

2016 ANNUAL REPORT



YEARS OF PATIENT CARE





As Ochsner celebrates 75 years of providing the highest quality healthcare to those who live and work in every parish in Louisiana, all 50 states and more than 80 countries across the globe, we reaffirm our commitment to comprehensive, compassionate, individualized treatment. Together, we are leading innovation in healthcare prevention and delivery while educating the very best of our next generation.

What began as a vision for a new model of care by Dr. Alton Ochsner and his fellow founders has become the Gulf South's largest non-profit, academic, multi-specialty healthcare delivery system. Today Ochsner owns, manages or is affiliated with 29 hospitals and more than 75 health centers across our region and has a group practice of more than 1,100 physicians. Ochsner continues to attract the best and the brightest who continually put patients first and always serve with compassion.

Now serving more than one million patients annually across the Ochsner Health Network, Ochsner continues to make care more accessible through telemedicine, mobile monitoring devices and other leading innovations. Many of our facilities are undergoing expansions to accommodate more patients and provide a greater number of specialized services. Included are plans for an outpatient imaging center, an acute inpatient rehabilitation center, a 43,000-square-foot expansion of Ochsner Health Center – Covington and a comprehensive cancer center at Ochsner Medical Center – Baton Rouge that will open later this year.

With an increased focus on patient engagement and preventive medicine, Ochsner is analyzing population health data and technology to enhance patient experiences, improve outcomes and save lives. We are also expanding our community outreach and educational partnerships to provide even more opportunities to promising young medical students and healthcare professionals.

The leadership and engagement displayed by Ochsner executives and staff are among the best of any healthcare institution, with more than 45 percent of our employees measure actively engaged, putting us in the 93rd percentile, according to the 2016 Employee and Leader Engagement Survey. This leadership was especially evident during the Baton Rouge flood of 2016, when we experienced the worst disaster since Hurricane Katrina. Forced into an emergency evacuation that required support from the National Guard, the Ochsner team rose to the occasion with unparalleled selflessness and unity.

As we reflect on our more recent achievements and share stories of the lives we have impacted, we also look ahead to the next 75 years of saving and changing lives. By building upon our research and development programs, community relationships and patients-first model of care, we are strengthening our position as a local, national and global leader in healthcare for many generations to come.

Suzanne T. Mestayer

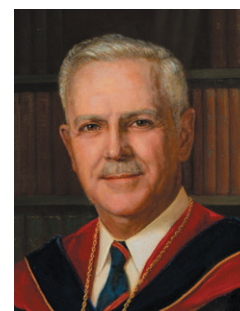
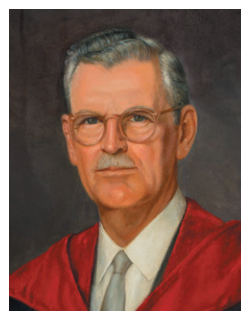
*Chair, Board of Directors
Ochsner Health System*

Warner L. Thomas

*President and CEO
Ochsner Health System*

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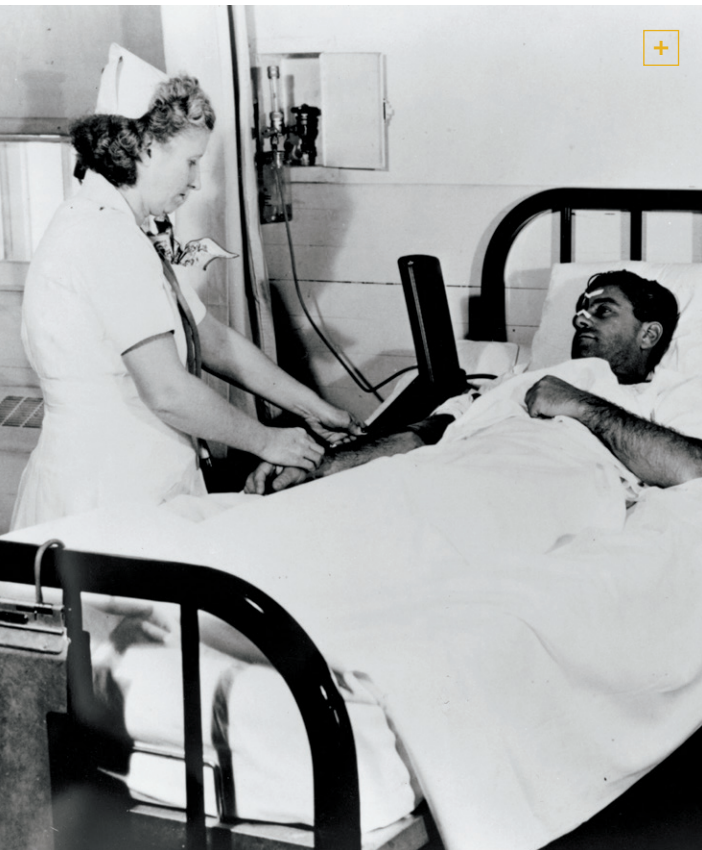
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From left to right: Drs. Edgar Burns, Guy A. Caldwell, Francis E. LeJeune Sr., Alton Ochsner and Curtis Tyrone.

Then and Now: A Mission to Serve, Heal, Lead, Educate and Innovate

For 75 years, Ochsner has been committed to delivering the highest quality medical care with an unwavering attention to the needs of our patients and our communities. There has been great change since our five founders – Drs. Alton Ochsner, Edgar Burns, Guy A. Caldwell, Francis E. LeJeune Sr. and Curtis Tyrone – first opened Ochsner Clinic, but we have remained steadfast in our mission. Our talented physicians, nurses, leaders and employees ensure that our patients receive individualized, comprehensive care and continue to serve, heal, lead, educate and innovate in all that we do.



*Compassionate
patient-centered care
will always be at the core
of everything we do.*



“None of this would be possible without the passion and strength of our physicians, employees and supporters. With their help, we will continue to shape the future of healthcare and deliver the very best care to everyone we serve.”

– Dr. John Ochsner

+ A Legacy of Excellence

When Dr. Alton Ochsner and four of his colleagues opened the Ochsner Clinic in 1942, they envisioned a radical new model of care. Setting about to bring together all the best medical minds in one place, their multi-specialty group practice would be the first of its kind in the region to conduct research, educate doctors on the latest medical advancements and provide patients with individualized, comprehensive care.

Quickly outgrowing its small clinic space in Uptown New Orleans, the group opened a 200-bed facility in 1946 that had been part of an old Army base.

By 1952, they broke ground on Ochsner’s 22-acre flagship campus that overlooks the Mississippi. Fast forward to today, and Ochsner is Louisiana’s largest employer. With 29 owned, managed and affiliated hospitals and more than 75 health centers, Ochsner serves patients throughout Louisiana, across all 50 states and more than 86 countries and continues to expand to fulfill the mission to serve, heal, lead, educate and innovate.

From Dr. Alton Ochsner’s groundbreaking research on the link between smoking and lung cancer to his son Dr. John Ochsner’s leadership in heart surgery and grandson Dr. Lock Ochsner’s innovative work in joint replacements, three generations of Ochsners have played an instrumental role in making Ochsner Health System a global medical and academic leader that changes and saves lives.

“My grandfather and his colleagues really went out on a limb to build something truly extraordinary, and my dad did an unbelievable job expanding on their vision. They always said, ‘Take care of the patients first, and everything else will take care of itself.’ We continue to live by these words and be inspired by their wisdom, leadership and commitment.”

– Dr. Lock Ochsner

+ Milestones

OCHSNER HEALTH SYSTEM MILESTONES

- Ochsner named **national innovation finalist** by Harvard Business School and Harvard Medical School.
- 45% of Ochsner employees and leaders currently measure actively engaged, putting **Ochsner in the 93rd percentile and making us a Best-In-Class Employer** in employee engagement **among other healthcare institutions**.
- Fourth class of new physicians completed **UQ-Ochsner Clinical School and celebrated Match Day with a 95% match rate – a rate above the national average – at competitive residency programs nationwide**.
- **3,064 babies born at OMC-Baptist**. This was a record-breaking number of births and nearly a **20% growth** over births in 2015.
- Ochsner's recently-launched **Optimal Hospital program is leveraging mobile technology to revolutionize care delivery and management**, enabling faster interventions and improving patient safety and engagement.

Best-In-Class Employer in employee engagement

93rd
percentile

OCHSNER HEALTH NETWORK MILESTONES

- Already strong in the area of quality, **Slidell Memorial Hospital reduced the risk of patients having complications while in the hospital by 43%**, and in 2016 alone, 24% more people who were critically ill received the care they needed and survived.
- Since the launch of the partnership with **St. Tammany Parish Hospital**, we have collaborated to add new services and jointly recruit to expand our pediatric and neuroscience specialties. This coordination of care is made possible because we are connected through Epic, our electronic medical record.
- **Supply cost savings** in Fiscal Year 2016 for all **CHRISTUS Louisiana hospitals** was \$2,679,490.
- Since September 2012, **Ochsner's CareConnect 360 TeleStroke program at Terrebonne General Medical Center has led to the treatment of more than 450 patients annually**. 68% of patients were able to be treated in the TGMC Emergency Department, and many of those who were transferred returned to TGMC for rehabilitation services.

NURSING PROFESSIONAL DEVELOPMENT MILESTONES



The Ochsner Health System team of nurses and nurse leaders is the single largest employee group and is more than 5,000 strong. Ochsner's nursing professional development programs and continuing education courses support nurses throughout their careers, from student nurse to staff nurse and through career transitions. Here are just a few highlights from 2016:

58	new nurse technicians trained through the Nurse Technician Program.
1,596	new staff welcomed throughout the year at the New Nurse and Ancillary Orientation.
39	nurses from across the system graduated and returned to their units to share what they learned at the Nurse Technician Program.
243	preceptors completed training to guide and support staff at the Preceptor Academy.
137	charge nurses trained to lead nursing units at the Charge Nurse Academy.
125	staff members trained to mentor their peers at the Mentor Academy.
65	emerging nurse leaders gained new skills to support and guide OHS nurses and patients through the Emerging Nurse Leader Program (ENLP).
27	nurses gained scholarly writing skills at the Writing Workshop Series for Nurses.
215	courses offered to date through Continuing Nursing Education (CNE).
25	articles submitted for publication.
MORE THAN 21,000	cards were issued from the Ochsner CTC in 2016 at the Community Training Center (CTC), which trained nurses, staff and community members in lifesaving American Heart Association (AHA) courses.

+ Accolades

Healthgrades named Ochsner Medical Center and Ochsner Medical Center – West Bank Campus as **Distinguished Hospitals for Clinical Excellence for the seventh year in a row** (2010-2016). This distinction places Ochsner among the top **5% of U.S. hospitals for clinical outcomes**.

CareChex® named Ochsner Medical Center, Ochsner Baptist Medical Center and Ochsner Medical Center – West Bank Campus among the **top 10% in the nation for medical excellence in 12 different specialties**. For the fifth year in a row, Ochsner was named **#1 in the country for medical excellence for liver transplants**.

Truven Health Analytics named Ochsner Medical Center – Baton Rouge a **100 Top Hospital® in 2016**.

Becker's Hospital Review named Ochsner Medical Center **one of the 100 Great Hospitals in America** and Ochsner – Baton Rouge as the only Louisiana hospital named **one of the 100 Great Community Hospitals**.

42 Ochsner-affiliated registered nurses were named among the 2016 **"Great 100 Nurses of Louisiana."**

Ochsner Medical Center is the only Louisiana hospital recognized by *U.S. News & World Report* as a **"Best Hospital"** across three specialty categories.

