

Lafayette General is,  
at its essence,  
one human being

*caring*

for another  
in need.

2014 Community Report

# A LETTER FROM OUR PRESIDENT

At the beginning of the year, a patient shared a story with me about her husband, in his 80s, who came to Lafayette General Medical Center (LGMC) after discovering from his cardiologist that he had blockage in a main artery. The couple was surprised to learn he needed bypass heart surgery. She quickly called her son, a well-respected physician, and asked whether they should go to Cleveland, Houston or somewhere else for the best treatment possible. The son asked a few questions and then responded, without hesitation, that they were in the best hands right here at LGMC. The heart procedure was performed successfully and her husband made an excellent recovery.

I love hearing from patients who say they no longer feel the need to travel out of state to get the best medical care. That syncs with our goal to build Lafayette General Health into a system that provides excellent health care closer to home – wherever you are in Acadiana.

Last fiscal year, our patients came in record numbers, seeking expert care for complex conditions. We responded by growing – physically, systematically and scientifically. To better handle our patient volume, we improved the way patients moved through the course of their hospitalization, reducing their length of stay and preventing readmissions. We expanded facilities, introduced new treatments and technologies, trained the next generation of physicians and grew clinical trials and medical research. Strategic partnerships with surrounding hospitals and numerous physician alignments were paramount in fulfilling our mission: *To Restore, Maintain and Improve Health.*

Our efforts in managing chronic diseases have led to new preventive programs, such as the Kidney Smart™ educational program. We also enabled patients to participate more in their health care by offering an online patient portal.

Fiscal year 2014 will be remembered for a variety of achievements, as you'll see through these pages, I hope making us worthy of your trust. At the forefront of them, we healed compassionately, proven by patient satisfaction scores that positioned three of the system's hospitals among the top six percent in the nation.

Becoming a regional leader in health care, at one time a bold vision, is shaping quickly into reality thanks to our talented employees and skilled physician partners. With nearly 3,600 employees when we closed the fiscal year, our position remains: **one system, one belief, ultimately, one human being taking care of another in need.**



A handwritten signature in black ink, appearing to read "David L. Callecod". The signature is fluid and cursive, written over a white background.

David L. Callecod, FACHE

caring with  
*compassion*

# GRADUATE MEDICAL EDUCATION

Lafayette General Health (LGH) is affiliated with the LSU School of Medicine's Graduate Medical Education (GME) residency program at Lafayette General Medical Center (LGMC) and University Hospital & Clinics (UHC). LGH supports Acadiana's only two Major Teaching Hospitals.

Residents are medical school graduates who elect for additional years of training to meet advanced standards to practice medicine. These structured educational experiences follow specific requirements of an intern, resident or fellow's specialty and are carefully regulated by the program's site directors and GME faculty.

On any given day, there are close to 60 residents at UHC, with an additional 20 who rotate through LGMC between four to 12 weeks. The residents span a wide range of service lines, including Family Medicine,

Internal Medicine, Otolaryngology (Ear, Nose & Throat), Ophthalmology, General Surgery, Obstetrics, Anesthesiology and Orthopedics. Fellowships (specific medical training available to those who have completed a residency program) are available in Cardiology, Geriatrics, Retina and Urogynecology.

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



James Falterman, Jr., M.D.  
Graduate Medical Education  
Designated Institutional Officer

"By training residents and fellows, Graduate Medical Education provides the *foundation and springboard for the future* of health care in our community."

– JAMES FALTERMAN, JR., M.D.

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## 2014 GRADUATE MEDICAL EDUCATION SLOTS AT LAFAYETTE GENERAL HEALTH

### UHC

Cardiology*	1.00
Family Medicine	15.54
General Surgery	6.75
Geriatrics*	0.09
Internal Medicine	18.84
Obstetrics	3.15
Ophthalmology	4.91
Orthopedics	0.95
Otolaryngology (ENT)	3.79
Retina*	1.00
Urogynecology*	0.16
Full-time equivalent	56.18

### LGMC

Anesthesiology	.05
Family Medicine	7.61
General Surgery	2.00
Internal Medicine	7.23
Obstetrics	1.85
Orthopedics	1.06
Otolaryngology (ENT)	1.09
Full-time equivalent	20.89

\* Fellowship

GME on the LGMC and UHC campuses during the fiscal year 2014 included 182 residents and 141 students. Full-time equivalent was compiled from Oct. 1, 2013 – Sept. 30, 2014.

# LAFAYETTE GENERAL HEALTH

Lafayette General Health (LGH) is Acadiana's largest non-profit, community-owned regional health system committed to *always* delivering excellence. The system has over 3,000 employees, serving the south-central region of Louisiana by aligning with facilities across Acadiana.

With Lafayette General Medical Center (LGMC) as the flagship hospital, LGH also owns or manages Lafayette General Surgical Hospital, St. Martin Hospital, University Hospital & Clinics (UHC), Acadia General Hospital and Abrom Kaplan Memorial Hospital. Under the system umbrella in fiscal year 2014, there were also nine professional centers and clinical affiliations with five other hospitals. Two Major Teaching Hospitals, LGMC and UHC, provide graduate medical education across many disciplines. LGH also owns LGMD Physician Group, a non-profit corporation that operates and manages several physician clinics, including Family Medicine and Internal Medicine, as well as many specialists and surgeons. LGH helped patients participate in their own

health care by introducing the online Patient Portal, allowing people to view their lab results and medical information for each hospital.

In continuous efforts to reach more patients, LGH introduced telemedicine to Ossen Elementary School. This allowed students access to the physician at Carencro Middle School through high-definition TV and two-way audio, without having to leave school. Telemedicine uses tools, such as a digital stethoscope, otoscope (ear) and ophthalmoscope (eye) powered by Bluetooth technology, to transmit real-time readings to a physician's office. A Registered Nurse at the clinic aids the physician and serves as a communication liaison for the patient.

LGH provided more than \$250 million of charity services to our community through uncompensated care, community medical assistance, pastoral care, donations to charity and health and education programs. LGH demonstrates that, as a community-owned system, caring for all is our top priority.

