



2017

LAFAYETTE GENERAL HEALTH

COMMUNITY REPORT





P R E S I D E N T ' S M E S S A G E



How do you define a hospital? It can mean many things depending on your perspective. To patients, it's a place where they can find care and compassion. To families, it's where they find hope and optimism. To the employees of Lafayette General Health, it's where we are called to serve. Lafayette General and its affiliates achieved prestigious recognitions and accolades in the 2017 fiscal year while navigating and adapting to an ever-evolving healthcare landscape. We did this by remaining focused and staying true to our values and by maintaining our commitment to providing excellence in healthcare. The great successes in the coming pages are a testament to the dedication of a loyal and passionate group of individuals committed to improving patients' lives. **We started the year** with Cancer Center of Acadiana opening their seventh satellite location at Iberia Medical Center. Then, University Hospital & Clinics Emergency Department increased their square footage to more than 10,000, allowing them to treat 47,000 patients. We partnered with Louisiana State University at Eunice to open an extension of their nursing program at Lafayette General Southwest. **Our affiliate hospitals** throughout the region also made vast improvements and increased the number of patients cared for locally – honoring our commitment to bring quality care, close to home. You'll read more about our many accomplishments in this annual report. As you read, know that our inspiration to excel comes from one source – the 267,670 patients who trusted us with their care last year. To our staff members, physicians and leaders, thank you for commitment to superior performance. **To our community**, thank you for your support and for choosing Lafayette General for more than a century. Every day, you give us the opportunity to demonstrate our promise to fulfill our mission *To Restore, Maintain and Improve Health*.

DAVID L. CALLECOD, FACHE

2016

Y E A R I N R E V I E W

October 2016 Cancer Center of Acadiana Opens at Iberia Medical Center

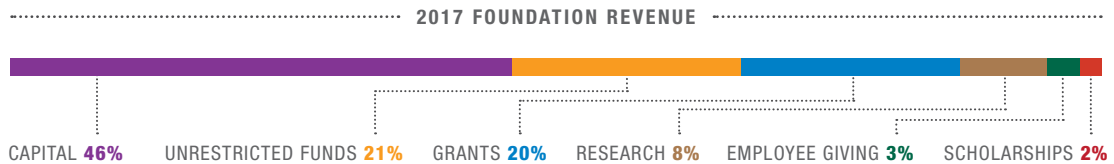
December 2016 Press Ganey's Prestigious Guardian of Excellence Award and Pinnacle of Excellence Award honors were Granted to Lafayette General Medical Center (*LGMC*), Lafayette General Surgical Hospital, St. Martin Hospital (*SMH*) and Lafayette General Medical Doctors (*LGMD*) // *SMH* Receives National Recognition for Performance Leadership in Patient Satisfaction and Quality **February 2017** Lafayette General Urgent Care Center at Carencro Receives Urgent Care Certification **April 2017** University Hospital & Clinics (*UHC*) Opens New Emergency Department, Expanding From 2,450 Square Feet to Over 10,000 Square Feet **May 2017** First of its Kind Deep Brain Stimulation Procedure Performed at *LGMC* // Cancer Center of Acadiana at Acadia General Celebrates its 4-Year Anniversary **June 2017** Abrom Kaplan Memorial Hospitals Celebrates Two Years with Lafayette General Health // *SMH* Named Anticoagulation Center of Excellence **July 2017** *LGMD* Joined Blue Cross and Blue Shield of Louisiana's Innovative Quality Blue Primary Care program to Boost Patients' Health // *UHC* Opens Region's First Urgent Care Clinic to Accept Medicaid **September 2017** Pediatric Subspecialty Clinic Opens in Lafayette as Part of Ochsner Strategic Partnership

2017



Lafayette General Foundation (LGF) supports Lafayette General Health and in doing so had one of its most successful years. A key component of what makes the Foundation work is donations. Events continue to help the Foundation engage employees, partners, donors and help foster the relationship between the health system and the community it serves. **The Healthcare Heroes of Acadiana Gala** benefited the Foundation’s general fund (*unrestricted dollars*), while Acadia General Hospital’s Gala assisted in funding AGH’s ER expansion and renovation project. Heart of Nursing created \$40,000 in new nursing scholarships at area higher education institutions (*LSU-E and South Louisiana Community College*). Other events included the Foundation’s Charity Golf Classic, St. Martin Hospital Celebration, NICU Reunion and Gumbo Cook Off. **Technological investments** continue to be at the forefront of Foundation activities. From equity investing \$2.5M in companies whose products and services help the health system better serve its patients, to continuing our effort to deploy a school-based telemedicine solution, LGF is continuously seeking ways to serve Acadiana. Finally, we would like to thank all of our **donors and supporters**. Without you, LGF could not do what we do. Thank you.

