The Newest Hospital Affiliate

As healthcare moves from volume-based payments to value-based reimbursements, sharing best practices has incentivized Lafayette General Health (LGH) to continue establishing relationships with surrounding hospitals. I’m happy to announce that Iberia Medical Center (IMC) has signed a clinical affiliation with Lafayette General Health.

The clinical affiliation is neither a purchase nor an acquisition. It provides a way of delivering care more efficiently and cost-effectively in Iberia Parish. This will lead to better patient outcomes and increased financial stability.

Our goal is to focus on producing high-quality, coordinated treatment for the residents of Iberia Parish. In doing this, we’ll keep as much care as possible at IMC, only transferring patients to an LGH facility if the scope of care requires. This will strengthen Iberia Medical Center in continuing to care for the people in Iberia Parish and offering the services they need.

IMC’s clinical affiliation with LGH also enhances their relationship with the Ochsner Health Network, a partnership of the region’s leading health systems and hospitals.

LGH has clinical affiliations with Franklin Foundation, Abbeville General, Savoy Medical Center and Bunkie General. Like many of LGH’s facilities, IMC is a not-for-profit community hospital. These partners share a similar mindset of reinvesting excess margins back into their hospitals through expanded technology, upgraded facilities and improved operations.

With the addition of Iberia Medical Center, LGH now has a partner in all five parishes surrounding Lafayette. We look forward to a great relationship with Iberia Medical Center.

Best Places

We did it again! Lafayette General Health (LGH) earned six top finishes in the latest “Best of Acadiana” readership survey conducted by The Times of Acadiana. Lafayette General Health locations were voted first in five different categories: Best Hospital (Lafayette General Medical Center) Best Emergency Room (Lafayette General Medical Center) Best Cancer Care (Cancer Center of Acadiana) Best Place to Work (Lafayette General Medical Center) Best Place to Have a Baby (Lafayette General Medical Center) LGH’s Urgent Care Centers were also runner-up in the “Best Walk-in Clinic/Urgent Care” category.

This year’s poll marks the 10th time since 2005 that LGMC was voted Best Hospital, and the 10th-consecutive year for landing Best Emergency Room. This was the first year LGMC landed first place in Best Place to Have a Baby.

LGH Best Place to Work in IT

Industry publication Computerworld announced last month that Lafayette General Health (LGH) was named to its 2015 list of “Best Places to Work in Information Technology” (IT). Computerworld, published by International Data Corporation (IDG), says LGH is one of 100 top organizations that challenge their IT staffs while providing great benefits and compensation. The top 100 organizations are featured in Computerworld coverage along with results from the 22nd annual Best Places to Work in IT survey.

Lafayette General Health ranked No. 2 nationally amongst all mid-size organizations, and ranked No. 1 overall in the entire South Atlantic Region. LGH was also the No. 1 ranked healthcare organization nationwide. “We are very excited to be named one of the Best Places to Work in IT,” says Mike Dozier, LGH VP & Chief Information Officer.
News from Around the System

LGMC

LGMC Surgery Celebrates 1 Year

It’s already been one year since the opening of LGMC’s new surgery platform. Staff celebrated in style with a Hollywood-themed party. Something else to celebrate is an impressive 7,598 procedures in the first year, compared to 6,870 the year prior. That’s 728 more surgical cases, achieving 80% on-time starts. Great teamwork!

LGMC Wins Statewide Excellence Award

Leaders of LGH and LGMC were invited to the Governor’s Mansion in June to accept Louisiana Quality Foundation’s (LQF) highest award, the Louisiana Performance Excellence Award (LPEA). The LQF awards program recognizes performance excellence leadership in both profit and non-profit Louisiana organizations. Categories include manufacturing, service, health care, education and the public sector.

After many months of work, committee members turned in a 50-page written application reviewed at the state level by LQF. A panel of examiners then conducted a site visit.

Winning the LPEA was a stepping stone towards applying for the Malcolm Baldrige National Quality Award. The Baldrige Award, initiated in 1987, is an internationally recognized standard for performance excellence in business, education and health care. The Baldrige Program helps organizations achieve best-in-class levels of performance by identifying role model organizations and sharing best practices.