"We are committed to working with our system physicians and hospital partners to *keep patient care as local as possible*. Reaching more people and broadening the range of essential services is part of our movement to provide 'high-performance' health care."

– DAVID L. CALLECOD

LGH has nearly \$450 million in property, building and equipment assets, consisting of the following:

Land and Land Improvements	10,498,000
Buildings and Fixed Equipment	321,341,000
Major Movable Equipment	116,557,000
Total	\$448,396,000
Construction in Progress	13,769,000



# Lafayette General Health



 Lafayette General Medical Center - Lafayette

 University Hospital & Clinics - Lafayette

 Lafayette General Surgical Hospital - Lafayette

 St. Martin Hospital - Breaux Bridge

 Acadia General Hospital - Crowley

 Abrom Kaplan Memorial Hospital - Kaplan

 Abbeville General Hospital - Abbeville

 Bunkie General Hospital - Bunkie

 Franklin Foundation Hospital - Franklin

 Opelousas General Health System - Opelousas

 Savoy Medical Center - Mamou

 Own/Manage  Clinical Affiliate

As of 9-30-14

## LAFAYETTE GENERAL HEALTH MANAGES

- Cancer Center of Acadiana
- CyberKnife Center Louisiana
- Lafayette Behavioral Health Unit
- Lafayette General Imaging
- Lafayette General Endoscopy Center
- Lafayette General Telemedicine Clinics

- Family Health Plaza Urgent Care (River Ranch)
- Family Health Plaza South Urgent Care (Sugar Mill Pond)
- Lafayette General Wellness at the Townhouse
- LGMD Physician Group
- Delta Financial Services
- Advanced Medical Supplies and Services

# LAFAYETTE GENERAL MEDICAL CENTER

Leading with Purpose. Serving with Passion.

Lafayette General Medical Center (LGMC) enjoyed a landmark fiscal year 2014 with the completion of the hospital's \$52.5 million Emergency Department and Operating Room expansion and renovation project (\$48.5 million for building and professional fees, and \$4 million for new equipment and technology). The expansion, which also added a new trauma elevator and 343-space parking garage, increased emergency bed capacity from 31 beds to 45 and features 13 state-of-the-art operating rooms. The hospital cafeteria began renovation at the end of May and reopened just after the fiscal year concluded.

Beyond construction, other milestones included LGMC opening the first Lung Mass Clinic in Acadiana. The hospital also expanded its certified orthopedic services by bringing in more orthopedic surgeons and becoming the first to offer a new robot-assisted knee/hip replacement procedure known as MAKOplasty®. LGMC also

graduated its inaugural class of graduate medical residents and expanded its research department to bring in more clinical trials. LGMC continues to develop its efficiency and specialized services to be the go-to destination that other LGH hospitals rely upon for high-level cases and treatments. In this way, LGMC steadily anchors the LGH system and enhances care in the community by being the strongest leader in the market.



Patrick W. Gandy, Jr.  
LGMC CEO



Juan Perez-Ruiz, M.D.  
LGMC Chief of Staff

"LGMC strives to raise not only our standards, but the expectations of our patients. That's why we continue to refine ourselves by employing the best people and providing exceptional care. We want to remain a source of *strength for this community.*"

– PATRICK W. GANDY, JR.

## FOR OCTOBER 2013 – SEPTEMBER 2014

Inpatient Admissions	17,435	4.6%	↑
Average Daily Census	246.9		
ER Visits	62,399		
Operating Room Cases	7,055	9.5%	↑
Cath Lab Cases	2,481		
Deliveries	2,536	23.2%	↑
Consolidated FTEs	1,794		
Net Revenue	\$324,681,000	7.5%	↑



Lafayette General Medical Center is a community-owned, not-for-profit hospital and the flagship of Lafayette General Health. Founded in 1911, it is the largest full-service medical center in Acadiana, handling the region's busiest emergency room and highest level of trauma. After converting 12 med/surg beds to outpatient surgery rooms effective June 5, 2014, the hospital staffs a total of 365 beds. LGMC has been named a Center of Excellence in Minimally Invasive Gynecology and in Neuroscience, as well as having the distinction as an Accredited Cancer Program, Advanced Certified Primary Stroke Center, Disease-Specific Care Certification in Joint Replacement for Hip and Knee and an Accredited Center for Metabolic and Bariatric Surgery.



LGMC officially completed its \$52.5 million Emergency Department and Operating Room expansion project on Sept. 30, 2014.

caring with  
*strength*

Orthopedic Surgeon Scott Yerger, M.D., performs a hip replacement using MAKOplasty technology.



# UNIVERSITY HOSPITAL & CLINICS

University Hospital & Clinics (UHC) enjoyed its first full year under the Lafayette General Health banner in fiscal year 2014. During that time, much-needed clinics were reopened, including the Pediatric Clinic (12-23-13) and Medical Detoxification Unit (1-6-14). UHC also announced enhanced cardiology services through a partnership with Cardiovascular Institute of the South.

The most monumental task accomplished during the fiscal year was Electronic Medical Record implementation. This vastly improved coordinated care and data sharing capabilities. Other facility improvements included replaced elevators, equipment upgrades and purchases of new technology. The improvements were reflected by a surge in the number of operations performed and overall patient volume, thanks to added operating rooms and more staffed beds. There was also a reduction in ER wait times. In June 2013, prior to LGH management, 16% of ER patients were leaving without being seen.

One year later, in June 2014, that was down to 8.7%. In subsequent months, the trend accelerated: July 6.4%, August 4.6%, and September 3.5% – clear evidence of systematic improvement.

UHC enjoyed a year of stability and support as part the LGH family. What resulted was an unprecedented expansion of services and a renewed focus on quality, satisfaction, education and efficiency.



Jared L. Stark, MBA, FACHE  
UHC CEO



Richard Howes, M.D.  
UHC President of  
Medical Staff

“The future of this campus was at one time uncertain. But, we have come so far in remaking this facility into a *place that people can trust* and rely on once again. Because of the dedication of Lafayette General Health to our community, we will continue to have this hospital available for any patient in need of quality care.”

