



Transforming healthcare across North Louisiana

2022 State of the Partnership

Ochsner LSU Health System – North Louisiana
ochsnerlsuhs.org



3 years of progress in North Louisiana

2018

- **October 2018:** Ochsner LSU Health partnership began

2019

- **February 2019:** Opened Northeast Louisiana's first Hybrid Operating Room.
- **April 2019:** Ochsner LSU Health opened the first clinics on the Ochsner LSU Health Shreveport - St. Mary Medical Center campus, revitalizing a facility shuttered in 2013 by a previous owner.
- **December 2019:** A multi-million dollar upgrade to the electronic medical record system was completed, enhancing the continuity of care and creating a foundation to employ innovative digital health solutions.

2020

- **February 2020:** Ochsner LSU Health opened the state's first Advanced Interventional Cardiology Suite .
- **The COVID-19 pandemic hits.** Through the next months, Ochsner LSU Health and its partners become the expert voice to the community, businesses and government officials on COVID-19 impact, prevention, diagnosis, treatment and roll out of community testing.
- **April 2020:** Opened Women's & Children's inpatient services and opened a state-of-the-art Imaging Center and Surgery Center at St. Mary Medical Center.
- **May 2020:** Revitalization continued at the St. Mary Medical Center campus when Women's & Children's inpatient services transitioned to allow for more critically ill and acute care patients at the Academic Medical Center on Kings Highway. St. Mary Medical Center also opened a 72,000 square ft. Surgery Center and Comprehensive Diagnostic and Imaging Center.
- **July 2020:** Opened the Community Health Center on St. Vincent Avenue in Shreveport, a \$1 million renovation.
- **July 2020:** The Ochsner LSU Health Board of Directors approved 450 new jobs for the new fiscal year.
- **August 2020:** Ochsner LSU Health Shreveport became the state's first Comprehensive Atrial Fibrillation Center of Excellence by the American Heart Association and the American College of Cardiology.
- **December 2020:** Began COVID-19 vaccinations and provided a ray of hope to the dedicated team and those on the frontlines in the community. Ochsner LSU Health and partners lead the way in COVID-19 vaccinations and an expert voice of encouragement for the region throughout the year.

2021

- **January 2021:** Partnered with Oceans Healthcare to open a new behavioral health facility — Louisiana Behavioral Health and expanded services and capacity for mental health needs.
- **March 2021:** Dr. Loren Scott released an Economic Impact Report on the partnership.
- **August 2021:** Begins General Dental Residency in conjunction with LSU Health Shreveport
- **October 2021:** Ochsner LSU Health Shreveport - Academic Medical Center was designated a Level II Pediatric Trauma Center, and was reverified as a Level I Trauma Center. Ochsner LSU Health - Monroe Medical Center was designated a Level III Trauma Program.
- **November 2021:** Opened Viking Drive Multispecialty Center, a 25,000 square foot facility in Bossier City, complete with an outdoor turf field, rehabilitation gym, x-ray and lab services.
- **December 2021:** Opened Ochsner LSU Health Shreveport - Spring Lake primary care, making it the 9th primary care location for Ochsner LSU Health in Northwest Louisiana.

Oct. 2018, Ochsner LSU Health Begins

Graph depicts construction and infrastructure investment in the institution's facilities from 2013 through 2021.

About our system

On Oct. 1, 2018, Ochsner Health and LSU Health Shreveport jointly formed the Ochsner LSU Health System of North Louisiana to oversee and coordinate activities between the health sciences center and the healthcare delivery system in Shreveport and Monroe, LA.

Ochsner LSU Health began with a vision to improve the health and well-being of its communities, access to care, quality, and facilities, expand patient-centered technology, grow the medical school, and enhance research in North Louisiana by building on the strengths of Ochsner Health and LSU Health Shreveport.

Ochsner Health brings nationally recognized expertise to the management of operations for the hospitals, clinics and the clinical activity of the faculty physician group. LSU continues to oversee the LSU Health Shreveport School of Medicine, School of Allied Health Professions, School of Graduate Studies, Graduate Medical

Education, and research initiatives. The partnership has also expanded research and academics with LSU Health Shreveport, which welcomed its largest class of medical students to date.

Ochsner LSU Health has more than 4,300 employees, 300 contracted positions, and the Ochsner LSU Health Physician Group of approximately 500 physicians in more than 70 specialties and subspecialties. Ochsner LSU Health provides care for common and the most complex medical needs to more than 140,000 patients annually with 600,000 clinic visits last year alone.