Over \$1.7 million was raised in support of LGH.



LAFAYETTE GENERAL FOUNDATION BOARD OF DIRECTORS

(L-R) Bennett Boyd Anderson, Jr.; David L. Callecod, FACHE;

William Fenstermaker, **VICE CHAIR**; Randy Haynie, **SECRETARY**; **SECOND ROW (L-R)** Madlyn Hilliard, **CHAIR**;

Arthur Price, **TREASURER**; Jared S. Quoyeser and Cian Robinson, **EX OFFICIO**.

Our Commitment to the Community can be

traced beyond healthcare to multiple charitable organizations and causes at all levels of support throughout the year, including: Boys & Girls Clubs // American Heart Association // Free to Breathe // March of Dimes // United Way of Acadiana // Breast Health Symposium // Acadian Ambulance // One Acadiana // Louisiana Organ Procurement Agency // UL Lafayette Foundation // Camp Bon Coeur // Heartstrings & Angel Wings // Affiliated Blind of Louisiana // Southern Eye Bank // Susan G. Komen // Miles Perret Cancer Services // South Louisiana Community College, and many others.

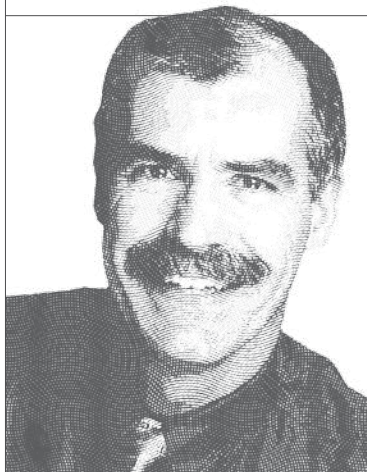
2,500 NUMBER OF
**Free Colorectal
Screening Kits**

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

69 FREE

“EDUCATIONAL SEMINARS”

offered by Lafayette General Health including **Breast Cancer Awareness, Orthopedic Surgery, Bariatric Surgery, Labor & Delivery, Newborn Care, Sibling Relationships, Breast Feeding, and Infant CPR.**



204
TOTAL POSTS

since 2009 for the blog, ParentsDontFret.Net by Dr. Scott Hamilton. He offers parents a resource with “Helping Kids Be Kids Again.” 25 blog posts added this fiscal year.

2,074
TOTAL NUMBER OF
High School Students taught about the hazards of impaired, distracted and unrestrained driving.

51

NUMBER OF

SUPPORT GROUP CLASSES OFFERED

These free meetings provide comfort and confidence to those dealing with stroke survival, weight-loss surgery, multiple births, kidney disease and intestinal or urinary diversions.

L G H

180
PATIENTS SEEN

at Lafayette General –
Ochsner Hospital for Children
Pediatric Specialty Clinic.

O C S P

Achieved or Exceeded

all organization goals (LEM)



L G M C

23%
INCREASE

in **CODE TRAUMA LEVEL I**

Activations : **502 Total**

CODE TRAUMA LEVEL II

Activations : **1,315 Total**

(18% increase from prior FY)

1,361

Trauma Patients Admitted

19

L G M C

PATIENTS

survived their trauma, despite receiving a higher probability of death than survival. All trauma patients are assigned a "Probability of Survival" score, as assigned by TRISS computer software (score based on type of injury, age and vital signs upon arrival).

A K M H

zero

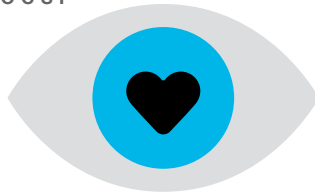
HOSPITAL ACQUIRED CONDITIONS

O C S P

3,931
SURGERY
CASES

Third straight year exceeding the budgeted surgical volume.

O C S P



650

CATALYS LASER
SURGERIES

Achieved a record year of 2,397 Ophthalmology surgeries.