OCSP

Steward of Excellence Heidi Jochum

OCSP Administrator Kenny LeBaron says that Heidi Jochum, RN, is the epitome of the phrase “Consider it done.” Her helpfulness and supportiveness span beyond the norm. Coworkers admire that she listens closely to what is being said (or asked) and always provides some type of positive feedback. They say Heidi is always willing to assist if they have questions regarding the schedule, even when she is busy. “Heidi has a way of explaining information that can de-stress any situation,” says one coworker.

Since taking over as a charge nurse at OCSP, Heidi is doing an exceptional job. Admired by patients, she is often mentioned in patient satisfaction comments. One patient writes, “I was nervous about my surgery, but Heidi knew exactly what to say to ease my worries. She explained everything in a way that was easy for me to understand.”

UHC

New Infusion Clinic Opens

UHC opened its new Infusion Clinic mid July. The new Infusion area is a 14-bed space, capable of handling a larger number of patients. Prior to occupying 5 East, infusions were given only on days the Oncology Unit was open. Space was also limited because of the high volume of oncology patients.

LGSH

Lafayette General Surgical Hospital (LGSH) welcomes several new physicians to its medical staff, bringing added services. Select Spine Surgery cases are now being performed at LGSH with the following Neurosurgeons on staff: Drs. Dani Bidros, Ilyias Munshi and Jayme Trahan. Spine cases performed include injections and micro discectomy procedures.

Colorectal Surgeon Dr. Michael Horaist and General/Bariatric Surgeon Dr. Robert Autin will be joining the practice of Drs. Philip Gachassin, Dennis Eschete and Daniel Carroll. The staff at LGSH is excited about this growth in General Surgery procedures, as they make up 30 percent of the hospital’s volume. With the addition of Colorectal Surgery, two colonoscopes were purchased in July.

LGSH also welcomes Dr. Ryan Chastant to its medical staff. Dr. Chastant is an ENT, fellowship trained in facial plastics.

In addition, Dr. Joseph Lupo is performing Plastic Surgery cases at LGSH.
The National Rural Health Association (NRHA) named St. Martin Hospital (SMH) a Top 20 Critical Access Hospital in Patient Perspective. SMH scored best among critical access hospitals in iVantage Health Analytics’ Hospital Strength Index for Patient Perspective. The hospital was ranked in the Top 20 out of over 20,000 rural healthcare providers represented by the NRHA throughout the United States.

Interim CEO Bryan Laperouse presented Ria Hebert (left) and Charlotte Sigue with St. Martin Hospital’s Making a Difference Award. Ria, a physical therapist, and Charlotte, a therapy tech, teamed up to help rehabilitate a patient who experienced a brainstem stroke. The patient had no motor function, could barely speak and, consequently, was depressed. Ria and Charlotte worked diligently, rearranging their schedules and working on their days off, to make progress with physical therapy. They bought the patient a pair of pants needed during therapy sessions. As a result of their efforts, the patient has gained a little more strength and more verbal output. Her attitude has turned around and she is showing more signs of hope.

Acadia General Hospital Celebrates One-Year Anniversary

Acadia General Hospital (AGH) celebrated its one-year anniversary under Lafayette General Health with an activity-filled day, June 5.

As a public “Thank You” to the people of Acadia Parish, the hospital offered free health checks of height and weight, body mass index, blood pressure and blood sugar, and provided free nutritional information.

Attendees celebrated the first birthday of the first baby born at AGH after the change in management, with a “smash” cake and by singing Happy Birthday.

AGH CEO Heather Harper reports that, in the year since the change, outpatient utilization has increased 16%, ER visits were up 20%, 14 of 14 Quality Measures were achieved and AGH was up to the 84th percentile in patient satisfaction in June. Additionally, patient volume at Cancer Center of Acadiana at AGH increased by 70%, with Oncologist Rebecca Davis, M.D., now onsite full-time.