Ochsner Medical Center – Baton Rouge

100 Top
Hospital®



South Campus

North Campus

Mississippi River

Jefferson Hwy.

West Campus

SERVE

Fulfilling a Mission to Serve through Essential Expansion

Over the last decade, Ochsner Medical Center (OMC) has evolved from a single-location, well-regarded community and tertiary hospital serving primarily Orleans and Jefferson Parishes to the central hub of a multi-hospital, regionally integrated healthcare delivery system.

Today, hundreds of thousands of patients – from across Louisiana, the United States and more than 86 countries around the world – count on Ochsner Health System for medical care each year.

Already the largest healthcare provider in Louisiana, Ochsner's mission to serve is ever-growing. The healthcare system seeks to take care of even more patients in its communities, country and world by continuously expanding its facilities, programs and patients' access to care.

With 29 owned, managed and affiliated hospitals, Ochsner and the Ochsner Health Network (OHN) serve more than one million patients throughout Louisiana each year. And Ochsner's Regional Referral

1942

Ochsner Clinic opens on the corner of Aline and Prytania streets in Uptown New Orleans.

Center transfers thousands of acute and critical care patients from across the region to Ochsner and Ochsner Health Network hospitals each year, so they can get the specialized care they need without leaving the state. The increasing number of patients transferred from facilities within and outside the Ochsner system, along with the expansion of OHN, illustrate a growing demand for Ochsner's specialty care. To maintain the health system's commitment to save and change lives, expansion of the Ochsner footprint and its facilities is essential.

Ochsner's Jefferson Parish Growth Plan

The campuses on Jefferson Highway support a comprehensive range of clinical services across primary care, all medical and surgical specialties, as well as several Centers of Excellence – including transplant, neuroscience, cancer and cardiology, and various women's and pediatric programs. To continue to shape the future of healthcare and to cement Ochsner's role as a regional, national and international destination for specialized medical treatments in this time of intense industry change, Ochsner must continue to build capacity; attract highly qualified physicians, nurses and other healthcare professionals; and expand and retool its facilities and technology resources.

To better serve patients, Ochsner is creating a more comprehensive Healthcare Corridor along Jefferson Highway – from the Causeway to the Parish Line. The total project is a \$357.3 million endeavor.



Transforming the South Campus

The expansion of what's referred to as South Campus allows the health system to offer enhanced specialty care services in areas such as cancer care, organ transplants and neurologic, pediatric and cardiovascular care.

In the last couple of years, Ochsner has spent \$24.4 million on the South Campus to add 40 inpatient rooms and five new operating rooms to OMC's 10th floor – leading to an additional 1,800 surgeries in 2016 – as well as more operating rooms, GI labs and expanded surgery and pre-admission testing clinics in a second-floor procedural area expansion.

An \$81 million expansion will add seven floors to the existing eight-story OMC West Tower building, including six floors with 34 private rooms on each, increasing inpatient capacity from 602 beds to 767 beds.



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These fully adaptable rooms will allow Ochsner care teams the flexibility to adjust care based on the level of acuity needed as programs grow. And OMC will convert the remaining 39 semi-private rooms to all private to improve safety for patients. In total, this expansion will enable the number of additional patient days at the hospital to rise from 8,907 in 2018 to 61,979 in 2027 and the number of additional discharges to increase from 1,472 to 10,531 over that same period.

Associated with this project will be a two-story addition to the South Campus garage, 300 new surface parking spots and an expansion of the utility plant.

An extraordinary gift of \$20 million from Tom and Gayle Benson is the catalyst behind a \$34.9 million project to double the square footage of the current Gayle and Tom Benson Cancer Center. This 100,000-square-foot, five-floor addition will expand oncology clinics and add more than 30 personalized and semi-private patient chemotherapy infusion stations. The addition will also include a diagnostic breast center, a pediatric oncology center and various new and repositioned patient and program support functions. Planned for completion by 2019, it will enable the Center to address the needs of 42,570 more cancer patients by 2027.



1954

Ochsner Foundation Hospital **officially moves** from Camp Plauché to its current flagship campus on Jefferson Highway.

New Additions to the North Campus

On Ochsner's North Campus, directly across the street from Ochsner Medical Center, a new and expanded \$14.3 million Outpatient Imaging Center is planned. Moved from the South Campus, the new Imaging Center will offer comprehensive services including MRI, CT, mammography and more with the added convenience of parking just outside the front door. The new center will include two CT scanners and four dedicated MRI scanners for outpatients, with the capacity to add one more unit in the future. And the proximity of this new facility to Ochsner's Center for Primary Care and Wellness will enable a seamless connection with support services and associated resources, including a pharmacy and lab.

Already part of the North Campus, Ochsner's Center for Academic Excellence is home to the largest, non-university based physician training center in the country. Each year, more than 275 medical residents and fellows work in 24 different Ochsner-sponsored accredited residency training programs. Ochsner also hosts more than 700 medical students, 1,250 nursing students and 600 allied health students from across the state in clinical rotations annually. And thanks to Ochsner's partnership with the University of Queensland, more than 130 Ochsner Clinical School medical students also complete their third- and fourth-year training annually at Ochsner. As part of the corridor expansion, Ochsner added a Simulation Lab on this campus to provide the most advanced training experience for all students, as well as Ochsner physicians, nurses and clinical professionals.

+ Saving and Changing More Lives through Ochsner Health Network

When Ochsner Health Network was formed in 2015, the founding partners made promises to their communities to build upon unique strengths and share best practices to improve quality, safety and the patient experience, provide greater access to care for patients across the region and reduce healthcare costs.

Today, the partners of Ochsner Health Network – Ochsner Health System, St. Tammany Parish Hospital, Lafayette General Health, CHRISTUS Health Louisiana, Terrebonne General Medical Center and Slidell Memorial Hospital – continue to focus on a shared commitment to patients, collaborating to build upon strengths and bringing additional access, value, expertise and technology to the patients and communities they serve. Ochsner Health Network has served as a catalyst to advance quality and innovation both clinically and financially. And together, the partners are delivering on their promises in a significant way.

- In 2016, Ochsner Health Network cared for more than one million Louisianans.
- In 2016, OHN partnered with IBM Explorys to integrate claims data from multiple payors with clinical data from the many disparate electronic medical records used by OHN partners and community physicians. Once fully implemented, this platform will power performance improvement activities, quality reporting and transparency and drive a standard view of healthcare delivery across OHN's broad geography.
- OHN worked to combine its 35,000 hospital employees into a single benefit purchasing group, creating savings in administration and cost.
- OHN reduced costs by \$10 million overall throughout the network via health benefits, pharmacy and ancillary benefit costs.
- OHN offers 110+ virtual services in 22 specialties.
- More than 135,000 patients received their care virtually.
- More than 20 physicians have joined our team to deliver specialty care across the Network.

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Welcome to the West Campus

As part of the Healthcare Corridor, Ochsner will create an 8-acre West Campus that includes the Jefferson Plaza Shopping Center. The majority of Ochsner's endeavors here will be in partnership with other organizations.

Jefferson Plaza will be home to the Ochsner Rehabilitation Hospital, a destination for acute inpatient rehabilitation created in partnership with Select Medical Corporation – a national leader in inpatient rehab. The space will allow Ochsner to double its acute inpatient rehabilitation beds from 28 to 60 and add 15 pediatric specialty inpatient rehab beds. The Ochsner Rehabilitation Hospital is expected to employ 180 therapists, nurses and other specialists and will offer the most advanced treatments in the region for patients with spinal cord and brain injuries, stroke, amputation, neurological disorders and orthopedic conditions.

A new West Campus skilled nursing facility will replace the existing Jefferson Healthcare Skilled Nursing Facility. A developer-funded short- and long-term housing development will accommodate patients and families who have traveled to OMC for care. And Ochsner will partner with various companies to offer retail options and an additional parking garage as the campus grows.

Westside Pediatrics Now Offers Ochsner's Specialized Services

Westside Pediatrics Clinic – which has served the West Bank for nearly 50 years – became part of the Ochsner Hospital for Children family in early 2016. Located in Marrero, the addition of this pediatric practice further establishes Ochsner's ongoing commitment to providing the highest quality of care to children in the communities it serves.

Patients of Westside Pediatrics and their families now have access to Ochsner Hospital for Children's 30 pediatric specialties. And Westside Pediatrics' substantial presence on the West Bank allows Ochsner to provide critical services to even more children in Greater New Orleans.

The Ochsner Rehabilitation Hospital is expected to employ 180 therapists nurses and other specialists.



The Ochsner Health Center – Covington expansion makes room for 10 additional physicians, bringing the total to 65. This will allow Ochsner to serve more than 60,000 unique patients across West St. Tammany.

What's New in West St. Tammany?

A \$19 million, 43,000-square-foot expansion of Ochsner Health Center – Covington, set to be completed in 2018, will allow Ochsner to offer a total of 45 services and specialties – including foot and ankle, neurosciences, orthopedics, sports medicine and physical therapy – in West St. Tammany Parish. The new addition will include three new procedure rooms to support continued growth in Ochsner's procedural and surgical specialties.

Ochsner Health Center – Covington has been providing comprehensive healthcare to the North Shore since 2003. This expansion will allow the center to bring a greater array of services – under one roof – to more patients and create 30 new jobs in the area.

Ochsner Baptist Adds Beds

Ochsner Baptist is renovating more than 36,500 square feet of space on the third floor of its Uptown campus that has been vacant since Hurricane Katrina. The \$9.3 million expansion project will add 25 beds to the medical-surgical unit and 13 antepartum beds for expectant mothers with high-risk pregnancies requiring monitoring. Since Ochsner moved its primary women's health services, including labor and delivery, from its main campus on Jefferson Highway to Baptist a few years ago, there has been significant growth in deliveries.

Baton Rouge Welcomes Comprehensive Cancer Care

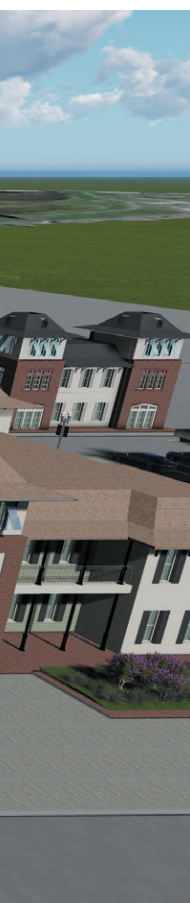
Beginning in summer 2017, Baton Rouge and surrounding parish residents will have access to fully integrated cancer care in one location. The \$12.8 million Ochsner Baton Rouge Cancer Center, located in what was the Physicians Plaza II building at the O'Neal Lane campus, will be the first in Baton Rouge to offer a hematology/oncology outpatient clinic with chemotherapy infusion and radiation oncology services on one floor of the same building. The addition of radiation oncology will give residents from East Baton Rouge, surrounding parishes and southern Mississippi greater access to this service.

With over 30 years' experience in providing care to the Baton Rouge region, our collaborative team of physicians specializes in the full spectrum of cancer care. Additionally, the Ochsner Baton Rouge Cancer Center will be the only cancer center in the area where all services are fully integrated through Epic, our electronic medical record. Not only does that mean we can provide coordinated care for our patients who receive all their care through Ochsner but also for those patients who may receive some of their care at one of the other major cancer centers in the country, such as MD Anderson, Johns Hopkins, Cleveland Clinic and Mayo Clinic, to name a few.