– JARED L. STARK

## FOR OCTOBER 2013 – SEPTEMBER 2014

Inpatient Admissions	2,798
Average Daily Census	32.6
ER Visits	40,026
Operating Room Cases	2,633
Cath Lab Cases	334
Clinic Visits	95,756
Consolidated FTEs	752
Net Revenue	\$102,820,000



University Hospital & Clinics, a full-service not-for-profit hospital offering a variety of outpatient clinics and emergency care services, is licensed for 116 beds and staffs 52 beds. UHC opened in 1982 on the former site of Lafayette Charity Hospital at the corner of Congress St. and Bertrand Dr. The original Lafayette Charity Hospital occupied the corner of W. St. Mary Blvd. and Cherry St. from the late 1930's to 1966. UHC still offers charity care or reduced-rate care, depending on patient eligibility, as the area's safety net hospital. The hospital also serves as Acadiana's primary graduate medical education center, training residents and cultivating some of Acadiana's finest physicians. UHC joined Lafayette General Health on June 24, 2013, when management transferred from the State of Louisiana.





Pediatrician Richard Howes, M.D., cares for 10-month-old patient Wilder Vidrine at UHC's Pediatric Clinic, which opened just in time for Christmas 2013.

# caring *together*

Medical Oncologist Windy Dean-Colomb, M.D., became UHC's first dedicated oncologist, boosting oncology services and medical research.



# ACADIA GENERAL HOSPITAL

Becoming part of Lafayette General Health on June 1, 2014, meant monumental changes for Acadia General Hospital (AGH), including a name change from the former American Legion Hospital. With progress such as bringing in Schumacher Group to staff the ER, launching plans to open a new imaging center and instilling a patient-centered culture across the hospital, the improvements have been substantial.

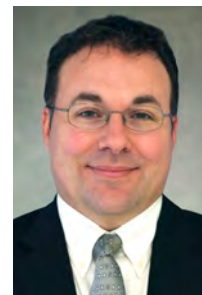
AGH dedicated itself to keeping local patients close to home. In doing so, the hospital is building a reputation that it is there to serve the entire parish, and beyond, with the highest quality care. The recruitment of new physicians to open community-based clinics has been an integral part of improving overall community health, a pillar of the Lafayette General Health system. The hospital hopes to continue to nurture and develop positive relationships with the physicians, nurses, staff and volunteers who make it successful. Process improvement will be a continuing

goal looking forward, building on momentum established so far.

Joining LGH empowered Acadia General to aim for new heights, and the results have already been tremendous. From June to September, monthly outpatient volume increased by 25%, driven by an 11% increase in ER visits and a 150% increase in infusion therapy volume. Caring for the community with improved quality and true compassion remains the highest priority for AGH.



Heather Harper  
AGH CEO



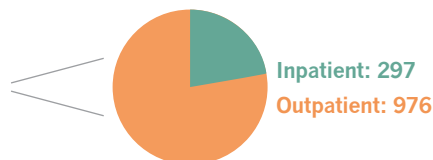
Stephen Cannon, M.D.  
AGH Chief of Staff

"Joining AGH during its transition into the Lafayette General Health system has been an exciting experience for me. We have been working hard to demonstrate our commitment to caring for all of Acadia Parish, and beyond, through the *tremendous support* of Lafayette General Health."

– HEATHER HARPER

## FOR JUNE 2014 – SEPTEMBER 2014

Inpatient Admissions	750
Average Daily Census	27.1
ER Visits	6,292
Operating Room Cases	1,273
Deliveries	122
Consolidated FTEs	278
Net Revenue	\$9,593,000



Acadia General Hospital became the official name of the non-profit hospital formerly known as American Legion Hospital on June 1, 2014. The hospital traces its origins back to 1901, when the first hospital opened in Crowley on First Street, a few blocks east of Parkerson Avenue. The hospital has operated at its current location on Crowley Rayne Highway since 1987, after moving from its previous location on Avenue K between 7th and 8th streets. AGH is licensed for 140 beds and provides emergency and surgical care in addition to obstetrics, gynecology, pediatric, orthopedic, otolaryngology, cardiac, nephrology, ophthalmology, oncology, vein therapy, wound care and hyperbaric services. The hospital's Center for Wound Care & Hyperbaric Medicine is located in Tower One across from the hospital on Wright Avenue.



Acadia General Hospital unveiled a new sign on June 2, 2014, to reflect the affiliation with LGH and name change from American Legion Hospital.

# caring through *support*

New Crowley-based OB/GYN Jimmy Skrasek, M.D., examines a newborn at AGH.



# LAFAYETTE GENERAL SURGICAL HOSPITAL

Lafayette General Surgical Hospital (LGSB) experienced its highest patient volume during fiscal year 2014, performing 5,369 surgeries, representing a 12% increase over the year prior.

Several factors drove this extraordinary growth. New technology and equipment was added, including image-guided sinus surgery equipment, allowing physicians to more precisely navigate each patient's unique sinus anatomy.

To support its growing orthopedic service line, LGSB invested over \$150,000 in new product innovations for less invasive surgeries. This included instrumentation used to perform delicate hand and wrist surgery to help restore sensation while avoiding further nerve damage. New technology and skilled surgeons increased confidence in LGSB's already well-respected orthopedic services. Consequently, LGSB's orthopedic business saw a dramatic 40%

increase in surgical volume from the previous fiscal year.

Throughout the fiscal year, employee satisfaction remained a key component to the hospital's multiple achievements. Keeping employees engaged in the work they love is in direct correlation to the high level of service rendered, evident in employee and patient satisfaction scores, both in the 99th percentile for the year.



Carrie Templeton  
LGSB Administrator



Robert Blem, M.D.  
LGSB Chief of Staff

"This year has been an extraordinary year for LGSB because of strong physician partnerships and a *high-performing and engaged* staff. Together, they put patients at the center of their work and provide the highest level of care in all that they do."