Abrom Kaplan Memorial Hospital, Lafayette General Reach Agreement

On June 1, Abrom Kaplan Memorial Hospital (AKMH) and Lafayette General Health (LGH) announced a long-term lease agreement, whereby LGH assumes expanded management and operational control of AKMH. Since 2002, LGH and AKMH have had a partial arrangement, with LGH providing only executive strategy, financial analysis and group purchasing.

The goal of this relationship is to continue the prosperity of Abrom Kaplan Memorial Hospital, as well as introduce new opportunities for it to thrive in a very complex healthcare marketplace. Through this expanded relationship, LGH provides resources, technology and clinical protocol alignment. This enables AKMH to deliver care more efficiently and cost-effectively, leading to better patient outcomes, increased financial stability and long-term viability.

An official ceremony is planned for sometime this fall, once ongoing renovations to the hospital are expected to be complete. In accordance with the wishes of the Abrom Kaplan family, the name of the facility will remain exactly as it has been since its founding in 1960.

AKMH Named a Top 20 Hospital

The National Rural Health Association (NRHA) named Abrom Kaplan Memorial Hospital (AKMH) a Top 20 Critical Access Hospital in Financial Stability. This ranking is based on data compiled by iVantage Health Analytics in its Hospital Index, specifically the financial domain. AKMH was ranked in the Top 20 in the financial stability index among all critical access hospitals in the U.S. This is the second-consecutive year AKMH has made the Top 20.

LGMD Physician Group welcomes new physicians:

Ryan Chastant, M.D., Otolaryngology, is sharing office space with Drs. Bradley Chastant, Jeffrey Joseph, Jennifer Daigle Hanby and Jason Durel, Jr. He is also fellowship trained in facial plastics.

Ronald Menard, M.D., Family Medicine, is practicing at the Urgent Care Clinics. Dr. Menard, who previously practiced in Crowley, has many years of emergency room experience.

Leslie Sizemore, M.D., Family Medicine, has begun practicing telemedicine. She will eventually have her own office on Johnston St., across from the Lafayette Public Library.
Your Nurse Navigator Can Be the Answer

1. How do I qualify to be a part of the Nurse Navigator (NN) program?
All of our employees with acute and/or chronic health conditions are invited to participate in the program. The program is free, confidential and tailored to your schedule and specific needs. Participating is a great way to help you navigate through the mazes of health care, while giving you the tools you need to understand and manage your health conditions. Research shows that employees who are engaged in a NN program have a higher quality of life and lower health care costs than those who do not.

2. Can you help me find a Primary Care Physician (PCP)?
Absolutely! Having your own PCP and attending regular doctors’ appointments is essential for your health and wellness. Currently, LGMD has 14 PCPs (Family Practice and Internal Medicine) that lead the way in quality patient care outcomes. I can help you find the PCP that is the perfect fit for you, and help schedule and remind you of your appointments. Most importantly, I will assist you in understanding and following the treatment plan that your doctor has prescribed for you.

3. How do I find out which doctors are on our health plan and can I go to any specialist?
All of the health care providers who are in-network with the benefits plan are listed on Verity HealthNet’s website at verityhealth.com. In addition, the benefits plan does not require a referral to a specialist; but often, that receiving physician may require a referral from your doctor. This is a process that I can assist in coordinating.

4. I am a diabetic and having a hard time with this disease; can you work with me?
Being that Louisiana and the Acadiana community have a high prevalence of diabetes, the diabetic population is one of the primary focuses of the program. I work closely with diabetics and their health care providers (PCP, Specialist, Diabetic Educator, etc...) to assist in providing the tools needed to help patients follow the treatment plan to manage this condition and live a happier and healthier life.

5. Why is it important to attend every doctor's appointment or check up?
Regular exams are important to help identify risk factors and problems before they become serious. If diseases are caught early, treatments are usually much more effective. Reactions to medications can be adjusted and new symptoms can be addressed.

If you have any questions regarding your personal health, please contact Hester Thomas, Nurse Navigator, at 289-8686.