Ochsner Medical Center – Baton Rouge saw an additional 1,500 patients in the last year and experienced a 30 percent increase in patient volume over the last four years. Ochsner Health System has predicted a 30 percent increase in patients needing cancer care over the next five years. The new Ochsner Baton Rouge Cancer Center will serve this growing need with:

- More than 20,000 square feet of expanded oncology space and 15 personalized, semi-private patient chemo infusion stations
- A collaborative team of physicians specializing in the full spectrum of cancer care
- A comprehensive approach to urologic, gynecologic and surgical oncology for all cancer types
- A clinical cancer research program encompassing all cancer types and featuring cutting-edge drugs, treatments and preventive regimens
- A fully integrated electronic medical record so all physicians have a common chart to review

In addition to the Cancer Center, Ochsner – Baton Rouge recently opened Ochsner Health Center – Zachary, a 15-room facility offering primary and urgent care with access to lab and X-ray services, as well as rotating specialists.



+ Serving Tens of Thousands: Improving Health on a Large Scale

By leveraging deep knowledge of clinical data in its 600,000-patient database, Ochsner has developed a new population health protocol that has improved the lives of more than 9,000 Ochsner high-risk diabetic patients. All it took was sending a simple letter to patients who were behind on their diabetes testing, letting them know they could walk in anytime and encouraging them to do so soon. Of 12,000 people contacted, an astonishing 85 percent came in to get tested. Many were then enrolled in a diabetes education pilot program, which helped reduce their average Alc levels from over 11 to 8.3.

“Patients kept telling us they’d been waiting to hear from us,” says Dr. Pedro Cazabon, Section Head for General Internal Medicine. “We had thought they were purposefully avoiding care, and they assumed we would reach out when they needed testing even though it wasn’t something we’d really done before.”

Seeing the significant impact the program had on their patients, the Ochsner Population Health team began to apply the same methods to enhance population health in other areas. As a result, 26 different chronic disease and population health registries and programs that include hypertension management, preventive cancer screening and well-baby checkups have been developed.

With more than 250,000 primary care patients in the Ochsner system, this kind of big picture thinking has become increasingly critical in improving and maintaining the health of large populations. “Our goal is to take the strain off doctors’ offices and get patients more proactively engaged in their health,” says Dr. Dale McKinney, Medical Director for Population Health, noting that part of what makes these programs so successful is the ability to make them highly personal. “Patients aren’t receiving a blanket letter,” explains

Dr. McKinney, “but one that is reflective of their particular health status and makes it easy for them to take action.”

Ochsner’s health registries have also facilitated a more comprehensive team-based care model. In addition to primary care physicians, nurses and medical assistants, health professionals with other areas of expertise now play a role in primary care. “Integrating dietitians, health coaches, diabetes educators, fitness consultants, complex case managers and experts in population health and technology into our primary care model creates a better overall health experience,” says Dr. Cazabon. “And we’ve proven how effective it can be in improving outcomes for large groups of patients.”



1982

The Ochsner Cancer Institute
is established.



+ A Collaborative Commitment to Comprehensive Cancer Care with Slidell Memorial Hospital

When patients are diagnosed with cancer, they have so much on their minds. Where can they get the best care? How will they balance treatments with work, family and the responsibilities of their daily lives? Ochsner Medical Center – North Shore and Slidell Memorial Hospital (SMH) wanted to give them one less thing to worry about. In 2016, the partners consolidated all chemotherapy infusion services to Slidell Memorial Hospital’s Regional Cancer Center – providing more comprehensive, convenient and personalized care for patients.

The chemo infusion suite at SMH Regional Cancer Center is more modern and has more patient capacity, 30 infusion chairs versus the six previously available at Ochsner Medical Center – North Shore. At SMH, patients receive infusions in a facility where all aspects of cancer care and support services are also available. And oncologists from both organizations are now co-locating at the SMH Regional Cancer Center, collaborating to offer the most advanced, efficient and effective care for patients

with all types of cancer. Ochsner and SMH also consolidated PET/CT services, offering patients a comprehensive cancer resource. As a result, 950 patients underwent PET or CT scans in 2016, compared to 845 in 2015.

The consolidated cancer services fit the partnership’s mission to work together to more effectively organize critical services to improve patient outcomes, expand services and increase access.

“We take our responsibility to the citizens we serve very seriously,” says David G. Mannella, Chairman, Slidell Memorial Hospital Board of Commissioners. “We have succeeded in continuing to provide high-quality services locally, and our partnership with Ochsner Health System is the best opportunity for us to strengthen and expand our local healthcare offerings for generations to come.”



HEAL

Giving a Voice to ALS Patients

How do you give a voice to someone who is losing the ability to speak? How can you heal a person facing an incurable illness?

In its unwavering commitment to putting patients first, Ochsner has answered both of those questions for patients with a progressive neurodegenerative disease known as amyotrophic lateral sclerosis (ALS).

Cille Norman, a 61-year-old woman from Newton, Mississippi, was experiencing progressive weakness in her hands and was diagnosed with ALS. Cille knew

she needed specialized care and support and also wanted to stay closer to home. Researching ALS clinics, she found the ALS Center at the Ochsner Center for Primary Care and Wellness.

The ALS Center – in its second year – offers comprehensive care for patients with ALS and related disorders. At the Center, Ochsner specialists and staff provide patients the highest quality care and services in one place. Though it's still a three-hour drive to the Center, Cille can meet with every member of her care team, which includes nearly 20 specialists,



“Just think, Mimi! Now a part of you is going to live on forever helping other people! That’s what my 8-year-old granddaughter said when my team at Ochsner showed her how the voice recording program works. It means so much to both of us that I’ll still be able to speak to her in my own voice even after I lose the use of my vocal chords,” recalls Cille.

in a single visit. Through the Center, she also learned about the Voice Banking Program.

The Voice Banking Program is a volunteer initiative developed and run by students from the University of Queensland – Ochsner Clinical School. The medical students are dedicated to helping people with ALS by recording their voices before they lose the ability to speak. Once recorded, the voices are sent to the ModelTalker software manufacturer, which synthesizes each voice for future use.

Cille recorded 1,600 phrases preselected from literature that account for many of the words people speak in a day. She also recorded 316 personal phrases. Through this program, Cille will be able to use her own prerecorded voice and has volunteered to donate her voice to others who have lost the ability to speak.

“While my diagnosis was initially scary,” says Cille, “Ochsner has been incredibly helpful throughout the entire journey. It is so nice to come to the Center and see my doctors all in one visit. I also love working with the students through the Voice Banking Program – their enthusiasm makes me just as excited to help others.”

A Team Approach to Treatments and Therapies

Each year, more than 5,000 people in the United States are diagnosed with ALS. Sometimes referred to as Lou Gehrig’s disease, after the 1920s and ‘30s baseball star whose diagnosis sparked public awareness, it’s characterized by muscle stiffness, twitching and – ultimately – profound weakness. This results in increasing difficulty moving, speaking, swallowing and breathing – often leading to respiratory failure.

At the ALS Center, patients receive care from a team that includes a neurologist, nurse practitioner, licensed clinical social worker, pulmonologist, speech language pathologist, physical therapist, occupational therapist, dietitian and respiratory therapist. Together, the team helps patients maintain functional independence; improve speech, swallowing and endurance; limit pain; and prevent complications. Patients and caregivers can also connect with resources to help manage emotional and financial challenges that may arise over the course of the disease.

“We understand the challenges our patients and their families face each day, and we want to ensure they are able to receive comprehensive treatment options close to home,” says Dr. Daniel Larriviere, Medical Director, Ochsner ALS Center.



1975

Two Ochsner physicians invent award-winning device, King-Mills Umbrella, used for nonsurgical closure of congenital interatrial septal defects.



1959

First research laboratory building opens, adjacent to the Foundation Hospital.

+ Treating Chronic Headaches with Groundbreaking Cryotherapy

Natasha Smith had chronic headaches for years. Diagnosed with occipital neuralgia in 2010, the pain became so frequent and debilitating she could not work. None of the medications or nerve blockers she was prescribed were helping, and she was losing hope of ever living without constant headaches.

“I was considering an extremely painful surgery with a long recovery just for a chance of relief because it seemed like the only option left to me,” remembers Natasha.

That was when her neurologist at Ochsner Baptist, Dr. Jose Posas, recommended a groundbreaking new treatment called iovera cryotherapy. This treatment, which is available only at Ochsner and a handful of other advanced neurology centers across the country, does not involve surgery or the use of chemicals or medications. Instead, short, hollow probes penetrate the skin and are able to generate ice balls that can cause degeneration of target nerves determined by the doctor.

The procedure took less than 30 minutes and left Natasha sore for a few days, but she’s been headache-free for over a year. “I can’t thank my care team at Ochsner enough,” says Natasha. “I feel like I have my life back.”

Since treating Natasha, Dr. Posas and the Comprehensive Headache Center at Ochsner Baptist have used iovera cryotherapy to treat occipital neuralgia in more than 30 patients with impressive results. “Almost all the patients receiving iovera cryotherapy have remained pain-free at the three- and six-month post-procedure marks,” says Dr. Posas. “And when additional treatments are needed, we make sure to intervene early.”

Iovera cryotherapy can also be used to manage nerve pain in the joints or treat nerve lesions such as scar neuromas and Morton’s neuromas.

“We are certainly proud to be one of the select few doing this procedure,” says Dr. Posas. “It has helped make our program a national destination for the treatment of neurologic disorders, and more importantly, allowed our patients to return to doing the things they love. I look forward to expanding our use of this therapy to treat other types of nerve pain.”

+ Leading the Fight Against Blood Cancers

From diagnosis through treatment, long-term follow-up and survivor support, Ochsner provides the most advanced and comprehensive care for patients with acute and chronic leukemias, Hodgkin's and non-Hodgkin's lymphoma, multiple myeloma and other blood cancers.

"It is part of our mission to provide the best and latest therapies in a supportive and cost-effective environment for all our patients with blood cancers."

Ochsner's Leukemia, Blood and Bone Marrow Transplant Program is fully accredited by the Foundation for the Accreditation of Cellular Therapy (FACT), and participates in many innovative clinical trials using novel targeted, biologic and chemoimmunotherapies. This includes phase I studies of the newest agents and has enabled us to provide some patients with treatment not previously available in the Gulf South.

Trials using lower levels of chemotherapy and radiation for older patients and the use of half-matched donors (like parents or children of the patient) have also made it possible to provide allogeneic transplant to patients who were previously too old or could not find a donor. "We're starting to see some promising results in patients for whom more traditional transplants aren't possible due to a high risk of toxicity and other complications," says Dr. Emmons.

In the last several years, the total number of patients being tested for blood cancers or as possible donor matches and receiving treatment through the program has nearly doubled. "We are quickly becoming a leading destination for highly specialized, cutting-edge blood cancer care and improving outcomes for patients with difficult-to-treat cancers," says Dr. Emmons.



Our state-of-the-art inpatient blood cancer and transplant unit and outpatient infusion suite are equipped with the latest technology, including on-site processing and manipulation of harvested stem cells through Ochsner's Cellular Therapy Processing Lab. "Our on-site lab for tissue typing can rapidly identify donor matches, and our stem cell lab meets the highest standards for stem cell processing," says Dr. Robert Emmons, hematology and oncology specialist.