Since its inception,

Ochsner LSU Health:

- Hired more than 280 new physicians and enhanced our workforce by more than 800 full-time employees.
- Began a Hospitalist program at all three campuses improving 24/7 care for patients.
- Continued increasing access to care with 20% more patients seen in a clinic in 2021.
- Increased from 7 outpatient locations to 18 outpatient locations—many with several access points and clinics.
- Launched the most advanced electronic medical record system in the area.
- Offers the area's most robotic surgery options.
- Launched numerous telemedicine initiatives including TeleStork to improve birth outcomes.
- Began offering secure and convenient Virtual Visits to patients.
- Created rural healthcare system affiliations.
- Expanded mental health services in partnership with Oceans Healthcare by opening Louisiana Behavioral Health.
- Implemented advanced safety technology including a FastPass System identifying each visitor and providing name tags, doubled the security team and added more than 400 security cameras throughout its Shreveport campuses.
- Launched Digital Medicine programs for chronic disease management.
- Invested more than \$200 million in capital improvements with facility upgrades and renovations, new state-of-the-art equipment, innovative technology and new locations.



Ochsner LSU Health Shreveport - Viking Drive Multispecialty Center, Bossier City, La. opened in November 2021 greatly expanding our footprint in Bossier Parish offering primary care, neurosurgery clinical care, orthopedics and sports medicine.

Ochsner LSU Health Shreveport – Academic Medical Center

Shreveport, LA

The Academic Medical Center in Shreveport is an acute care hospital with 407 licensed beds. It is North Louisiana's only Level 1 Trauma Center and Level 2 Pediatric Trauma Center, the only hospital holding both designations in the state. It is also the first thrombectomy-capable Stroke



Center in Louisiana, as designated by The Joint Commission, and the first area hospital awarded the Gold Plus Award and Target Stroke Honor Roll Elite Plus Designation by the American Heart Association/American Stroke Association in 2019. The hospital also has the region's only Burn Unit.

In the last three years, significant investments have been made in the hospital's infrastructure improvements, deferred maintenance, cosmetic upgrades and new equipment. Included in these are upgrades to the HVAC system, roofing, elevators, interior and exterior lighting, security tools and technology and central sterile area. Additionally, Day Surgery has been completely renovated along with several inpatient units, common areas and major upgrades to the cath lab and operating rooms.

Expert care for acute care patients

- Created an additional 27 intermediate care beds for higher acuity patients in 2019.
- The hospital has increased critical care capacity from 28 to 59 licensed ICU beds.
- Added a new 12-bed inpatient unit in 2021.
- Single occupancy rooms increased from 35% to 70%, ensuring more patients are provided a private room.
- Achieved the state's only ECMO Gold Center of Excellence Award (2021).
- Implemented new transportation programs assisting patients after discharge.
- Increased patient transfers accepted when a higher level of care is needed.
- Reduced the transfer time for patients by contracting private, in-house ambulance services.

Ochsner LSU Health Shreveport – St. Mary Medical Center

Shreveport, LA

In 2019, Ochsner LSU Health Shreveport opened its St. Mary Medical Center campus, a property that had been shuttered by previous owners in 2013. Now, the campus boasts several fully renovated clinics, as well as a surgery center and diagnostic imaging center with new, state-of-the-art equipment.

Inpatient Women's & Children's (obstetric and pediatric including labor and delivery, NICU and PICU) services were rapidly moved

to from the Ochsner LSU Health Shreveport – Academic Medical Center to its St. Mary Medical Center in April 2020 to allow room for additional intensive care capacity at the Academic Medical Center with critical care specialists. The Women's & Children's services will remain at the St. Mary Medical Center and recently expanded to another floor providing perinatal and postpartum services in a fully renovated environment.

- The area's only hospital with OB/GYNs and anesthesiologists on-site 24/7.
- Awarded The Leapfrog Group "Top Teaching Hospital 2021".
- Awarded a Louisiana Birth Ready Hospital.
- Completed a \$7.5 million Women's Services floor renovation in November 2021 creating an additional 25 private patient rooms.
- Began North Louisiana's first Milk Depot to provide mother's milk to newborns in need.
- Newly renovated 40-bed Level III Neonatal Intensive Care Unit and a Pediatric Intensive Care Unit.
- Offers patients a room service program and a special first meal after delivery.
- Opened Café Dubuis with chef's cuisine and a new coffee shop offering Starbucks® coffee.
- Comprehensive Imaging & Diagnostic Center includes MRI, CT, mammography, x-ray, ultrasound and bone density scans.
- Surgery Center has 12 patient rooms with ensuite bathrooms for patients requiring overnight recovery, four state-of-the-art multipurpose operating rooms and multipurpose procedure rooms.
- Opened several clinics, including Pain Management, Gastroenterology, Sleep, Dermatology and Facial Plastics, OB/GYN, Neurology, Neurosurgery and Sleep Medicine in the Fairfield Medical Office Building on Ochsner LSU Health Shreveport - St. Mary Medical Center campus.
- Opened several clinics, including OB/GYN, Neurology, Neurosurgery, Orthopedics and a future OMFS clinic on the campus proper of our Ochsner LSU Health Shreveport - St. Mary Medical Center campus.
- Current expansion projects include: Two new operating rooms, additional procedure room, frozen section room, physician offices for OB/GYN and Pediatric faculty, and resident teaching areas.