1,817

Average of 5 per day or one every 4 hours, 49 minutes and 16 seconds.

TRAUMA PRE-ACTIVATIONS L G M C



25,991

OUNCES OF MILK provided by 28 donors in the Milk Bank (FY17).

L G M C

543

additional patients presented with traumatic injuries without a trauma pre-activation.

A K M H



90th
PERCENTILE

Patient Satisfaction for Inpatient, Outpatient and Emergency services.

934

PRE-ACTIVATIONS

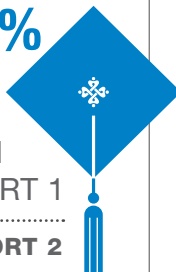
declassified as a trauma patient or trauma patients discharged from the emergency department.

L G M C

LGMC NURSE RESIDENCY PROGRAM

69
NURSES
ENROLLED
Cohort 3 and 4 Total

100%
GRADUATION
RATE : COHORT 1
93% FOR COHORT 2



SMH **PERFORMANCE LEADERSHIP**

Received 2017 Performance Leadership Award, granted on behalf of the National Organization of State Offices of Rural Health (NOSORH) for **Top Quartile Performance** on the Hospital Strength INDEX.



AGH
612
EXPANSION

of infusion chairs from six (6) to twelve (12) at Cancer Center of Acadiana at Acadia General Hospital.

LGSH **PINNACLE**
OF EXCELLENCE 2016 Press Ganey Pinnacle of Excellence Award Winner for Patient Experience in Ambulatory Surgery.

AGH
(+) \$ **FY2017** resulted in the Hospital's first positive financials since 2009.

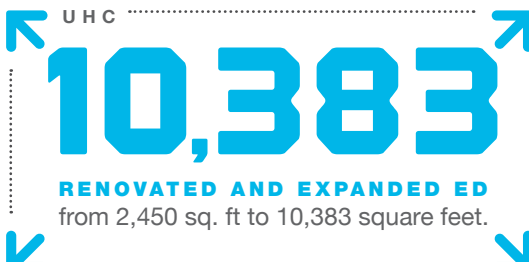
UHC University Hospital & Clinics opens Urgent Care Clinic to serve **Medicaid PATIENTS**



AGH **TELE PSYCHIATRY**
 Implementation of Telepsychiatry through Compass Health.



UHC **10,383**
RENOVATED AND EXPANDED ED from 2,450 sq. ft to 10,383 square feet.



SMH **99th PERCENTILE** in Employee Engagement **2017**

LGSW **STROKE**
 Stroke Rehabilitation Recertification : Joint Commission



UHC **BAHA BONE CONDUCTION IMPLANTS**




for people with conductive and mixed hearing losses, and single-sided deafness.

AGH **24 MONTHS**



CAUTI (Catheter-Associated Urinary Tract Infection) free for more than 24 months.

LGSH **96th PERCENTILE**



8 OF 8 **5 OF 5**
HCAHPA **OS-CAHP**

WINNER MOST WIRED LGH

LGH named a winner of the 2017 Most Wired award by the American Hospital Association.

100 LGMC

Hospitals & Health Systems with Great Oncology Programs

Featured in *Becker's Hospital Review* 2017 edition.

NIGHTINGALE AWARD HOSPITAL OF THE YEAR

St. Martin Hospital won the Nightingale Award for Hospital of the year (60 beds or fewer) from The Louisiana State Nurses' Association.

HMS



THE 2016 PRESS GANEY GUARDIAN OF EXCELLENCE AWARD was given to Lafayette General Medical Center, Lafayette General Surgical Hospital, St. Martin Hospital and Lafayette General Medical Doctors.



WOMEN'S CHOICE AWARD® // EMERGENCY CARE AND PATIENT SAFETY.



2017 Women's Choice Award® : One of America's Best Hospitals in **PATIENT SAFETY, OBSTETRICS, ORTHOPEDICS, STROKE CENTERS AND BARIATRIC SURGERY.**



AKMH Rehabilitation Outpatient Clinic won an award for highest quality outcomes from approximately 100 other clinics across the country. Highest gains from admit to discharge scores on patient assessments.

PATIENT SATISFACTION & QUALITY

SMH Received national recognition for performance leadership in patient satisfaction and quality by *iVantage Health Analytics* and the *National Organization of State Offices of Rural Health*.