HR NEWS

7 Important Facts About 401K:
• The maximum contribution amount is $18,000 for 2015.
• The employer match rate is 2% for the employees’ first 3% contribution.
• For all new hires there is auto-enrollment at 3%, to ensure you get your retirement started and get the maximum employer match rate.
• You can contribute between 1% - 75% of your annual pay before taxes are deducted.
• If you are at least 50 years old in 2015, you are also eligible to make an additional “before-tax catch-up” contribution of $6,000.
• You may change your contribution amount anytime.
• You may roll over money to your account, in any amount, from another similar retirement plan.

If you have any questions regarding Retirement Benefits, contact LGMC’s Compensation Analyst Tanya Blondiau at 289-8468.

LTAC Review

No Summer Breaks in Healthcare

Summertime is here! The relaxation that lures so many to beaches or far-away destinations may result in reduced patient volume in the hospital. Even though it’s just a temporary lull, our focus at the LTAC is still at a heightened level. We provide the quality of care that is the LGMC standard for patients who require a hospital stay during this time. In addition, access to long-term acute care is crucial to chronically ill patients requiring continuation of care after their acute stay.

LGMC provides complete care to patients, including a smooth transition to the next level. In some cases, the best option for patients may be continuation of care in Louisiana Extended Care Hospital (LECH) on the 9th and 10th floors. LECH is able to focus all energy and resources on a limited number of specialized treatments. LECH is able to provide the care necessary for prolonged ventilator use or weaning, intensive respiratory care, multiple IV meds or transfusions or complex wound care, to name a few.

As partners in the health care of Acadiana patients, LGMC and LECH collaborate to improve the quality of care offered to patients by coordinating transitions to the next level of care. A short ride up the elevator is the road to recovery!
People

**Ricky Owens, M.D.**, joins Cancer Center of Acadiana at Lafayette General as Gynecologic Surgical Oncologist. Dr. Owens brings much experience in treating gynecologic cancers.

**Kristen Sager, M.D.**, joins Cancer Center of Acadiana at Savoy Medical Center in Mamou, treating all types of cancers and blood disorders.

**Bryan Laperouse, FACHE**, Interim CEO of St. Martin Hospital, recently became a Fellow of the American College of Healthcare Executives, the nation’s leading professional society for healthcare leaders.

**Marisa Alack** has been promoted to LGH Vice President, Journey to Excellence/Internal Operations Excellence. She has been the Journey to Excellence Champion since 2010.

**Joan Stokes, M(ASCP)SM,CIC,CPHQ**, has been promoted to LGH Assistant Vice President of Quality. She is responsible for quality and outcomes at all LGH facilities.

**Sandy Keller, RN, BSN, CHC**, has been promoted to LGH Vice President of Compliance, Regulatory and Accreditation. Sandy will oversee compliance activities and personnel at all affiliate hospitals.

**Sheena Bouquet, PHR, SHRM-CP**, has been promoted to LGH Vice President of Human Resources. Since 2011, Sheena has served as Organizational Effectiveness Manager, Director of Human Resources and, most recently, Assistant Vice President of Human Resources.

**Rachel Brunt, RN, BSN, MBA-HCA, CIC**, is now Quality Director for LGMC. Rachel has been the Infection Prevention Supervisor since 2011. She holds certifications in Infection Control and Lean Six Sigma.

**Taylor Hargrave, RN, BSN, CIC**, has been promoted to LGMC Infection Prevention Supervisor; having recently completed his certification in Infection Control. Before joining Infection Control, Taylor was a nurse and team leader on the Ortho Unit for two years.

**Herbert Druilhet, Director of Clinical Operations for LGMD**, was presenter of a webinar hosted by Premier Population Health Collaborative. Herbert spoke on the evolution of care by LGMD that lead to the Patient-Centered Medical Home model for the primary care doctors.

Ben Doga, M.D., Family Medicine, who often treats patients struggling with obesity, has been certified as a Diplomat of Obesity Medicine.

**Nicole Doiron**
A commitment to helping patients doesn’t always end at the time of discharge. Just ask Case Manager Nicole Doiron who made a couple of calls to save a patient a lot of trouble after he was discharged.