2001



Lieselotte Tansey Breast Center at Ochsner opens. *The center is a multidisciplinary practice where patients can have tests, see their physicians and rapidly obtain their diagnoses and treatment plans in one convenient location.*

+ A Front-Row Seat to Daily Miracles for Children

“Immense strength comes from being on this path and shining a light for those behind you – telling them they’re going to be OK, that they can do this, their kid can do this and it’s going to get better,” says Lacie.

In January 2012, when Lacie Patterson was 19 weeks pregnant, she and her husband went for her regularly scheduled anatomy scan. They were eager to find out if they were having a boy or a girl. Instead, they were filled with fears and questions after the ultrasound technician did not see a normal, four-chambered heart in their baby boy.

“After further diagnosis, we were told Dylan had something called hypoplastic left heart syndrome (HLHS), and nothing was the same after that,” recalls Lacie. “You’re given some options, and one is a three-stage surgical approach. After exhaustive research, we decided to have Dylan’s surgeries at Ochsner.”

Dylan’s first surgery was a success. And when the Pattersons went to see him the next morning, they saw firsthand evidence of their pediatric cardiologist’s devotion to their son.

“One of the recliner chairs had been pulled up to the end of Dylan’s bed, and when we asked, a nurse said Dr. [Ivory] Crittendon sat in that chair all night, monitoring our son’s vital signs and condition, making all the necessary changes to bring him through a really critical time in recovery,” says Lacie.

Months later, the family was enjoying life at home with their miracle baby, and Lacie received a call from her son’s lifesaving cardiologist.

Dr. Crittendon asked if she would come in and speak to another family whose baby had just been diagnosed with HLHS, noting that parents are best at explaining what to expect beyond the medical procedures and offering personal coping advice.

“Immense strength comes from being on this path and shining a light for those behind you – telling them they’re going to be OK, that they can do this, their kid can do this and it’s going to get better,” says Lacie. “You are transformed from having a front-row seat to daily miracles.”



Specialized Cardiac Care Changes Children’s Lives

The pediatric cardiology team at Ochsner is dedicated to its young patients and their families – from healing heart defects to helping them lead the most normal and fulfilling lives possible. A new addition to the Ochsner Hospital for Children Pediatric Intensive Care Unit (PICU) is helping them devote even more specialized attention to their patients.

In 2016, Ochsner Hospital for Children added a 12-bed Pediatric Cardiovascular Intensive Care Unit (CVICU) as a part of its PICU expansion. The Pediatric CVICU cares for patients newborn through age 18.

“There’s so much that’s unique about the anatomy and physiology of children with congenital heart defects and other heart conditions, and it’s important to have this subset of expertise,” says Dr. Billy Lennarz, Associate Medical Director and System Chair of Pediatrics. “Now, we have a team constantly monitoring these children’s oxygen levels and vital signs all in one space.”

Dr. Sam Lucas, who heads up Pediatric Cardiology, says in his nearly two decades



of practice, cardiologists have seen survival rates for certain complex congenital heart conditions rise from only 50 percent to better than 98 percent thanks to these types of facilities and advances in cardiac medicine, in which Ochsner is constantly on the front line.

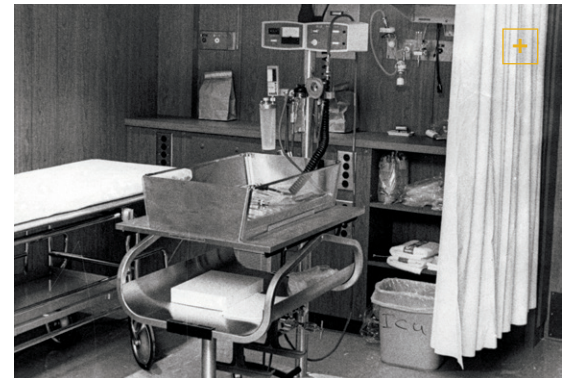
In addition to Ochsner's pediatric CVICU, the health system also provides

the only pediatric heart transplant program in the state and continues to build its pediatric cardiac surgery program, having performed more than 130 surgeries so far. In addition to top medical care, Ochsner offers child life therapists to help pediatric cardiology patients understand their procedures, reduce their fears and help them adjust to life post-surgery.

"The CVICU and cardiac surgery program help us recruit experts in pediatric cardiology and allow us to provide the best care for our patients and families," explains Dr. Ben Peeler, Chief, Pediatric and Congenital Cardiac Surgery. "We now have the capabilities to perform all procedures and have children recover right here, ensuring families can stay close to home and near their support network."

1976

Ochsner opens its NICU, becoming a regional leader in NICU operations.



"I'm so thankful for the support I've received from my family, friends, my employer – LHC Group – Dr. Vazquez and the rest of the AYA team," says Daniel Allemond.

+ Specialized Cancer Care for Children and Young Adults

Since 1954, Ochsner has been leading the fight against cancers in children and young adults. Today at Ochsner Hospital for Children, some of the country's most dedicated and passionate pediatric specialists work together to develop a personalized plan of care for each child. Ochsner's team approach to pediatric cancer care includes oncologists, surgeons, neurosurgeons, radiation oncologists, specialized pediatric nurses, social workers, psychologists and child life specialists.

Ochsner is an active participant in the Children's Oncology Group (COG), the National Cancer Institute-sponsored collaborative clinical trial and research consortium in the United States. This participation enables us to offer cutting-edge therapeutic treatments for children in New Orleans and the Gulf South region.

Through the Adolescent and Young Adult (AYA) Cancer and Survivorship Program, Ochsner Hospital for Children provides treatment for patients ages 15–39 with

most types of cancer. The program is designed to give these patients access to the most advanced treatments, offer enrollment in appropriate clinical trials and provide comprehensive medical and psychosocial support.

One such patient is Daniel Allemond, who was diagnosed with leukemia on September 18, 2015. A competitive athlete in otherwise peak physical shape, he was training for a half Ironman when he began to get easily fatigued and realized something was wrong.

In order to meet his specific needs and give him the best possible chance of beating the disease, he was referred to Dr. Robert Vasquez and the AYA program. "The AYA staff continually worked with me to ensure my treatment plan was tailored precisely to what I was going through," says Daniel. "I'm so thankful for the support I've received from my family, friends, my employer – LHC Group – Dr. Vazquez and the rest of the AYA team."



LEAD

Overcoming the Unexpected

When Baton Rouge was hit with the country's worst natural disaster since Hurricane Sandy, the team at Ochsner Medical Center – Baton Rouge wasted no time to ensure the safety of patients and the community. Showing strength, resiliency and character, Ochsner helped guide the community during this life-changing emergency and led the way throughout the long process of rebuilding.

"We've been through our share of disasters," says Dawn Pevey-Maluk, Chief Nursing and Chief Operating Officer, Ochsner Medical Center – Baton Rouge.

"What made this one different was that nobody had any warning. By the time we realized what was happening, the roads had already started to flood. Some employees who weren't at the hospital drove through a foot of water to get here, while others were trapped in their homes. And those who were here hadn't come prepared to shelter in place."

Due to the nature of the storm, the hospital was unable to utilize disaster preparation procedures ahead of time. Instead, everyone worked together to allocate resources where they were most needed.



“That we were able to remain open and maintain our level of care through the disaster is a real testament to the strength and character of our entire team,” says Dawn Pevey-Mauk, Chief Nursing and Chief Operating Officer, Ochsner Medical Center – Baton Rouge.



Every person stepped up to the challenge, all for the sake of the patients’ well-being.

No matter the position, employees covered departments outside their own – in some cases multiple departments – to meet patient demand. With added stress on services like the cafeteria, doctors, nurses and administrators all pitched in to take on tasks like serving meals.

“I had several employees who were not scheduled to be here who left their homes and their families to come work. And many of them, when they were finally able to leave, went home to flooded homes,” recalls Patricia Matthews-Landry, Clinical Coordinator of Women’s Services. “It was a real team effort,” says Pevey-Mauk. “Everyone was committed to caring for our patients even though many of us were experiencing personal losses. You couldn’t have blamed anyone for tending to their families, but no one asked to leave. The selflessness our staff displayed was amazing.”

“There were administrators who went out in boats to help people in distress,” says Ian Nygren, Director of Flight and Trauma Services. “It was not about job responsibility or what you were hired to do. It was about who you are as a person.”

Extraordinary Care Under Extraordinary Circumstances

As the water continued to rise, it became clear that the hospital would flood in less than eight hours. In an emergency like this, decisions had to be made quickly. With many essential services like the ER, OR, cafeteria and backup generators on the first floor, the call was made to evacuate approximately 60 of the 100 patients and transfer them to other Ochsner facilities. Unfortunately, the hospital was not accessible by ordinary vehicles. That is when the National Guard was called in to assist.

Continued on the next page...

Continued from page 23...



“It wasn’t about the sickness anymore, it was about life beginning to fall apart. So we were there. We were that bond that kept it together for them,” says Rivers Sam, LPN.

Loading the patients onto military transports and coordinating their transfers was a complicated process, but everything went off without a hitch. Working with military personnel, the staff carried many of the patients through the flood waters and lifted them onto the vehicles. “It was like a well-oiled machine,” says Susan Green, Emergency Department Manager. “You didn’t have to say anything. People knew what you needed or what needed to be done.”

While patients and their families understood why they had to be evacuated, there was a heightened fear of the unknown. For some, there was no telling how long they might need to remain at another facility or when their family might be able to visit. “It wasn’t about the sickness anymore, it was about life beginning to fall apart. So we were there. We were that bond that kept it together for them,” says Rivers Sam, LPN.

“I made it a personal commitment to talk to every patient before we put them in a vehicle to evacuate them,” says Pevey-Mauk. “I let them know they would be in good hands, and that we would be here to support them as soon as the water went down.”

“The entire staff did a wonderful job getting us through a difficult situation,” says an oncology patient who had to be evacuated. “They really made me feel confident everything was being handled and would turn out OK.”



At Ochsner, We Are All One Big Family

Anyone who has been through a flood knows that the real work begins once the water recedes. Many Ochsner employees had their lives upended. More than 60 percent of the Baton Rouge staff suffered property damage or loss to vehicles and homes. But Ochsner rallied in response to support its own as they began rebuild. “There was an influx of patients coming in after the flood waters went down,” recalls Pevey-Mauk.

“We also had more staff calling out, and no one to take extra shifts because everyone was trying to get their lives back together and help their friends and families.” Despite being stretched thin, the staff worked to coordinate with each other, allocate resources and continue to provide care.

Donations also began pouring in from Ochsner facilities, vendors, community members and other hospitals, and church groups across the country to help flood victims get back on their feet. The hospital opened Och-Mart for employees to receive donated household items. And in conjunction with the Louisiana Housing Authority, Ochsner even offered up to \$3,000 in immediate monetary assistance for employees who needed to rent temporary housing, find new transportation or offset other flood-related expenses, distributing a total of nearly \$1 million.

To relieve some of the stress on all the employees during the immediate aftermath, a free day care was also opened for 30 days and free hot meals were provided three times daily. “The support Ochsner provided for us was tremendous,” says Catherine Brouillette, RN. “The day care and other services Ochsner provided made it so much easier to get back into a normal routine and to provide the care our patients needed.”

Perhaps the thing that left the greatest impression, however, were the teams from other Ochsner hospitals who came to help people gut their homes and remove the flood damage. “The generosity of all these complete strangers we’ve never met before was incredibly inspiring,” remembers Green. “It really showed what Ochsner is all about.”

2005

Ochsner is one of the only full-service hospitals to remain open both during and after Hurricane Katrina.

