgent cares.



### Ochsner Abrom Kaplan Memorial Hospital Completes Expansion

In March of 2020, Ochsner Abrom Kaplan Memorial Hospital completed a \$4.7 million expansion project that renovated more than 7,000 square feet of space while adding 6,419 square feet to the facility.

The largest renovation in the hospital’s history since opening its doors in 1960, the expansion was designed to help create easier patient access while enhancing services and the patient experience. It includes new business, patient registration and consultation areas, a new patient waiting area and conference room, new restrooms, a new ultrasound room and a new pharmacy. Other features include consolidating all outpatient cardio procedures, such as EKG, Holter monitoring and the facility’s home-based sleep studies. Additionally, all phlebotomy is now located just off of the lobby area, making lab work quick and accessible for patients. Other improvements include dedicated outpatient and inpatient entrances and a dedicated space for physical therapy, occupational therapy and speech therapy. All radiology services are also now together, featuring an improved, 64-slice CT scanner. And, for the first time, Ochsner Abrom Kaplan Memorial Hospital can now offer MRIs to its patient population. This expansion is a part of the hospital’s efforts to keep care closer to home than ever before.

## CONSOLIDATED SYSTEM FINANCIALS

### NET REVENUE

| YEAR |                    |
|------|--------------------|
| 16   | 700,036,000        |
| 17   | 719,541,000        |
| 18   | 758,559,000        |
| 19   | 821,010,000        |
| 20   | <b>848,710,000</b> |

### ER VISITS

| YEAR |                |
|------|----------------|
| 16   | 180,062        |
| 17   | 191,904        |
| 18   | 195,012        |
| 19   | 189,241        |
| 20   | <b>143,144</b> |

|                         | 2019               | 2020               |
|-------------------------|--------------------|--------------------|
| <b>NET REVENUE</b>      | <b>821,010,000</b> | <b>848,710,000</b> |
| <b>EXPENSES</b>         |                    |                    |
| Wages & Benefits        | 345,218,000        | 354,849,000        |
| Drugs & Supplies        | 186,692,000        | 193,207,000        |
| Depreciation            | 24,650,000         | 24,575,000         |
| Interest                | 11,823,000         | 10,708,000         |
| Other                   | 235,210,000        | 254,921,000        |
| Total Expenses          | 803,593,000        | 838,260,000        |
| Operating Income        | \$17,417,000       | \$10,450,000       |
| Operating Margin        | 2.1%               | 1.2%               |
| Total Consolidated FTEs | 4,403              | 4,289              |
| Capital Spending        | 15,600,000         | 20,985,132         |

### DISCHARGES

| YEAR |        |
|------|--------|
| 16   | 29,016 |
| 17   | 28,913 |
| 18   | 27,599 |
| 19   | 27,128 |
| 20   | 25,781 |

### AVERAGE DAILY CENSUS

| YEAR |     |
|------|-----|
| 16   | 405 |
| 17   | 402 |
| 18   | 417 |
| 19   | 390 |
| 20   | 414 |

### OUR COMMITMENT

In order to continuously make improvements to our campuses, build new additions and upgrade technology, Ochsner Lafayette General (OLG) borrows money from various lenders. This is done to make sure Acadiana has the most advanced healthcare available. Scheduled maturities of long-term debt, for the years ending September 30, are as follows:

|              |                    |
|--------------|--------------------|
| 2021         | 241,211,676        |
| 2022         | 1,316,897          |
| 2023         | 242,438            |
| 2024         | 49,407             |
| 2025         | 49,407             |
| Thereafter   | 247,032            |
| <b>Total</b> | <b>243,116,857</b> |

Subsequent to year end, bonds were issued to refinance LGMC long term debt. As a result, the balance of the bonds outstanding is classified as current maturities of long term debt.

### COMMUNITY BENEFIT Year ended September 30, 2020

|  |                      |       |
|--|----------------------|-------|
| Unreimbursed Government Sponsored Indigent Health Care | \$68,436,152         | 55.4% |
| Uncollectible Accounts                                 | \$36,303,403         | 29.4% |
| Community Medical Assistance                           | \$12,373,820         | 10.0% |
| Charity Care   | \$6,428,502          | 5.2%  |
| <b>Total Cost of Uncompensated Care</b>                | <b>\$123,541,877</b> |       |

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Not Pictured:  
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Not Pictured:  
Mona Hebert

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

This community report represents the fiscal year 2020, covering October 1, 2019 – September 30, 2020. Information contained within represents facts and figures relevant during this time period.

[ochsnerlg.org](https://ochsnerlg.org)