Ochsner LSU Health Shreveport – Monroe Medical Center

Monroe, LA

Our Monroe Medical Center is a 244-bed hospital with a 24-hour Emergency Department. The campus also has an easily accessible walk-in clinic that is open throughout the week if non-emergency care is needed, and a family medicine clinic on-site.

New telehealth programs allow for highly specialized intensive care physicians to join the patient care team, bedside. Virtual visits are also available for patients to see their physician from the comfort and convenience of home.

Improving Healthcare in Northeast Louisiana



- Opened Northeast Louisiana's first \$3 million Hybrid Operating Room at our Monroe Medical Center to treat patients needing multiple surgical specialties and diverse imaging in one space.
- Investment in new equipment includes a 3D mammogram machine, a 64-slice CT scanner, an electrocardiogram machine, a portable ECHO machine that allows more patients to be treated bedside, portable X-ray machines, epidural pumps and an MRI monitor.
- Hospital-wide telemetry provides enhanced monitoring for all patients.

- New West Monroe Urgent Care and Monroe Medical Center Walk-in Clinic creates easy access for urgent care with extended hours.
- Emergency room with board-certified Emergency Medicine physicians.
- TeleStroke connects to Ochsner LSU Health neurologists for expedited stroke care.
- Recognized by Newsweek as a top maternity hospital, one of only four in Louisiana demonstrating excellence in maternity care based on The Leapfrog Group standards.
- Northeast Louisiana's only facility awarded with a Louisiana Birth Ready designation for perinatal outcomes and providing a safe, equitable and dignified birth.
- TeleNICU program allows the neonatologists at our Shreveport Level 3 NICU to collaborate with physicians and nurses to care for newborns.
- Expanding critical care access close to home, our TeleICU allows the region's most advanced intensive care experts to collaborate bedside with the patient care team.
- Received Level III Trauma Program designation from the Louisiana Emergency Response Network.



COVID-19 response

- Continuing to care for our area's most critically ill patients throughout the COVID-19 pandemic.
- Administered more than 250,000 COVID-19 tests and 60,000 vaccinations.
- Approximately 25,000 masks were distributed to community nonprofit organizations, including the school system.
- To reduce healthcare workers' exposure to the virus while maintaining high-quality patient care, Ochsner LSU Health deployed iPads inside the hospital for patient care teams, including the ICU and emergency room environment.
- Rapidly moved Women's and Children's services to create space to increase ICU bed capacity and with our advanced critical care and pulmonology teams at the Academic Medical Center.
- Ochsner LSU Health - Monroe Medical Center converted the gift shop into an antibody infusion center to serve patients during the peak of the pandemic.



Advancing patient care through technology

Ochsner LSU Health is leading North Louisiana in telehealth and digital medicine capabilities - expanding healthcare by meeting people where they are is vital to getting care to patients quickly in emergent and critical situations and tackling population health issues through convenient tools accessible through a smartphone.