– CARRIE TEMPLETON

## FOR OCTOBER 2013 – SEPTEMBER 2014

Outpatient Surgeries	5,369	12.2%	↑
Inpatient Surgeries	59		
Consolidated FTEs	67		
Net Revenue	\$20,027,000	32.4%	↑

Lafayette General Surgical Hospital is a short-stay hospital that is part of a joint venture with Lafayette General Medical Center (LGMC) and local physicians. Every aspect of the facility, from waiting and exam rooms to the surgery areas, has been designed with patient care and family convenience in mind. Located in the Medical Office Building at 1000 Pinhook Rd., the 18,469 sq. ft. facility is comprised of four state-of-the-art operating rooms and 10 short-stay beds, providing radiology, EKG and lab services. Using the most advanced laparoscopic and minimally-invasive surgical procedures in fiscal year 2014, LGSB provided services in medical specialties of Ear, Nose and Throat (ENT), Facial Plastic Surgery, General Surgery, Ophthalmology, Orthopedics, Pain Management and Urology.



LGSH was proud to acquire an image-guided sinus surgery system, providing ENT surgeons with more accuracy in the operating room.

caring with  
*pride*

A significant increase in surgical volume at LGSH meant a full schedule for the hospital's state-of-the-art operating rooms.



# ST. MARTIN HOSPITAL

Being part of Lafayette General Health for more than a decade has allowed St. Martin Hospital (SMH) to extend medical care and services that otherwise would not be available to residents of St. Martin Parish.

The second phase of a \$3 million construction project wrapped up in January 2014 with a newly remodeled and expanded Emergency Department (ED). Patients appreciate the new ED floor plan showcasing a remodeled nursing station, more exam rooms, two Fast Track rooms for seeing non-emergent patients more quickly, a triage area, registration area and a larger waiting room. The project doubled the size of the previous ED, allowing staff and physicians to greatly improve patient throughput, wait times and quality of care. As a result, the fiscal year showed nearly 13% growth in ED volume.

Technological advances brought the only MRI unit in St. Martin Parish to the hospital's

campus, providing high resolution, whole-body scans faster and with more precision.

To its growing list of outpatient services, the hospital also added a Coumadin clinic and an infusion clinic offering IV therapy.

A busy year of facility and service expansion culminated with planning for St. Martin Hospital's 45th anniversary, celebrated just after the conclusion of the fiscal year.



Katie Hebert  
SMH CEO



Warren Degatur, M.D.  
SMH Chief of Staff

"The community's confidence and support of our hospital is evidenced in the significant growth in the Emergency Department and other areas. St. Martin Hospital has become a progressive community hospital that is providing expanded services *close to home*, through the support of Lafayette General Health."

– KATIE HEBERT

## FOR OCTOBER 2013 – SEPTEMBER 2014

Inpatient Admissions	356	
Average Daily Census	11.7	
ER Visits	17,310	12.7% ↑
Outpatient Procedures	129,279	
Consolidated FTEs	126	
Net Revenue	\$16,779,000	36.5% ↑

St. Martin Hospital is a 25-bed critical access non-profit hospital that maintains inpatient acute and skilled nursing rehabilitation units, as well as a staffed 24-hour Emergency Department – the only one in St. Martin Parish. Services also include state-of-the-art imaging equipment, including a CT scanner, MRI and digital mammograms. St. Martin Hospital also provides outpatient services for radiology, lab-testing, respiratory therapy, IV and Coumadin services as well as physical, occupational and speech therapies.



At the end of fiscal year 2014, SMH acquired the first and only MRI machine in St. Martin Parish.

caring for  
*community*

The \$3 million ED project, featuring totally renovated rooms, was completed in January 2014.



Nurse: e  
Tech: Jessie  
MD/NP/PA: Dr. L  
• Pain: \_\_\_\_\_  
• Test/TX/Duration: \_\_\_\_\_  
Charge nurse: \_\_\_\_\_

# LAFAYETTE GENERAL MEDICAL DOCTORS

LGMD (Lafayette General Medical Doctors) Physician Group operates and manages several physician clinics. They are an assembly of the area's best physicians offering a variety of services throughout the Lafayette General Health system. Disciplines they practice include Internal Medicine, Family Medicine, General Surgery, Oncology and Hematology, Obstetrics and Gynecology, Orthopedic Surgery, Neurology, Cardiovascular and Thoracic Surgery and more.

The group saw tremendous growth during the year, as a number of highly specialized and sought-after physicians were brought on board. By the end of fiscal year 2014, there were 15 more LGMD physicians than the year before.

## FOR OCTOBER 2013 – SEPTEMBER 2014

Physician Office Visits	73,886	17.8% ↑
Urgent Care Visits	23,831	
Hospitalists (10-1-13 – 2-10-14)	8,813	
Telemedicine Visits	129	
Consolidated FTEs	136	



"With the phenomenal expansion of our physician group over the past year, our LGMD Physician Group is poised to deliver world-class care to the people of Acadiana. By aligning our health system with the finest and most experienced physicians in our region, we multiply the amount of *expertise and knowledge* available to our affiliate hospitals and communities."