BEST OF ACADIANA

LAFAYETTE GENERAL HEALTH earned six top finishes in *The Times of Acadiana* "Best of Acadiana" readership poll. LGH locations were voted first in two different categories: **Best Cancer Care (CCA)** and **Best Hospital (LGMC)**.

LGMC **NATIONAL RESEARCH CORPORATION** named LGMC a 2016/2017 Consumer Choice Award winner for the

12 TH TIME!

150 GREAT PLACES TO WORK

National trade magazine *Becker's Hospital Review* named LGH one of its "150 Great Places to Work in Healthcare" for 2017.

LSUE NURSING PROGRAM LGSW

opened an extension of their Eunice campus at Lafayette General Southwest.



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



LGMD BOARD OF DIRECTORS

(L-R) Michael Alexander, M.D.; Michael Cain, M.D.; David L. Callecod, FACHE; Al Patin, Chief Administrative Officer

173,884

PHYSICIAN OFFICE VISITS

34,615

URGENT CARE VISITS

715

TELEMEDICINE VISITS

242

CONSOLIDATED FTEs



Sudhir Aggarwal, M.D.
Oncology/Hematology



Michael Alexander, M.D.
Internal Medicine



Mo Allam, M.D.
Cardiovascular Surgery



Jean Ancelet, M.D.
Family Medicine



Tyler Perrin-Bellelo, M.D.
Internal Medicine



Scott J. Bergeaux, M.D.
Family Medicine



Shauna Bienvenu, M.D.
Family Medicine



Deanna Blanchard, M.D.
Family Medicine



Paulette Blanchet, M.D.
Oncology/Hematology



Paul C. Buzhardt, M.D.
Orthopedic Surgery



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



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Internal Medicine



Stephen Coleman, D.O.
Obstetrics and Gynecology



Megan Daigle, M.D.
Breast Center / Radiologist



Rebecca Davis, M.D.
Oncology/Hematology



Otis R. Drew, M.D.
Orthopedic Surgery



Debra Durham, M.D.
Internal Medicine



Brian Etier, M.D.
Orthopedic Surgery



Marc Fernandez, M.D.
Family Medicine



Adam Foreman, M.D.
Sleep Medicine, Neurology



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



Stanley Foster, M.D.
Orthopedic Surgery



Sarika Gunda, M.D.
Urgent Care



Kevin Hargrave, M.D.
Sleep Medicine, Neurology

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



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Oncology/Hematology



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Orthopedic Surgery



P. Dale LeLeux, M.D.
Internal Medicine



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Cardiovascular Surgery



Joseph Lupo, M.D.
Plastic & Reconstructive Surgery



Salman Malad, M.D.
Oncology/Hematology



Angela Mayeux-Hebert, M.D.
Orthopedic Surgery



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Family Medicine



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Urgent Care



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Family Medicine



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Physical Medicine & Rehab



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Oncology/Hematology



John Schutte, M.D.
Orthopedic Surgery



Michael Schutte, M.D.
Orthopedic Surgery



Creighton Shute, D.O.
Family Medicine



Pernell Simon, M.D.
Urgent Care



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Family Medicine



Jimmy Skrasek, M.D.
Obstetrics and Gynecology



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Internal Medicine



Angela Snow, M.D.
Internal Medicine



Michelle Taylor, M.D.
Family Medicine



Victor Tedesco IV, M.D.
Cardiovascular Surgery



Molly Thomas, M.D.
Oncology/Hematology



Thomas Voitier II, M.D.
Internal Medicine



Blaine Walton, M.D.
Orthopedic Trauma



Scott Yerger, M.D.
Orthopedic Surgery



GRADUATE MEDICAL EDUCATION

DESIGNATED INSTITUTIONAL OFFICER

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

2017 Graduate Medical Education Slots at Lafayette General Health

UHC

CARDIOLOGY*	1.00
FAMILY MEDICINE	18.00
GERIATRICS*	1.00
INTERNAL MEDICINE	19.00
OBSTETRICS	2.20
OPHTHALMOLOGY	3.00
ORTHOPEDECS	1.50
OTOLARYNGOLOGY (ENT)	3.75
SURGERY	7.00
RETINA*	1.00
UROGYNECOLOGY*	0.15
SPORTS MEDICINE*	0.35

FULL-TIME EQUIVALENT 57.95

LGMC

ANESTHESIA	0.17
FAMILY MEDICINE	7.00
INTERNAL MEDICINE	7.00
OBSTETRICS	1.80
ORTHOPEDECS	0.50
OTOLARYNGOLOGY (ENT)	1.58
SURGERY	3.00

FULL-TIME EQUIVALENT 21.05

* Fellowship | GME on the LGMC and UHC campuses includes an approximate total of 82 residents and 25 students at any given month. Full-time equivalent was compiled from Oct. 1, 2016 – Sept. 30, 2017.