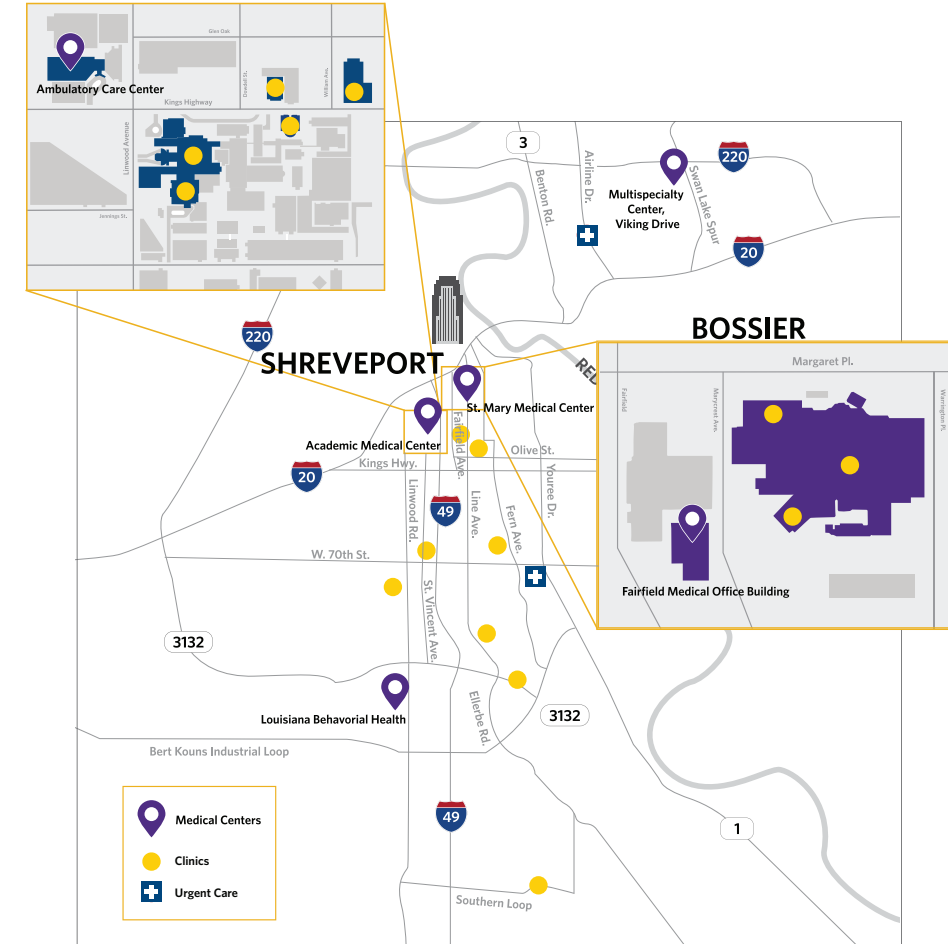
- The TeleICU program expands intensive care and other specialties to our Monroe Medical Center allowing providers in Shreveport to virtually round on patients and collaborate bedside with the on-site care team.
- Launched AvaSys TeleSitter Solution that includes a two-way camera and speaker, proven to increase patient safety.
- For outpatient needs, secure virtual visits with physicians are available through the MyChart app that is directly tied to the patient's electronic health record.
- Telemedicine stroke care is available to patients in other facilities through TeleStroke.
- Offering virtual visits for psychiatry through its TelePsychiatry program.
- Tackling chronic disease through digital medicine programs for hypertension and Type 2 diabetes.

Improving high-quality healthcare

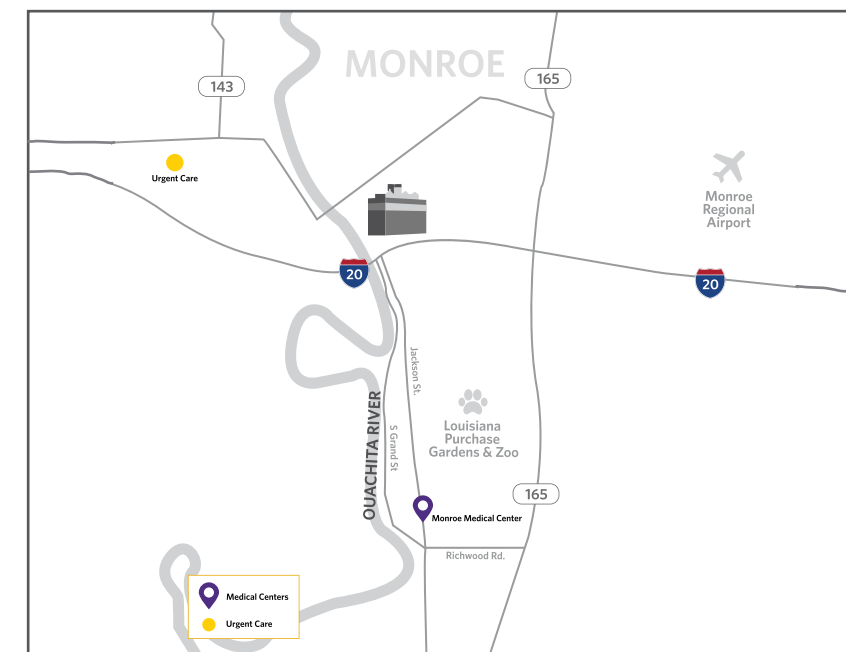
Our commitment to continually improve quality and safety is unwavering. Since becoming Ochsner LSU Health, improvement in our national patient safety standards include:

- Shreveport Academic Medical Center Hospital, Kings Highway: 69.5% reduction in CAUTI (Central Associated Urinary Tract Infection), 52% reduction in Central Line-Associated Blood Stream Infection, 67% decrease on C-Difficile Infection, 62% decrease in Surgical Mortality Rate (PSI-04), and 31% decrease in MRSA infection.
- Monroe Medical Center: Currently tracking at ZERO CAUTI annually, ZERO C-Difficile Infection annually.
- St. Mary Medical Center: Hospital opened in 2020 and was awarded The Leapfrog Group Top Teaching Hospital Award in 2021 reflecting excellence in the high standards of quality and excellence in patient care.

Shreveport-Bossier locations



Monroe locations





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