– AL PATIN, LGMD CHIEF ADMINISTRATIVE OFFICER



Michael Alexander, M.D.  
Internal Medicine



Michael Cain, M.D.  
Medical Oncology  
and Hematology



Daniel Carroll, M.D.  
General Surgery



Bradley Chastant II, M.D.  
Internal Medicine



Stephen Coleman, M.D.  
OB/GYN  
Resident Director



Windy Dean-Colomb, M.D.  
Medical Oncology



Debra Durham, M.D.  
Internal Medicine  
(Parks, LA)



Adam Foreman, M.D.  
Sleep Medicine,  
Neurology



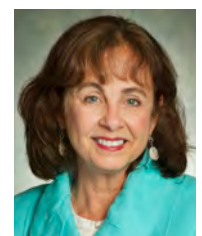
Stanley Foster, M.D.  
Orthopedic Surgery



Eric Guilbeau, M.D.  
Urgent Care  
Family Medicine



Brent Hebert, M.D.  
Family Medicine  
(St. Martinville, LA)



Deborah Johnson, M.D.  
Medical Oncology  
and Hematology



Milton Jolivet, Jr., M.D.  
Internal Medicine



Mularaj Katira, M.D.  
Internal Medicine  
(Crowley, LA)



Virginia Kellner, M.D.  
Neurology



Adam Kennedy, M.D.  
Orthopedic Surgery



Farha Khan, M.D.  
Urgent Care  
Internal Medicine

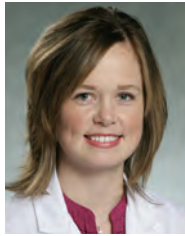


J. Lee Leonard, M.D.  
Orthopedic Surgery



caring through

knowledge



Amanda Logue, M.D.  
Chief Medical  
Informatics Officer



Salman Malad, M.D.  
Medical Oncology  
and Hematology



Angela Mayeux-Hebert, M.D.  
Orthopedic Surgery



Elizabeth McLain, M.D.  
Family Medicine and  
Integrative Holistic Medicine



Fallon McManus, M.D.  
Family Medicine  
(Youngsville, LA)



Mike Mounir, M.D.  
Cardiology



Joseph Orgeron, M.D.  
Family Medicine



Victoria Panelli, M.D.  
Medical Oncology  
and Hematology



Damon Patterson, M.D.  
Neurology



Juan Perez-Ruiz, M.D.  
Internal Medicine



Andre Perron, M.D.  
Urgent Care  
Family Medicine



Cassandra Pilette, M.D.  
Family Medicine



John Rainey, M.D.  
Medical Oncology  
and Hematology



Tristan Schultis, M.D.  
OB/GYN  
Resident Instructor



John Schutte, M.D.  
Orthopedic Surgery



Michael Schutte, M.D.  
Orthopedic Surgery



Pernel Simon, M.D.  
Urgent Care  
Family Medicine



Jimmy Skrasek, M.D.  
OB/GYN  
(Crowley, LA)



Karen Smith, M.D.  
Internal Medicine



Angela Snow, M.D.  
Internal Medicine



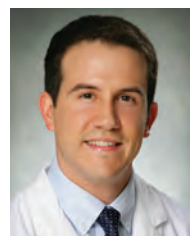
Michelle Taylor, M.D.  
Urgent Care  
Family Medicine



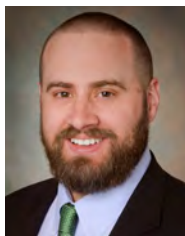
Molly Thomas, M.D.  
Medical Oncology  
and Hematology



Max Trahan, M.D.  
General Surgery  
(Crowley, LA)



Thomas Voitier II, M.D.  
Internal Medicine



Blaine Walton, M.D.  
Orthopedic Trauma



David Weir, M.D.  
Neurology



Jeffrey Witty, M.D.  
Orthopedic Sports



Scott Yerger, M.D.  
Orthopedic Surgery



myLGMD.com

Physicians employed  
as of 9/30/14.

# YEAR IN REVIEW



**10-7-13** Cardiology services at UHC get a boost from Cardiovascular Institute of the South.



**1-6-14** UHC re-establishes its medical detoxification program, Lafayette's only hospital-run inpatient medical detox facility.



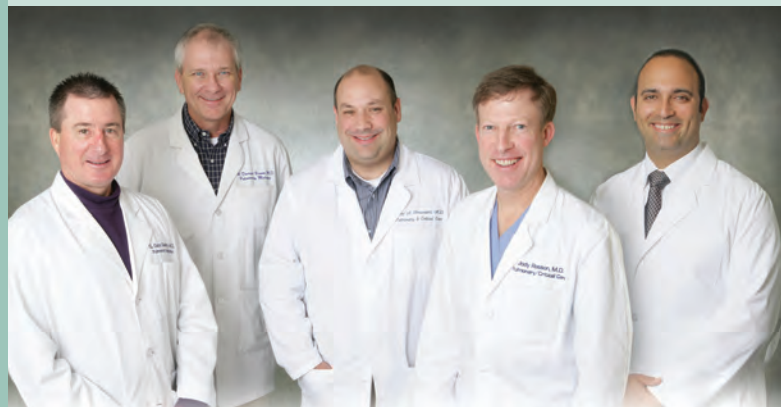
**10-15-13** LGH announces an affiliation agreement with Bunkie General Hospital.



**3-27-14** LGMC's new parking garage opens with 343 new spaces.



**12-19-13** UHC restores outpatient pediatric services.



**4-1-14** Acadiana's first and only dedicated lung cancer screening clinic opens at Cancer Center of Acadiana at Lafayette General.

**1-1-14** SMH opens an outpatient Coumadin clinic.



**5-7-14** LGMC becomes the first hospital in Louisiana to test a new implantable cardioverter defibrillator (ICD) in an MRI (magnetic resonance imaging) environment.



**8-13-14** Recognizing the actual date in a private ceremony, UHC publicly celebrates its one-year anniversary after its conversion to Electronic Medical Records.



**6-1-14** Dr. Dennis Eschete (center) and resident Dr. Ryan White (right) perform an emergency surgery, the first case in LGMC's new OR platform.

**8-21-14** LGMC becomes the first hospital in Acadiana, and only the third in Louisiana, to offer MAKOplasty, a surgeon-controlled robotic system for partial knee and total hip replacement procedures.



**8-25-14** LGMC gets state-of-the-art endoscopic ultrasound machine.

**6-2-14** Acadia General Hospital's new sign is unveiled during a public ceremony.

**9-30-14** A ribbon-cutting ceremony officially marks the completion of LGMC's ED/OR construction project. The opening of LGMC's new ER transitions from late evening into the early morning hours of October 1.



# LAFAYETTE GENERAL FOUNDATION

Lafayette General Foundation tackled several exciting and successful projects while discovering new potential for the system.