+ Leading the Fight Against Opioid Abuse

With the opioid overdose rate in Louisiana tripling over the past 15 years and 5 percent of adults and 10 percent of teens admitting to having used opioids for nonmedical purposes, the state is facing a serious epidemic. Combine this with the sixth-highest painkiller prescription rate in the nation and more opioid prescriptions than people, and it is easy to recognize the severity and complexity of this problem.

To combat this epidemic, Ochsner has created a task force that will look closely at opioid prescription practices and standards of care, make recommendations to protect patients from harm and help them fight opioid addiction.

As part of a comprehensive strategy, Ochsner is planning to implement a patient registry to capture prescription data, integrate its Prescription Monitoring Program with patient medical records, place medication disposal bins at Ochsner pharmacies, create an opioid risk screening tool and launch a targeted patient education campaign. For patients needing long-term pain management, greater focus will be put on offering alternative medications and therapies. And for those at risk of becoming opioid dependent, Ochsner is increasing access to naloxone and empowering our physicians with improved prescribing methodologies.

“By standardizing opioid management throughout the Ochsner system, we can reduce the risk of abuse,” says Dr. Robert Hart, Executive Vice President and Chief Medical Officer, who is overseeing the task force. “From patient education to physician support, we are coming at this from every angle. We know this is a nationwide problem, and we hope to create a model for others to follow.”



+ Taking Care to the Air

A child living in a rural area needs emergency treatment for a critical illness. An accident victim's life-threatening injuries require immediate medical attention. A heart becomes available for a young patient who has spent years on the transplant list. For all these critical moments, Ochsner Flight Care is there – providing essential care services first when people need help most.

For nearly 30 years, Ochsner Flight Care has been providing emergency air transport for critically ill and injured patients of all ages, transferring patients from other facilities to Ochsner Medical Center – Jefferson Highway while providing lifesaving care in the air. Today, the program has grown from one helicopter to a fleet of four, along with

fixed-wing airplanes for long-distance medical transport around the country and abroad. Ochsner Flight Care's annual flight volume has risen 1,011 percent since 2009, with the Flight Care team providing air services in a 275-mile radius from the Louisiana-Texas line east to Pensacola.

Flight Care crew bases in New Orleans, in the Mississippi communities of Hattiesburg and McComb and on the Mississippi Gulf Coast respond to nearly 100 service calls each month. The program's aircraft extends Ochsner's reach throughout the United States and as far away as South Africa. The Flight Care team frequently supports emergency and transplant services from far-reaching places.



Crews Committed to Critical Care

Crews from Ochsner’s team of 55 full-time critical care nurses, paramedics, pilots and mechanics respond within minutes – often first on the scene of accidents and other emergencies. Last year, Ochsner Flight Care began working closely with dispatchers, first responders and hospitals throughout the Gulf Coast region to implement early launch protocols. These practices mean that 911 dispatchers now automatically dispatch Ochsner Flight Care at the same time ambulance crews and fire rescue are called to action on the ground.

Dedicated to getting patients the critical care they need, when and where they need it, flight crews often head for medical facilities outside the Ochsner Health System and Ochsner Health Network. Many communities, especially rural ones located an hour or more from the nearest trauma center, once relied on just one or two ambulances. Now, people there know that help will be on the way when it’s needed.

Since 2009, Ochsner Flight Care’s annual number of patients transported has increased

1,011%

High-Flying Healthcare Excellence

Ochsner Flight Care pilots and medical crews can’t predict what each day will bring – but their dedication to patients never wavers, no matter the risk of the mission. On one day last year, three Flight Care crews took to the air simultaneously in Mississippi, responding to two serious incidents. While one crew rushed a boating accident victim to treatment at a burn center, the others transported two mass-casualty auto accident victims to an Alabama trauma center.

With unlimited compassion, strong communication and extraordinary teamwork, these crews care for the sickest of the sick while delivering a level of excellence available nowhere else – proving daily that they are leaders in critical care.



1955

Ochsner becomes the first hospital in the area with a heliport.

Providing the Highest Level of Care to the Most Critical Patients

Advanced life support

Balloon pump transport

Up-to-date EKG capabilities

Invasive monitoring

Blood product administration

Video laryngoscopy

Full pharmacological intervention

Emergency respiratory therapy



EDUCATE

Changing the Community by Creating Opportunities

Since 2013, Ochsner has trained more than 100 unemployed and underemployed individuals as medical assistants, making a difference in their lives and in the community. And now, with the help of our partners and sponsors, we are further expanding our programs to provide greater access and offer more career tracks. These programs include: Medical Assistant certification, Registered Apprenticeship Licensed Practical Nursing and Registered Apprenticeship Respiratory Therapist. "Ochsner's ability to provide unemployed and underemployed Louisianans opportunities for a prosperous future

with rewarding careers is a win for our patients, a win for the job seeker and a win for Ochsner," says Missy Sparks, AVP of Workforce Development. "Through these programs, we are able to attract and train great team members who deliver high-quality healthcare. These programs play a critical role in helping us meet our growing staffing demands and have proven successful for all involved."

"We're not just educating the next generation of healthcare professionals, but building a stronger care team and more patient-centric environment,"

explains Dr. Samuel Danna, one of the physicians who has had several trainees shadow his medical assistants. “Developing these relationships and having future employees learn the processes and workflow of individual doctors has been incredibly beneficial to our mission.”

Entry into these tuition-free programs is highly competitive, with several hundred applicants for just 20 spots. Training programs feature accelerated classroom instruction and clinical and on-the-job training. Every graduate who completes one of the programs is given the opportunity to interview for a position at Ochsner, and more than three-quarters of the graduates receive full-time offers. And in a huge testament to the success of the program, almost 94 percent of the trainees who have completed the program are still employed at Ochsner.

“I was in a dead-end job, and this program really opened up a lot of new opportunities for me,” says Julia, who became Dr. Danna’s assistant after completing the program and now helps mentor new trainees. “I really underestimated the impact I would have on patients. It’s been very rewarding.”

With the landscape of healthcare constantly changing, medical assistants are playing an increasingly important role in healthcare delivery. “We’re constantly interacting with patients,” explains Julia, “taking vitals, talking to patients about their concerns so we can relay them to the physician and circling back at the end of the appointment to schedule follow-ups and see if they have any questions.”

“When patients call and tell us how great their care has been, a lot of that praise goes to Julia and the other medical assistants,” says Dr. Danna. “They keep everything running smoothly for both the doctors and the patients. They really are the faces of our organization.”

“We’re not just educating the next generation of healthcare professionals, but building a stronger care team and more patient-centric environment. Developing these relationships and having future employees learn the processes and workflow of individual doctors has been incredibly beneficial to our mission,” explains Dr. Samuel Danna.



1944

Ochsner accepts its first class of physician graduates. *In just two years, that number increased from nine to 47.*

Identifying the need to train more nurses and medical assistants through our Community Health Needs Assessment has led Ochsner to partner with numerous local educational and career development organizations. Our partners include:

The New Orleans Works (NOW)
Collaborative at GNOF

Delgado Community College

North Shore Community & Technical College

Strive NOLA

Job1 Career Center

Jefferson LA Works Business &
Career Solutions Center

Louisiana Workforce Commission

River Parishes Workforce
Development Board



+ Educating Doctors to Serve in the Developing World

When Amanda Theppote, a then fourth-year student at University of Queensland – Ochsner Clinical School, signed up for an eight-week Medicine in Society rotation that included a weeklong clinic in rural northern Haiti, she knew it would be rewarding, but had no idea what to expect.

“We really made a difference in people’s lives,” recalls Dr. Theppote, now an internal medicine resident at Ochsner. “And they were extremely grateful. They would start lining up about two hours before the clinic opened, in many cases walking 5 miles or more. For most of them, we were their only option for care.”

Before traveling to Haiti, students participate in an 8-week workshop that includes learning about the tropical diseases they could be seeing, along with their treatments. The students then put to use all that they have learned as they rotate through triage, primary care, OB/GYN, lab and pharmacy duties at the clinic in Haiti. By rotating through these five stations, students experience a full range of patient care and health service delivery.

Dr. Yvens Laborde is the driving force behind the development of this program. A Haitian native and Regional Medical Director, Ochsner Medical Center – West Bank; Assistant Clinical Professor and Senior Lecturer, University of Queensland – Ochsner Clinical School; and Course Director, Medicine in Society – Haiti Rotation, Laborde has been going on missions to provide lifesaving care to underserved communities in Haiti since 2010.

“Dr. Laborde was like a father figure to the students,” says Dr. Theppote, describing what it was like to provide care under his tutelage. “He really instilled in me the importance of preserving the dignity of the people we were treating and that limited resources shouldn’t affect our standard of care.”

“Through these rotations, our physicians and students have treated over 3,500 people, and many others have benefited from the supplies and preventive health education. I can personally tell you how important our work is and how appreciative the people of Haiti are,” says Dr. Laborde.

“He looked into my eyes, smiled and squeezed my hand. It was really powerful,” remembers Dr. Theppote. “It reminded me why I wanted to be a doctor.”

Learning to cross language barriers and work with the resources they have, the students treat everything from hypertension and muscle and joint aches to conditions that most medical students only read about in books. “Even little things you normally take for granted can become a challenge,” says Dr. Theppote. “The pharmacy didn’t have any bottles or bags, so we ended up stapling paper into cones to give people their medications.”

The patient who made the biggest impact on her was a man who came in with severe fatigue and dehydration, looking like he was on the brink of death. He was suffering from cholera and didn’t know what was

happening to him. She remembers the fear in his eyes.

In an ideal scenario, he would have been rushed to an ICU, but that was not an option, so she started him on an IV, cleaned him up, and made him as comfortable as possible until he finished the IV and left the clinic. The next day he came back wearing clean clothes and smiling. He was obviously feeling much better. He didn’t speak any English, but that didn’t stop him from expressing his gratitude. “He looked into my eyes, smiled and squeezed my hand. It was a really powerful,” remembers Dr. Theppote. “It reminded me why I wanted to be a doctor.”

+ St. Anne Nurse Recognized for Patient Advocacy and Career Commitment

Named 2015 Nurse of the Year at Ochsner’s Spirit of Leadership Awards held in June 2016, Crystal Risinger’s colleagues describe her as a true patient advocate. Putting patient needs first – always – she even offers guidance to new moms struggling with breast-feeding on her days off.

Committed to growing within her profession, Risinger was among the first to take part in the new Ochsner Nursing Residency Program. Offered through the Ochsner Leadership Institute, this is a structured professional development program which utilizes interactive discussion, case studies, reflective practice and evidence-based project application to increase nursing competency.

Risinger also participated in the Emerging Nurse Leader Program and presented well-baby initiatives for Ochsner’s Research Day. And she’s committed to sharing best practices across the Ochsner system – helping to raise the level of patient care through her work on the system lactation council, the patient experience team, the Ignite! Advisory Council and the COPE team.



In just a couple of years, Risinger has risen from a registered nurse position in the lactation department to director of nursing for the mother-baby unit and the emergency department at Ochsner St. Anne.

2009



The University of Queensland – Ochsner Clinic School opens with nine full-time medical students.



INNOVATE

Improving Access and Enhancing Care through Telemedicine

When Christine Clemente started experiencing facial numbness and loss of motor skills, she knew she needed to act fast. Being a nurse at Franklin Foundation Hospital where she helps treat stroke patients through Ochsner's telemedicine program, she was aware that these were symptoms of a stroke and that getting treatment right away was critical to preventing permanent brain damage and disability. She arrived at the ER within 20 minutes, and in less than an hour, she was receiving treatment from a specialist at Ochsner Medical Center's top-ranking Comprehensive Stroke Center through a telemedicine consult. Because Christine was diagnosed and treated

so quickly, she made a full recovery and returned to work in just a few weeks.