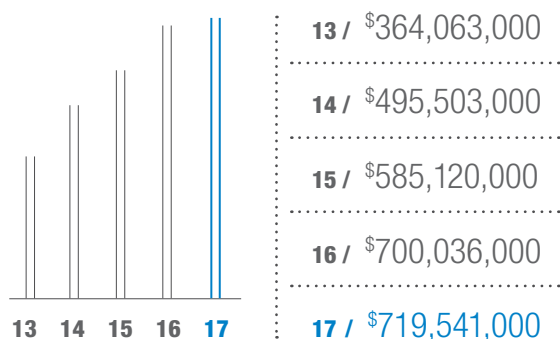
As part of Lafayette General Health's (LGH) commitment

to healthcare education, LGH chose to expand education opportunities offered to healthcare professionals in Acadiana. LGH supports Acadiana's only two Major Teaching Hospitals providing not only a Graduate Medical Education (GME) residency program but also the first evidence-based curriculum Nurse Residency Program (NRP) in Louisiana. // **LGH is affiliated with** the LSU School of Medicine's Graduate Medical Education residency programs at Lafayette General Medical Center and University Hospital & Clinics. Residents in the GME program are medical school graduates who elect for additional years of training to meet advanced standards to practice medicine. These structured education experiences follow specific requirements of an intern, resident or fellow's specialty and are carefully regulated by the program's site directors and GME faculty.

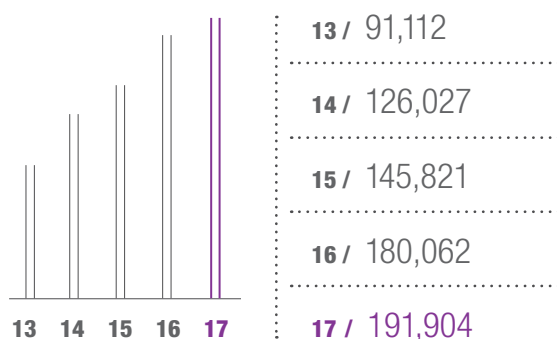
// **On any given day, there are close to 60 residents at UHC,** with an additional 20+ who rotate through LGMC between four to 12 weeks. The residents span a wide range of service lines, including Family Medicine, Internal Medicine, Otolaryngology (*Ear, Nose & Throat*), Ophthalmology, General Surgery, Obstetrics, Anesthesiology and Orthopedics.



Net Revenue



ER Visits

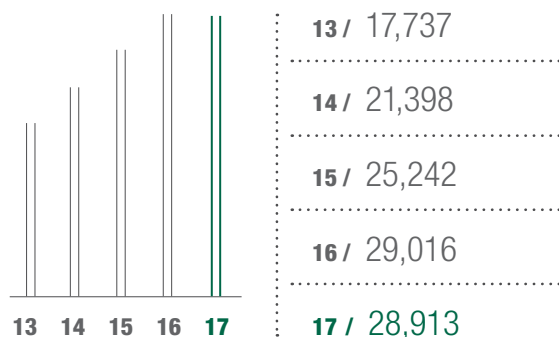


Expenses

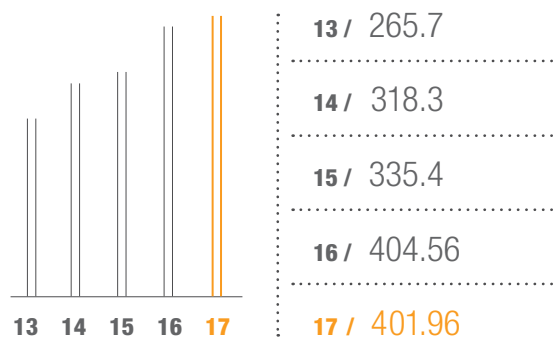
	2016	2017
NET REVENUE	\$700,036,000	\$719,541,000
EXPENSES		
WAGES & BENEFITS	\$314,331,000	\$309,316,000
DRUGS & SUPPLIES	\$164,724,000	\$169,217,000
DEPRECIATION	\$24,337,000	\$25,143,000
INTEREST	\$10,487,000	\$10,607,000
OTHER	\$186,138,000	\$203,627,000
TOTAL EXPENSES	\$700,017,000	\$717,910,000
OPERATING INCOME	\$19,000	\$1,631,000
OPERATING MARGIN	0.00%	0.23%
TOTAL CONSOLIDATED FTEs	4,388	4,275
CAPITAL SPENDING	50,662,000	18,591,000