One of the most creative initiatives of the Foundation was production of the *Cajun Lullabies* CD. It was a collaborative effort between the Foundation, Louisiana Folkroots and Lafayette Convention and Visitors Commission. Songs from the album announce every birth at Lafayette General Medical Center (LGMC) to recognize the area's Cajun and Creole heritage.

The Foundation's Telemedicine program forged new horizons with its first school-based clinic. Partnering with the Lafayette Parish School System, Lafayette General physicians can directly see students, minimizing lost classroom time. It is vitally important to prevent the spread and severity of illnesses to improve community health, especially involving children, our most precious asset.

The Foundation enjoyed a generous influx of donations leading up to its fourth-annual fund-raising gala.

Demonstrating a better way to give back, the Foundation took ownership of a "Bright Idea" by providing scales to heart patients. These patients can experience rapid changes in their weight due to fluid accumulation. By having a scale to weigh themselves everyday, any sudden weight gain prompts patients to alert their physician. This initiative can potentially save lives, in addition to tens of thousands of dollars in readmission costs.

La Place de Vie, a tranquil outdoor space for patients, families and employees, broke ground at LGMC. Selling engraved features of the courtyard helped fund its construction.

The Foundation was also honored to seat its inaugural board: Randy K. Haynie, Madlyn A. Hilliard (Chair), William H. Fenstermaker and Arthur J. Price.



**Lafayette General  
FOUNDATION**

"We are continuing to pursue philanthropic investments to enhance the way in which care is delivered. This empowers the people of Acadiana to create a *healthier future* for all by seeking to connect investors' passions to Lafayette General Health's mission and vision."

— CIAN ROBINSON, LAFAYETTE GENERAL FOUNDATION



# COMMUNITY SERVICE

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



Our commitment to the community can be traced beyond health care to multiple charitable organizations and causes at all levels of support throughout the year, including:

## 2,800

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

Lafayette General physicians guest-hosted **FREE Breast Cancer Awareness luncheons** in Jennings, Crowley and Abbeville to raise breast cancer awareness. Lafayette General Oncologists Michael Cain, M.D., and Victoria Panelli, M.D., and General Surgeon Max Trahan, M.D., participated in the luncheon presentations.

- Community Foundation of Acadiana
- American Heart Association
- Lafayette Association for Retarded Citizens
- The Outreach Center for Women & Children
- Heartstrings & Angel Wings
- Be a Heartstarter
- March of Dimes
- Susan G. Komen
- Goodwill Industries of Acadiana
- Lafayette Community Health Care Clinic
- Angelman Syndrome Foundation
- Leukemia & Lymphoma Society
- Affiliated Blind of Louisiana
- Louisiana Organ Procurement Agency
- Camp Bon Coeur
- Miles Perret Cancer Services
- National Kidney Foundation
- Hearts of Hope
- American Cancer Society
- Free to Breathe
- Second Harvest Food Bank of Acadiana
- and many others.

The blog **ParentsDontFret.Net** by Dr. Scott Hamilton offered parents a resource, as well as a place for dialogue, with "Helping Kids Be Kids Again."



**FREE educational classes** for women and children covered Labor & Delivery, Newborn Care, Sibling Relationships, Breastfeeding, Happiest Baby techniques and Infant CPR.



**Free Support Groups** provided comfort and confidence to those dealing with stroke survival, weight loss surgery, infant bereavement and multiple births.

## \$120,000

Record amount raised by Lafayette General Health for United Way, a 12.5 % increase over the previous year.

# AWARDS & RECOGNITIONS



**CareChex**<sup>®</sup>  
A Division of COMPARION<sup>®</sup>

## 2014 Awards for Lafayette General Medical Center

### MEDICAL EXCELLENCE AWARDS

#### Top 10% in Nation:

- Joint Replacement
- General Surgery
- Major Bowel Procedures
- Neurological Care
- Vascular Surgery
- Women's Health

#### Top 10% in State:

- Gastrointestinal Care
- General Surgery
- Joint Replacement
- Major Bowel Procedures
- Neurological Care
- Women's Health

#### #1 in Market:

- General Surgery
- Neurological Care
- Trauma Care
- Women's Health

### PATIENT SAFETY AWARDS

#### Top 10% in Nation:

- Neurological Care
- Major Neuro-Surgery
- Stroke Care
- Vascular Surgery

#### Top 10% in State:

- Cardiac Care
- Joint Replacement
- Neurological Care
- Major Neuro-Surgery
- Stroke Care
- Vascular Surgery

#### #1 in Market:

- Heart Attack Treatment
- Hip Fracture Repair
- Neurological Care
- Major Neuro-Surgery
- Pneumonia Care
- Stroke Care

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## 2014 Awards for Lafayette General Surgical Hospital

### PATIENT SATISFACTION AWARDS

#### Top 10% in Nation:

- Overall Hospital Care
- Overall Medical Care
- Overall Surgical Care



CareChex.com



Lafayette General Medical Center was recognized as a 2013/2014 **Consumer Choice Award** winner for the ninth-consecutive time by National Research Corporation.

Lafayette General Medical Center was recognized as a **BrainPath® Center** for being among the first 50 hospitals in the country offering a new surgical approach to reach deep brain abnormalities.

LGMC was named among **America's Best Hospitals for Obstetrics in 2014 by WomenCertified®.**



LGMC was named among **America's Best Hospitals for Orthopedics in 2014 by WomenCertified®.**

Lafayette General Medical Center was named a 2013 recipient of the **Top Performer® on Key Quality Measures for 2012** by The Joint Commission for excellent performance in using evidence-based clinical processes in improving care, specifically for cases of heart attack, heart failure and pneumonia.



St. Martin Hospital was named among nation's **100 Best Places to Work in Healthcare** for 2014 by *Modern Healthcare* magazine.

St. Martin Hospital was honored with the **Distinguished Business of the Year Award** from the Breaux Bridge Chamber of Commerce.

University Hospital & Clinics earned **Quality Respiratory Care Recognition**. Only 15% of all hospitals in the United States applied for and received this award. UHC and LGMC are the only two hospitals in Acadiana recognized by QRCR.