"In acute care situations like mine, having quick access to the right specialist can dramatically change outcomes," says Christine, "I am so grateful for Ochsner's telemedicine team. It's scary to think what might have happened if they hadn't been there to treat me."

The Future of Medicine

Since introducing TeleStroke in 2009, Ochsner has expanded its telemedicine program to 41 different



specialties, including cardiology, pediatrics, fetal medicine and psychiatry. Now connecting 46 facilities across Louisiana and Mississippi, more than 550,000 patients have received consults using telemedicine, with 144,500 of those consults coming in 2016 alone. Experiencing 200 percent growth over the past several years, Ochsner's telemedicine program has become an integral part of providing access to care and continues to expand at an impressive rate.

This year, Ochsner will launch virtual visits, providing at-home care to patients through their tablets, smartphones or computers within specific specialties. Significant investments are being made to add specialties and reach more patients.

Keeping Local Patients Local

The idea behind Ochsner's telemedicine program is not just to allocate resources more efficiently and provide faster access to specialized care. It also enables member facilities to expand their care services so more local patients can stay local.

This is especially important in rural areas with smaller hospitals, where telemedicine reduces the need to transfer patients to facilities that can offer a higher level of care. Patients are able to see specialists faster, and specialists are able to see more patients. "We think local care is the best care," says Rachelle Longo, RN. "If we can help somebody stay closer to home, that's ultimately our goal."

Saving Lives through Ochsner's 24/7 Remote Monitoring

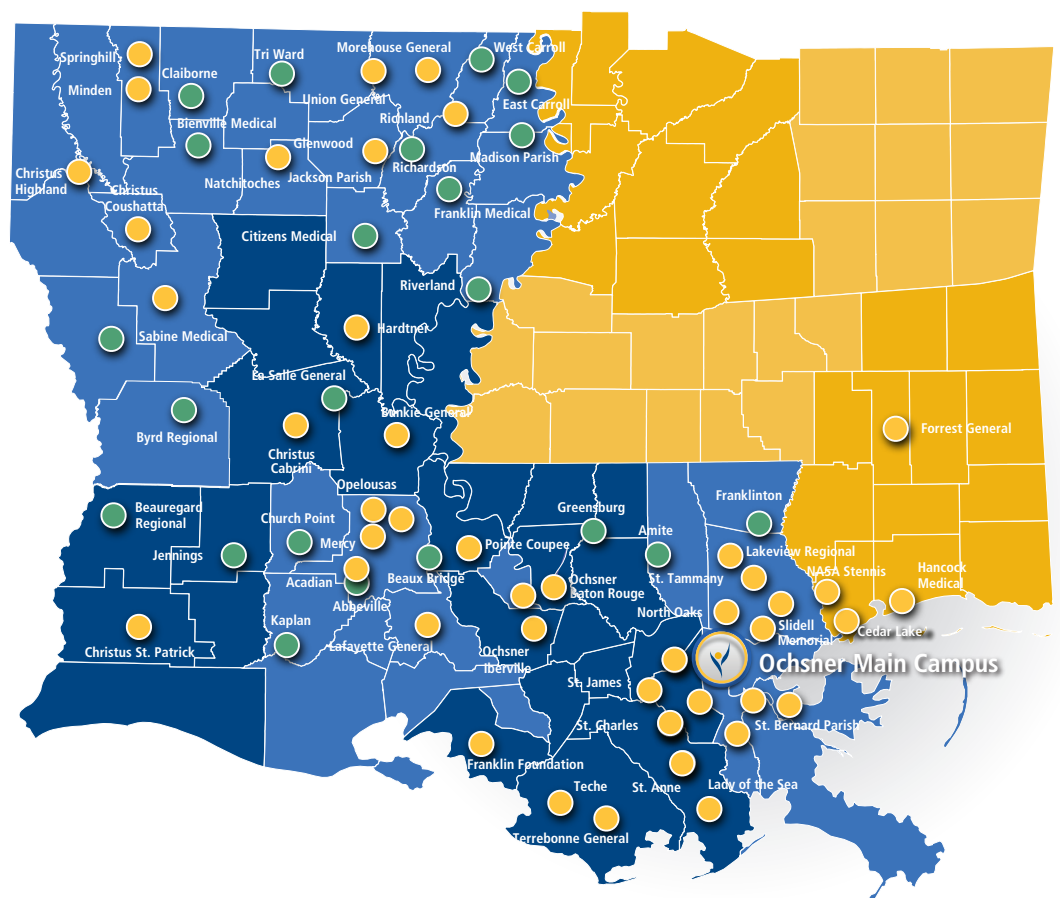
Since the inception of Ochsner's eICU in 2012, remote patient monitoring has resulted in great clinical benefits for ICU patients throughout the Ochsner system. Armed with a bunker of critical care nurses and a board-certified pulmonologist overlooking more than 193 beds, a fast response can literally mean the difference between life and death. "Our goal is to let a bedside nurse provide more hands-on care while assisting bedside doctors," says Dr. David Taylor, who helped implement the program.

In 2016, Ochsner launched the first in the nation maternal fetal monitoring bunker for patients in labor to ensure healthy outcomes for mother and baby. The program, called "TeleStork," is proving its value through improved birth outcomes for the baby, such as decreased term NICU admissions and improved Apgar scores. With video monitors, algorithms and smart alarms connected by high-speed data lines, Ochsner's bunker nurse oversees patients to support the bedside nurse providing patient care.

Another new program is improving clinical outcomes by reducing the fall rate system-wide. eSitter utilizes sitters to remotely monitor patients at multiple Ochsner facilities virtually. Patients who are monitored by an eSitter are 98 percent less likely to fall during their hospital stay.

Telemedicine Sites

- Existing Partners
- LaRhix Partners



+ Empowering Patients through Digital Medicine

Imagine the frustration and worry experienced by patients who have difficulty keeping chronic conditions like high blood pressure under control. Picture yourself waiting months between doctor visits with your blood pressure creeping upward, wondering if you should schedule an appointment or have your medication adjusted.

For thousands of patients, Ochsner's innovative digital medicine program is changing all that. With at-home blood pressure cuffs that connect to an app on their smartphones, more than 1,000 Ochsner patients are regularly taking their own blood pressure readings. The app is integrated with Ochsner's electronic medical records system and securely uploads the results for their care team. It also creates monthly reports that help patients and providers track their progress.

"We're seeing some really incredible results," says Valentina Williams, one of the clinical pharmacists who monitors patients in the program. "Patients are getting their blood pressure under control much faster and keeping it under control."

The program has been so successful it was named a Harvard Business School and Harvard Medical School 2016 Health Acceleration Challenge Finalist. "We've shown that this kind of comprehensive, proactive approach that directly engages patients is the future of medicine. We hope it serves as a model for other health organizations and are already making plans to expand our digital medicine program to treat and manage diseases like COPD and diabetes," says Williams.

In addition to pharmacists and technology specialists who can help set up and troubleshoot the monitoring devices, the digital medicine team also includes health coaches who check in with

patients on a regular basis. "We're there to educate and support them and help them modify their behavior and make lifestyle changes," explains Meghan Rosevally, Health Coach. "We discuss everything from keeping a food diary to the importance of exercise and make referrals to dietitians, fitness centers and other health services."

The feedback from patients in the digital medicine program for hypertension has been tremendous. "I remember an older woman who was very nervous and not at all tech-savvy," recalls Williams. "Her children were concerned for her health, bought her everything she needed, set up the equipment and showed her how to use it. She's been in the program for two years now and always remarks about how she looks forward to our calls."

The program is also helping patients take more responsibility for their own wellness. "I think one of the reasons the program works so well is that patients feel more accountable," says Rosevally. "I even have patients who call me when they have a bad reading because they don't want me to worry."

In addition to the hypertension program, Ochsner is using digital medicine to monitor heart failure patients after hospital discharge. These patients are followed closely for 30 days after discharge in order to prevent readmission. During this time, they also receive extensive medication and diet counseling to improve their outcomes.

Ochsner has also recently launched a program called ConnectedMOM, which monitors patients' blood pressure and weight during pregnancy. One of the goals of the program is to reduce the number of required in-person visits for expecting mothers while being able to catch potential issues earlier.

+ Keeping Patients Moving with Artificial Cervical Disc Replacement

A herniated disc can be more than a minor “pain in the neck.” It can completely affect someone’s everyday life, leading to significant discomfort and pain of the neck and shoulder as well as numbness, tingling and weakness of the arms and hands.

So, when it comes to treatment, patients want to be able to return to their active lifestyles – without these limitations.

Historically, that was not entirely possible, as treatment meant a surgical decompression followed by a spinal fusion procedure of the neck. While this option alleviates symptoms, surgical fusion can lead to additional degeneration about or below the fusion site, and patients can be left with decreased range of motion. Now, Ochsner offers an excellent alternative to fusion of the cervical spine. With the Mobi-C Artificial Cervical Disc, we give patients a non-fusion option for treatment of herniated disc disease that can help them maintain better mobility and quality of life.

Both the traditional cervical discectomy and fusion and the total disc replacement procedures have similarly excellent results for treatment of cervical disc disease. However, a traditional fusion could take away some of the normal motion while the Mobi-C allows the surgeon to maintain normal motion. The fusion procedure often requires a longer period of neck bracing and restriction of activity in order to aid fusion. The fusion can take several months to complete.

The Mobi-C device can also potentially prevent adjacent discs from degenerating, thus reducing the need for additional surgeries down the road. With this procedure, Ochsner is changing patients’ lives by getting them back to the things they love faster and with fewer restrictions.

“This innovation allows us to offer a minimally invasive option that not only preserves natural neck motion but carries

no additional surgical risk as compared to a fusion procedure,” says Dr. Cuong Bui, an Ochsner neurosurgeon. “There are additional patient benefits as well – it allows patients to return to an active lifestyle quickly and with few limitations. Overall, this technology expands our minimally invasive spinal treatment options here at Ochsner – giving patients more choices and allowing us to treat patients without compromising their functionality.”

A Culture of Innovation

1953 *Dr. Alton Ochsner leads a team in the first successful separation of conjoined twins.*



1960s *First heart valve replacement, pacemaker implant, heart transplant and lung transplant are performed.*

1966 *First adult kidney transplant in the region*

1967 *First pediatric kidney transplant in the Gulf South*

1970 *Dr. John Ochsner performs the first heart transplant in the Gulf South.*

1974 *Dr. John Ochsner implants a pacemaker into the youngest cardiac patient in history.*

2013 *First total artificial heart implant in the Gulf South*

Your Support Changes and Saves Lives at Ochsner

A record-breaking 7,679 donors invested in Ochsner in 2016, helping us raise nearly \$30 million for patient care throughout the system. Together, we have now raised more than \$69 million since the launch of The Campaign for Ochsner and are on pace to exceed our goal of \$75 million by the end of 2017. Your support and generosity have ensured that Ochsner will continue to be a local and global leader in healthcare.

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+ 75 Years of Changing and Saving Lives

What if physicians of different specialties teamed up to practice medicine in New Orleans? That's what five local medical school professors – Drs. Alton Ochsner, Edgar Burns, Guy A. Caldwell, Francis E. LeJeune Sr. and Curtis Tyrone – wondered more than 75 years ago when they began brainstorming how to deliver comprehensive, individualized care to our community.