Discharges



Average Daily Census



Our Commitment

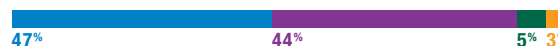
In order to continuously make improvement to our campuses, build new additions and upgrade technology, LGH borrows money from various lenders. This is done to make sure Acadiana has the most advanced health care available. Scheduled maturities of long-term debt, for the years ending September 30, are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

2018	\$1,117,000
2019	\$1,028,000
2020	\$5,466,000
2021	\$5,757,000
2022	\$5,962,000
THEREAFTER	\$230,852,000
TOTAL	\$250,183,000

Community Benefit

In fiscal year 2017, LGH provided in excess of \$245 million in community benefits and has provided over half a billion dollars of community benefits combined in the last two years.

UNPAID MEDICARE COST	\$119,391,000
UNPAID MEDICAID COST	\$112,020,000
CHARITY CARE	\$13,195,000
COMMUNITY MED. ASSISTANCE	\$7,552,000
MISCELLANEOUS*	\$1,200,000



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

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

L G H GOVERNING BOARDS



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Philip Gachassin, M.D.



Patrick W. Gandy, Jr.



Ricardo R. Leoni II, M.D.



Angela Mayeux-Hebert, M.D.

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Lyman Trahan



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Chairman



Dennis Eschete, M.D.



Patrick W. Gandy, Jr.

OIL CENTER SURGICAL PLAZA EXECUTIVE COMMITTEE

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



2017 LAFAYETTE GENERAL HEALTH BOARD OF TRUSTEES As of 9/30/17



SEATED (L-R) Peggy Giglio, Julie Falgout, Ph.D, David Wilson **CHAIRMAN – BOARD OF TRUSTEES**, Frank Walker, Mandi Mitchell, Flo Meadows **TREASURER**

STANDING (L-R) Clay Allen **IMMEDIATE PAST BOARD CHAIR**, Rickey Miniex, Jared Quoyeser, John Schutte, M.D., Brad Broussard, M.D., Martin Bech **SECRETARY**, David Callecod **PRESIDENT – LGH**, Sam Shuffler, M.D., Philip Gachassin, M.D., Dennis Eschete, M.D., Joby John, Ph.D, Ben Doga, M.D. **VICE CHAIR**, Joe Zanco

Not Pictured: Braden Despot, M.D., Mary Ellen Henry

LAFAYETTE GENERAL HEALTH MEMBERSHIP CORPORATION As of 9/30/17

Edward C. Abell, Jr.	Bradley Johnson Busch	Racheed “Joe” Ghanami, M.D.	Marshall Montgomery
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Jeanette Alcon	L. Philip Caillouet, Ph.D.	Bob Giles	Juan Perez-Ruiz, M.D.
Mo Allam, M.D.	Michael Cain, M.D.	Gary Guidry, M.D.	James M. Poché
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Ray P. Authement, Ph.D.	Allen Celestine	Ema Haq	Chanda Rubin
Desiree C. Auzenne	Bradley J. Chastant, M.D.	Anita Hazelwood	Gary Salmon
Bill Bacque	Guy Cormier	Thomas Hightower, Jr.	Bryan Sibley, M.D.
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Donald G. Briggs	Warren Degatur, Jr., M.D.	Cynthia LeBourgeois	Jerry Vascocu
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	William Fenstermaker	Robert D. Miller	



M I S S I O N

.....
To Restore, Maintain and Improve Health.
.....

L A F A Y E T T E G E N E R A L . C O M

.....
Community Owned
Non-Profit Health System 501(c)(3)
.....

*This community report represents the fiscal year 2017, covering
October 1, 2016 – September 30, 2017. Information contained within
represents facts and figures relevant during this time period.*