Lafayette General Medical Center was honored with The Joint Commission's Gold Seal of Approval, receiving **Disease-Specific Care Certification in Joint Replacement for Hip and Knee.**

Lafayette General Medical Center acquired the **2013 Press Ganey Guardian of Excellence Award** for patient satisfaction.



Four Lafayette General Health-affiliated hospitals earned recognition as the nation's **"Most Wired"** by *Hospitals & Health Networks* magazine: Lafayette General Medical Center, Lafayette General Surgical Hospital, St. Martin Hospital and Opelousas General Health System.



LGMC was selected for the **2013 Excellence Award** by the Small Business Institute for Excellence in Commerce.

Southern Eye Bank honored LGMC with its **Hospital of the Year** award for 2013 for the fourth time.

Junior Achievement of Acadiana named Lafayette General Health its **Large Business of the Year** for 2014.

LGMC won the 2014 Women's Choice Award® for being voted one of **America's 100 Best Hospitals for Patient Experience.**



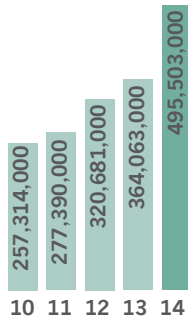
Lafayette General Medical Center received the **Excellence in Patient Care** award from Studer Group®.

Lafayette General was voted "The Best" in seven different categories in the *Times of Acadiana* readership poll. First-place finishes were: **Best Hospital (LGMC); Best Emergency Room (LGMC); Best Cancer Care (LGH); Best Place to Work (LGH); and Best Facebook Page (LGH).** This 2014 poll marked the ninth time since 2005 that LGMC was voted Best Hospital, and the ninth-consecutive year for landing Best Emergency Room.

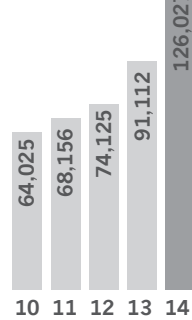


# CONSOLIDATED SYSTEM FINANCIALS

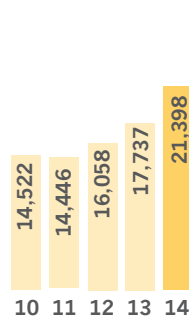
## NET REVENUE



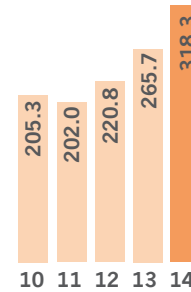
## ER VISITS



## DISCHARGES



## AVERAGE DAILY CENSUS



	2013	2014
Net Revenue	364,063,000	495,503,000
<b>EXPENSES</b>		
Wages & Benefits	139,922,000	193,119,000
Drugs & Supplies	80,988,000	99,157,000
Depreciation	18,197,000	19,504,000
Interest	7,007,000	5,926,000
Other	99,020,000	158,700,000
Total Expenses	345,134,000	476,406,000
Operating Income	\$18,929,000	\$19,097,000
Operating Margin	5.2	3.9
Total Consolidated FTE's	2,785	3,113
Capital Spending	34,669,000	59,362,000

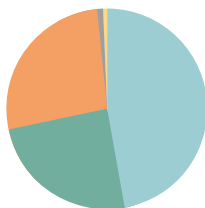


Lafayette General Medical Center was awarded the **2014 MAP Award for Performance Improvement in Revenue Cycle** by the Healthcare Financial Management Association.

## OUR CHARITY

In fiscal year 2014, LGH provided in excess of \$250 million in charity services to our community.

Unpaid Medicare Cost	\$121,425,000
Unpaid Medicaid Cost	\$65,412,000
Charity Care	\$70,502,000
Community Medical Assistance	\$1,202,000
Miscellaneous (Pastoral Care, Health & Education, Donations, etc.)	\$964,000



Unpaid Medicare Cost
Unpaid Medicaid Cost
Charity Care
Community Medical Assistance
Miscellaneous

## OUR COMMITMENT

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

2015	5,998,000
2016	15,015,000
2017	6,354,000
2018	3,578,000
2019	1,259,000
Thereafter	167,599,000
Total	\$199,803,000

The audited financial statements of Lafayette General Health include Lafayette General Medical Center, Lafayette General Medical Doctors, University Hospital & Clinics, Acadia General Hospital, Lafayette General Surgical Hospital and St. Martin Hospital.



# QUALITY

The Centers for Medicare & Medicaid Services, referred to as CMS, issues Clinical Quality Measures (CQMs). CQMs are tools that help measure and track the quality of health care services. CQMs measure aspects of care including health outcomes, clinical processes, patient safety, efficient use of resources, care coordination, patient engagements, population and public health, and adherence to clinical guidelines. Adherence to CQMs push hospitals to deliver effective, safe, efficient, patient-centered, equitable and timely care.

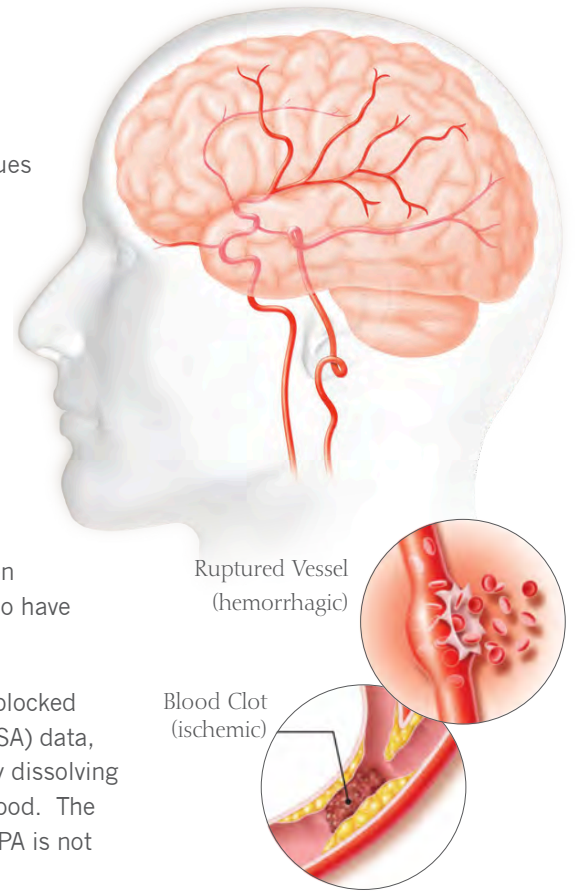
For stroke patients, there are eight CQMs. Lafayette General Medical Center (LGMC) posted phenomenal results, nearing perfection in fiscal year 2014 (see graph). The biggest breakthrough, and perhaps the most important of the eight CQMs, is administering tissue Plasminogen Activator (tPA) within three hours of onset of symptoms to patients who have suffered an ischemic stroke.