“They all shared the same vision, which was that group practice was going to be better for the community and better for the patient,” says Catherine Tremaine, daughter of Dr. Burns. “And being in the same building was going to be a great convenience to all the patients.”

The men pooled their own money – \$4,300 each – and obtained a loan from Hibernia Bank based entirely on the strength of their reputations. The Ochsner Clinic opened January 2, 1942, at the corner of Aline and Prytania streets in Uptown New Orleans.

A certain segment of that community, however, did not support the region's first private group practice clinic. On Holy Thursday, months before the clinic

first opened, each founder received a leather pouch containing 30 dimes and a note from “the physicians, surgeons and dentists of New Orleans.” “The dimes [were] supposed to symbolize the 30 [pieces of silver] that Judas got,” says Courtney Masters, archivist at Ochsner Medical Library. “So it was essentially saying that they were traitors to the medical community.”

The physicians funded medical education and research – two essential pillars of Ochsner's mission – out of their own pockets. “Then they started [the not-for-profit] Alton Ochsner [Medical] Foundation [in 1944] as a charitable institution, which [allowed them to seek] tax-free donations to support it,” says Dr. John Ochsner.

Soon, the founders acquired Station Hospital at Camp Plauché from the War Assets Administration and reopened it as Ochsner Foundation Hospital in 1947. The 200-bed hospital was affectionately known as “Splinter Village” among the nurses, who would take off their shoes during the hot summers and often find splinters in their feet from the wood floors.

Splinter Village was the first hospital in the region to provide a family lounge and a post-op recovery room. “As primitive as that [hospital] was, they made two really progressive acts that now every hospital has,” says Dr. John Ochsner.

As Ochsner outgrew Splinter Village, the founders began planning and fundraising for a permanent hospital. The five-story, 250-bed Ochsner Foundation Hospital opened at Jefferson Highway on June 12, 1954.

The Jefferson Highway location – which remains Ochsner's flagship campus – provided ample room to grow. In 1963, Ochsner Clinic moved on campus, improving efficiency and convenience.

Two of the founders' sons, Dr. Francis LeJeune Jr. and Dr. John Ochsner, joined the staff as surgeons in 1959 and 1961, respectively. “I was very happy to join the Ochsner team,” says Dr. LeJeune. “If the five founders were around today, I think they would be proud of the fact that quality of the care still remains the highest goal.”

Though there has been significant growth, some things remain the same. “Daddy never wanted anyone to be a number,” says Isabel “Sis” Mann, daughter of Dr. Alton Ochsner. “He wanted the doctors to know the patients. I think that feeling has continued, even though it's grown. I think that there's a real personal touch with the doctors and the nursing staff.”

“The Ochsner team – our physicians, nurses, employees and leaders – is the foundation of our organization

From left: Dr. Francis E. LeJeune Jr., Catherine Tremaine, Dr. John Ochsner and Isabel “Sis” Mann pose in the hospital their fathers created 75 years ago.



and the reason for our success,” adds Warner Thomas, President and CEO of Ochsner Health System. “Our talented people and the way they treat our patients, our communities and one another are what has set us apart and will keep us thriving for future generations.”

“Over the course of our 75-year history, philanthropy has played a vital role in shaping where we are now and where we are heading into the future,” says Michelle Dodenhoff, Chief Development Officer of Ochsner Health System.

The ongoing Campaign for Ochsner is approaching its \$75 million goal to prepare the health system for the next 75 years. “Philanthropy is how we started, and our donors have truly helped transform the way we deliver healthcare and take care of our patients,” says Dodenhoff.

“We are proud of our accomplishments and our ongoing commitment to the communities we serve,” adds Thomas. “We will continue to evolve to meet the needs of a new world in healthcare and lead the way in transforming care to deliver it how and where patients want to receive it. We have an opportunity to make healthcare better in Louisiana and across the Gulf South region and look forward to achieving that goal.”

Today, Dr. John Ochsner, who inherited his father’s work ethic and continues to work at Ochsner, focuses on fundraising to ensure the health system’s future. “What greater legacy could you have?” he asks. “My father gave his life to Ochsner. He was there every minute, didn’t take any money out of it, just made sure that it was going to go on.”

To learn more or support The Campaign for Ochsner, please visit ochsner.org/ochsner75.

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*— Robert Perdomo, heart transplant patient,
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 Mr. & Mrs. Marlk Ducoing
 Mr. & Mrs. Ronie Ducote
 Ms. Michele C. Dudenhoefter
 Mr. & Mrs. Mark J. Dugopolski
 Dr. & Mrs. Michael A. Dunn

+ Milk of Human Kindness



After his rough start in life, baby Ray has grown into a bright-eyed toddler, steadily attaining his developmental milestones. "I remember when they said he might have serious problems or not even live. It was a blessing for someone to donate that milk so he could have the best possible chance. I'm so grateful for the help. I know how hard it is to pump, and that's a real sacrifice by another mom out there."

– Lakita Wickware, breast milk donation recipient, pictured above with her son Ray and Dr. Harley Ginsberg

To learn more or support the Mothers' Milk Bank of Louisiana at Ochsner Baptist, please visit ochsner.org/milkbank.

Ms. Elizabeth A. Dunn
 Ms. Donna M. Dunn
 Ms. Dana B. Duplantis
 Duramed, Inc.
 Mrs. Joan B. Durant
 Ms. True Durish*
 Ms. Denise S. Dussom
 Ms. Tabitha H. Duvernay

Dr. Quenyatta Echols-Williams
 Dr. Scott Eckert
 Mr. Mark R. Eckert
 Mr. Jackson B. Ellisor
 Mr. James P. Engel
 Mr. & Mrs. Christopher A. Entwisle
 Eveille Jewelry
 Everything Fleur De Lis

*deceased



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 Dr. & Mrs. Thomas R. Fairley
 Mrs. Lonnie S. Favre
 Mr. Channing W. Fell
 Mr. & Mrs. Darryl Feraud
 Fish Commander Cabins
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 Ms. Anissa L. Foley
 Ms. Julie H. Foley
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 Mr. & Mrs. Jarrett D. Fuselier
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 Dr. Robert L. Gavioli
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 Ms. Andrea D. Gilich, Jr.
 Ms. Kelly J. Gilkey
 Mr. & Mrs. George Gilly, Sr.
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 Troop 20886
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 Ms. Angelle B. Granier
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 The Honorable Joseph F. Grefer
 Ms. Debra A. Griener
 Dr. & Mrs. J. Lindhe Guarisco
 Ms. Megan A. Guillory
 Ms. Christine A. Guillory
 Dr. Nichole T. Guillory

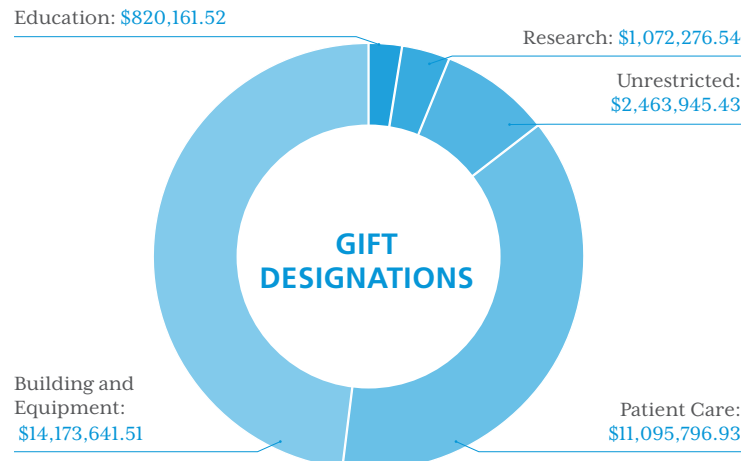
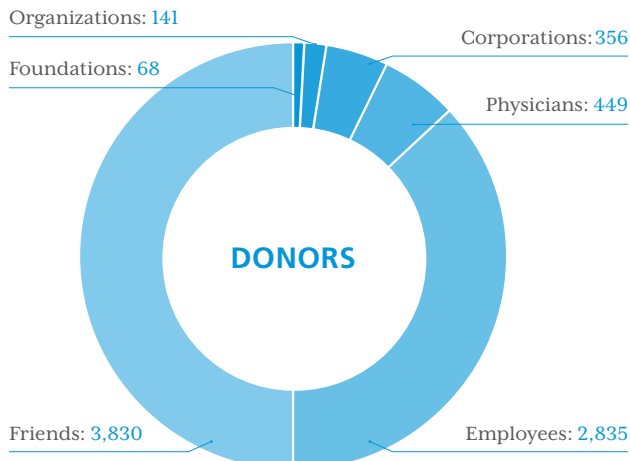
Mr. Blaine Guillot
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 Intrathecal Care Services of
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 Ms. Crystal B. Jongbloets
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 Mrs. Anna Smyke-Marquis
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 Mr. Matthew G. McCann
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 Ms. Sherri A. McKenna
 Dr. Robert Dale McKinney II &
 Mr. Nikolaus Paul Flurry
 MDM Commercial
 Ms. Maria C. Medina

+ Every Gift Matters

Whether you give \$1 million or \$100, our ability to serve, heal, lead, educate and innovate would not be possible without you.



*deceased

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 Ms. Renee R. Melancon
 Mr. & Mrs. Barry J. Melancon, Jr.
 Mr. & Mrs. Jon Melton
 Mr. & Mrs. Joseph P. Messoro
 Ms. Mary H. Meyers
 Dr. Kendra L. Michael
 Ms. Diana E. Michel
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 Providence Community Housing
 Quintin's Ice Cream
 R. K. Smith Middle School
 Ms. Keri H. Rabalais

Mr. Trubee G. Racioppi
 Ms. Alma T. Rackard
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 Ms. Mary C. Stokes
 Ms. Emily H. Stoufflet
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 Sun Belt Conference
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 Mr. John J. Trumbaturi III
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 Ms. Sheila W. Woodruff
 Mrs. Mary K. Woodson
 Ms. Cherie J. Wright
 Ms. Brittany Young
 Ms. Kristina C. Young
 Ms. Sarah M. Zarate
 Mr. & Mrs. Leon A. Zebrick

+ Warrior for a Cause



“Dr. Bagert is the reason I have become such a multiple sclerosis warrior. And giving back is in my DNA. It always makes me feel better when I help others.”

*– Desi H., Multiple Sclerosis Center patient,
 pictured above with Dr. Bridget Bagert*

To learn more or support the Ochsner Multiple Sclerosis Center, please visit ochsner.org/msfund.

Financial Statement Summary

This summary is intended to present a brief overview of Ochsner Health System's financial condition and activity for the 12 months ended December 31, 2016.

In 2016, Ochsner provided its patients with more than

\$120 million worth of care for which the institution received no compensation.

Seventy-five years ago, Ochsner was founded to help patients and their families. As a non-profit institution, Ochsner dedicates its resources to making a difference in patients' lives and helping southeastern Louisiana be a healthier place to live. Through charity or uncollected payments, Ochsner has made significant investments in providing free or discounted care to the people who depend on it most.