A stroke occurs when a vessel in the brain ruptures (hemorrhagic) or is blocked by a blood clot (ischemic). According to American Stroke Association (ASA) data, approximately 87 percent of all stroke cases are ischemic. tPA works by dissolving the clot and improving blood flow to the part of the brain deprived of blood. The faster tPA is administered, the greater the chance for recovery. In fact, tPA is not administered 4.5 hours after the initial onset of symptoms.

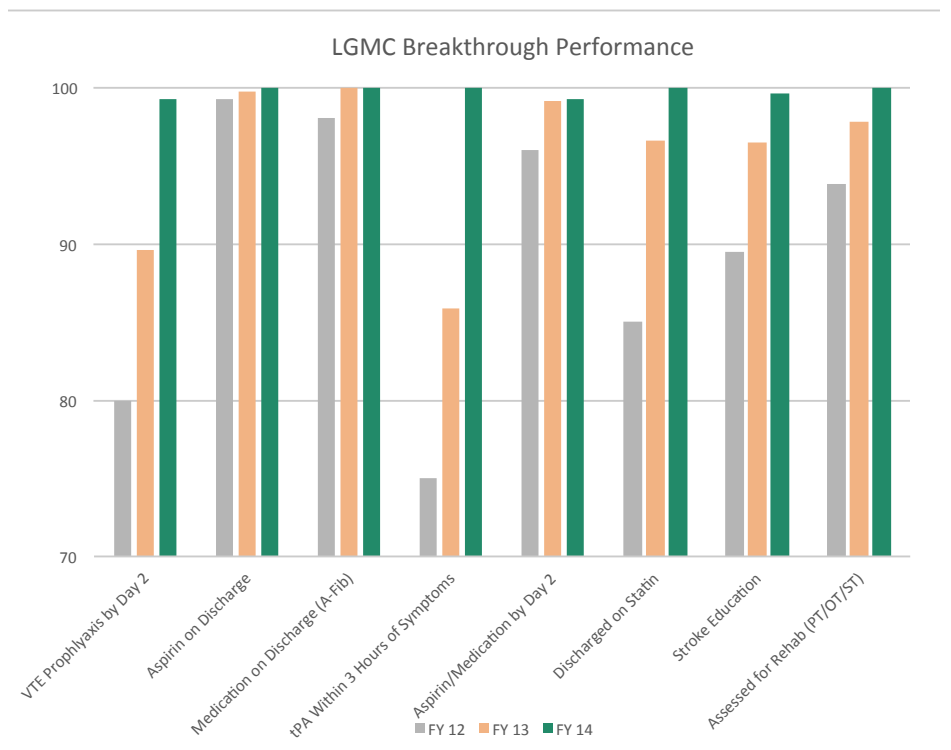
Upon arrival to the Emergency Room (ER) at LGMC, stroke patients are rated according to the National Institutes of Health Stroke Scale (NIHSS). Upon discharge, the patient is rated again to determine any long-term effects of the stroke. A NIHSS score of 0 represents no stroke symptoms, 1-4 a minor stroke, 5-15 a moderate stroke, 16-20 a moderate to severe stroke and 21 or greater is considered severe. Long-term effects of a severe stroke include moderate to severe disability, inability to walk without assistance and inability to attend to bodily needs without assistance.

To showcase the power of tPA, LGMC has two case studies from fiscal year 2014. A 68-year-old male presented to the ER within one hour of his first stroke symptoms. He was admitted with an NIHSS of 23, given tPA and discharged four days later with an NIHSS of 0. An 89-year-old female presented to the ER less than one hour from onset of stroke symptoms. She was admitted with an NIHSS of 22, was given tPA and discharged three days later with an NIHSS of 1.

**Spot a stroke F.A.S.T.**  
**Face, Arms, Speech, Time**  
**Call 9-1-1 immediately.**



Blood vessels that carry blood to the brain from the heart are called arteries. The brain needs a constant supply of blood, which carries the oxygen and nutrients it needs to function.  
 – National Stroke Association



# BOARD MEMBERS

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Richard Bourgeois, M.D. (Chairman)  
Martin Bech  
Angela Mayeux-Hebert, M.D.  
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Jared Stark, MBA, FACHE  
James Falterman, Jr., M.D.  
Desiree Auzenne, Atty.  
Not pictured: Allen Celestine and  
Betty Brown



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Standing (l-r) Philip Gachassin, M.D., Brad Broussard, M.D., David T. Calhoun, Gary Salmon, David Wilson, William Fenstermaker (Past Chairman), Samuel Shuffler, M.D., Martin Bech, Bob Giles, Benjamin Doga, M.D., Joby John, Ph.D., Julie Falgout.

Not Pictured: Bradley J. Chastant, M.D., and Juan Perez-Ruiz, M.D. (Chief of Staff)

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 Al Patin (Chief Administrative Officer)  
 Braden Despot (Chairman)  
 Joby John, Ph.D. (Vice Chairman)  
 Michael Alexander, M.D.



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Mercer Britain Busch	Margaret "Peggy" Giglio	Nathan R. Norris	

# MISSION

To Restore, Maintain and Improve Health.



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Non-Profit 501(c)(3)