+ 2016 Patient Discharges

Ochsner Medical Center	27,751
Ochsner St. Anne General Hospital	1,989
Ochsner Medical Center – Baton Rouge	8,421
Ochsner Medical Center – Kenner	7,146
Ochsner Medical Center – West Bank Campus	7,842
Ochsner Baptist	9,710
Ochsner Medical Center – North Shore	4,595
Total	67,454

Further information can be obtained by writing to:

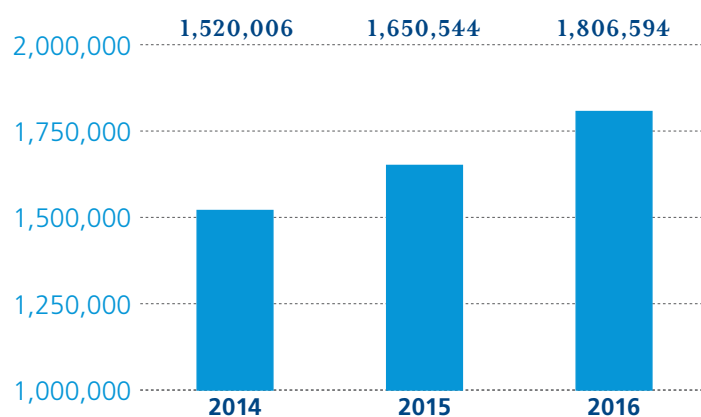
Scott J. Posecal

Executive Vice President and Chief Financial Officer

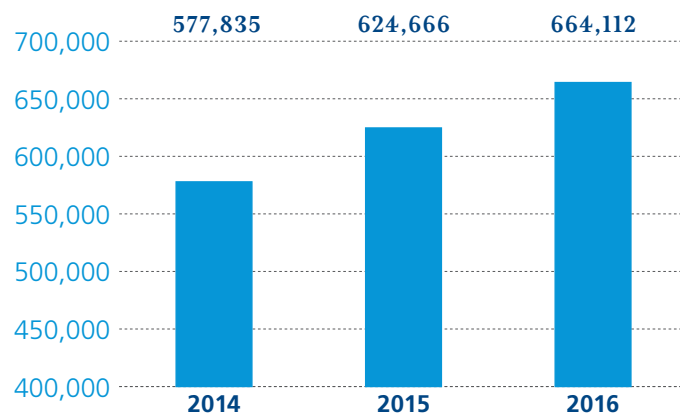
Ochsner Health System
1514 Jefferson Highway
New Orleans, LA 70121

+ Total Clinic Visits

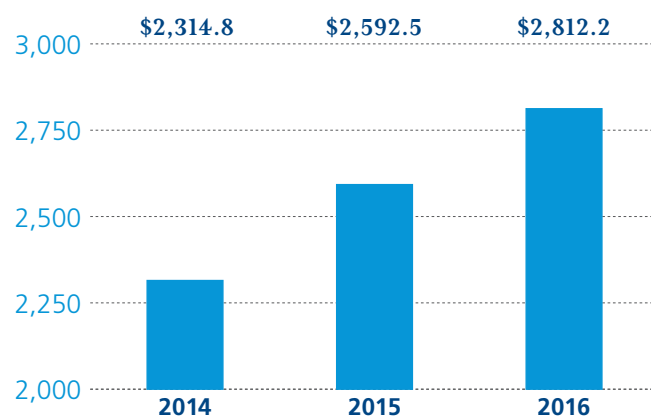
12 months ended December 31, 2016

**+ Total Unique Patients**

12 months ended December 31, 2016

**+ Total Operating Revenue**

12 months ended December 31, 2016 (in millions)

**+ 2016 Statement of Operations**

12 months ended December 31, 2016 (in millions)

	2016	2015
Net Patient Revenue:	\$2,325.5	\$2,172.2
Provision for Bad Debt and Uncompensated Charity Care	(122.5)	(146.8)
Net Patient Revenue Less Allowance for Doubtful Accounts and Charity Care Provided:	2,203.0	2,025.4
Premium Revenue:	286.2	289.4
Other Operating Revenue:	323.0	277.7
Total Operating Revenues:	\$2,812.2	\$2,592.5
Patient Care Expense:	\$2,663.1	\$2,417.6
Research:	15.5	15.0
Education:	42.4	42.0
Charitable Collaborative:	40.8	50.8
Total Operating Expenses:	\$2,761.8	\$2,525.4
Income from Operations:	\$50.4	\$67.1
Non-operating Gains and Losses:	(\$21.3)	(\$1.6)
Excess of Revenues Over Expenses:	\$29.1	\$65.5

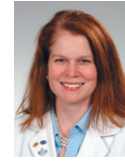
+ Board of Directors



Suzanne T. Mestayer
Chairperson, Managing Principal, ThirtyNorth Investments, LLC



R. Parker LeCorgne
President, Dr. G. H. Tichenor Antiseptic Co.



Dana Smetherman, MD, MPH, FACR, Vice Chair, Department of Radiology, Ochsner Health System Section Head, Breast Imaging



Vincent R. "Butch" Adolph, MD
Section Head, General Pediatrics, Ochsner Health System



James E. Maurin, Past Chairman
Founder and Past Chairman, Stirling Properties, Inc.



Stephen Stumpf
CEO, Durr Heavy Construction



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System Lead for Primary Care, Ochsner Health System AMD, Primary Care, Southshore Chair, General Internal Medicine, Southshore



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Chairman of the Board, President and CEO, Pan-American Life Insurance Group



Tom Davis
President and General Manager, Parish Concrete, LLC



Jefferson G. Parker
Vice Chairman and Manager of Brokerage, Trust and Wealth Management, IBERIABANK



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Chairman, Pulmonary Care/Critical Care, Ochsner Health System



Richard Deichmann, MD
Associate Professor, Students, University of Queensland – Ochsner Clinical School



Robert Patrick
Managing Partner, The Patrick Companies



Warner L. Thomas
President and CEO, Ochsner Health System



William H. Hines
Managing Partner, Jones Walker



Patrick Quinlan, MD
CEO, International Services, Ochsner Health System



Andrew Wisdom
Founder and Principal of Crescent Capital Consulting, LLC



Dennis Kay, MD
System Chair, Department of Radiology, Ochsner Health System



Timothy Riddell, MD
Medical Director, Ochsner Home Health Covington and LHC Hospice Covington

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Executive Vice President and Chief Operating Officer

Scott Posecai

Executive Vice President and Chief Financial Officer

Pete November

Executive Vice President and Chief Administrative Officer

Bobby Brannon

Executive Vice President and Treasurer

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Executive Vice President and Chief Academic Officer

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Chief Executive Officer, International Services

Mark Muller

Senior Vice President, Strategy and Business Development

Michelle Dodenhoff

Senior Vice President and Chief Development Officer

David Gaines

Chief Executive Officer, System Retail Services and Senior Vice President of Public Affairs

Tracey Schiro

Senior Vice President and Chief Human Resources Officer

David Carmouche, MD

Senior Vice President and President, Ochsner Health Network and Executive Director, Ochsner Accountable Care Network

+ Regional Facilities

With 29 hospitals owned, managed and affiliated; more than 75 health centers; more than 17,000 employees and 1,100 physicians; and an additional more than 1,500 affiliated and clinically integrated physicians in more than 90 medical specialties and subspecialties, Ochsner is Louisiana’s largest health system. Its hospitals and health centers are located throughout Louisiana, including the Greater New Orleans area, the North Shore and Baton Rouge regions, as well as Lafayette, Lake Charles, Alexandria and Monroe.



Ochsner Medical Center
New Orleans, LA



Ochsner Baptist
New Orleans, LA



Ochsner Medical Center – Baton Rouge, Baton Rouge, LA



Ochsner Hospital – Elmwood
Jefferson, LA



Ochsner Medical Center – Kenner
Kenner, LA



Ochsner Medical Center – North Shore
Slidell, LA



Ochsner St. Anne General Hospital
Raceland, LA



Ochsner Medical Center – West Bank, Gretna, LA



Managed by Ochsner: Leonard J. Chabert Medical Center, Houma, LA



Managed by Ochsner: Hancock Medical Center, Bay St. Louis, MS



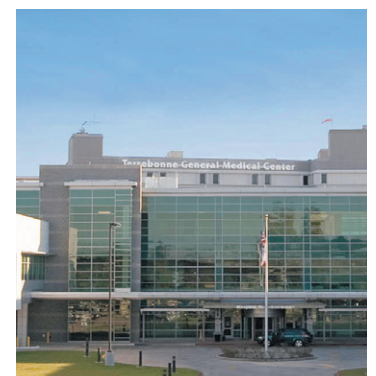
Managed by Ochsner: St. Charles Parish Hospital, Luling, LA



Jointly operated: Slidell Memorial Hospital, Slidell, LA



Jointly operated: St. Tammany Parish Hospital, Covington, LA



Jointly operated: Terrebonne General Medical Center, Houma, LA

An Overview of the Ochsner Health Network

Anchored by Ochsner Health System, comprised of six of the highest quality partners and encompassing 29 hospitals across the region, the Ochsner Health Network provides an opportunity for leading healthcare organizations to come together, build upon unique strengths, share best practices and provide greater access to care for patients and their families. Together, more than 4,000 physicians care for more than one million patients every year.

More than
4,000
physicians
care for more than

1 million
patients
every year.

Ochsner Health System and Managed Organizations *(see page 49)*

CHRISTUS Health Louisiana

CHRISTUS Coushatta Hospital, Coushatta, LA
 CHRISTUS Highland Medical Center, Shreveport/Bossier, LA
 CHRISTUS Natchitoches Regional Medical Center, Natchitoches, LA
 CHRISTUS St. Francis Cabrini Hospital, Alexandria, LA
 CHRISTUS St. Patrick Hospital, Lake Charles, LA
 Savoy Medical Center, Mamou, LA

Lafayette General Health

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

St. Tammany Parish Hospital, Covington, LA

Slidell Memorial Hospital, Slidell, LA

Terrebonne General Medical Center, Houma, LA

+ Celebrating the Career of Patrick Quinlan, MD

After nearly two decades as a leading voice at Ochsner, Dr. Pat Quinlan, a well-respected national healthcare leader, retired at the end of 2016.

Serving for three years as Ochsner's Chief Medical Officer, 11 years as CEO of Ochsner Health System and five years as the CEO of Ochsner International, Dr. Quinlan led Ochsner through periods of significant challenge and uncertainty while laying the foundation for our current growth and expansion.

He was instrumental in merging the Ochsner Clinic and the Alton Ochsner Medical Foundation, acquiring new facilities to expand our reach to better serve the community and establishing Ochsner's Institute for Medicine, Education and Spirituality.

With intelligence, warmth, good humor, compassion for others and courage, Dr. Quinlan led us through Hurricane Katrina and helped us rebuild our community. His passion for education and deep desire to make a difference strengthened our bond with the medical schools at Tulane and LSU, helped build educational partnerships with University of Queensland in Australia and Saudi Arabia's University of Tabuk, and resulted in the development of several childhood health initiatives. He was also a driving force in the decision to make all Ochsner campuses tobacco-free while supporting schools, businesses and cities in similar efforts, and in changing how we deliver healthcare by placing a greater focus on wellness and prevention.

To honor Dr. Quinlan and his advocacy for the well-being of our patients, physicians and staff, Ochsner recently established The Pat Quinlan Fund for Fostering a Spiritual Culture with a seed grant of \$100,000. We are eternally grateful for the lasting impact he has had on our organization, our community and our patients, and his role in making Ochsner a globally recognized healthcare leader.

Dr. Quinlan's sound guidance during his tenure at Ochsner helped position the organization as a national and international healthcare destination, and his service will have a lasting impact on our organization, our community and our patients.

*Dr. Quinlan led us through
Hurricane Katrina and
helped us rebuild our community.*





ochsner.org