**Leah Bourgeois**
A son worried about his mother – an LGMC patient. Fifty-three emails and several phone calls later, read how Leah Bourgeois’ impact as a case manager was felt two time zones away.

**Kent James**
Opportunities to do the right thing are often in plain sight. Sometimes, you might have to “put your neck out” to do them, as Security Officer Kent James can tell you in the story online.

Read more about these amazing people by going to LafayetteGeneral.com, point to “News & Events” and click “Making a Difference” or read the stories on the “Making a Difference” board across from LGMC’s Gift Shop.

**Caring Hands**

LGMC CNA Judy Barlow received the Caring Hands Award for her notable accomplishments working with physicians and nurses on LGMC’s Mother/Baby Unit. Coworkers say Judy is always ready to pounce on any task that is needed. Her presence on the unit is said to set the “stage” for a good day.

The criteria for CNA’s to earn the award include having perfect attendance for six months, being a high performer, serving as a preceptor on the unit, following the Standards of Behavior and demonstrating a positive attitude.
Oftentimes, we are unaware of the kind words our patients have expressed about their hospital experience. Here are a few of the many reported from within the system:

“I was so impressed with the staff; they made me feel as if I was home. They took their time and explained every detail to me. I really enjoyed my outpatient visit and would come back to do anything else. Thanks for a great job!”

“I’ve told many people already how wonderful the entire staff was. I loved the lady that cleaned the room; she was very pleasant and outgoing. She made us smile. The nurse was very informative about everything that needed to be done before we left.”

Call your story ideas into the Community Relations Dept. at 289-8603 or email pdoucet@lgh.org

Deadline for upcoming 2015 issues:
October - due September 3
December - due November 5
Staci Pitre, with Roman Wings of Hope (center), donated a Cuddle Cot to LGMC’s Labor & Delivery Dept. Only one of two in Louisiana, the cot will preserve a stillborn infant with a cooling system so that families can spend more time with their departed baby.

Founder of Lemons of Love, Jill Peltier (right), along with UL student and race car driver Sarah Montgomery, handed out gift bags to cancer patients at Cancer Center of Acadiana at Lafayette General. Lemons of Love is a non-profit organization that provides free items useful to chemotherapy patients.

Four seminarians, entering their third year of theology at the Diocese of Lafayette, worked in various capacities of pastoral care at LGMC during June and July. The experience was part of a Summer Pastoral Care Training Program that offers a variety of experiences in a hospital setting in preparation for future ministries as Catholic priests.

Dionne Martin
April-June
Lafayette General Surgical Hospital

Approaching a patient with a needle in hand doesn’t usually bring a warm reception. Not the case for Dionne Martin, a lab tech at LGSH. Before patients realize it, she’s calmed their fears and explained to them what to expect before she does anything. She wins the confidence and respect of patients and coworkers by practicing AIDET and the Standards of Behavior daily. For these reasons and others, peers say she’s a “pro” at her job. “Dionne is an awesome communicator with children and parents when doing needle sticks,” says one coworker. Also valued as a team player, Dionne takes on new tasks outside of her job duties to help the department run smoothly. Quality and process improvements have been made in the lab at Dionne’s suggestions. No wonder her team members say, “Dionne is a great asset to LGSH.”

Stuff the Bus
(l-r) Anjanette Hebert, Caroline Stegeman, Denae Hebert and Kay Parr load boxes of school supplies donated by generous employees. The drive is an annual United Way event, supplying Acadiana’s underprivileged students with the tools they’ll need to learn in school.

Cancer Survivors Day
It was a day of dancing, live music and laughter at Cancer Center of Acadiana’s annual Cancer Survivors Day celebration held June 5. Western decorations and attire were a nod to the theme “Give Cancer the Boot.” Highlighting the event, local musician Kevin Naquin donated proceeds from his Naquin for Pancreatic Cancer Research Golf Tournament to pancreatic cancer research at Lafayette General.

Congratulation to LGMC’S Gastroenterology Superstars! Shining Bright in Patient Satisfaction Achieved 99th Percentile for 7 Months!
On a trip to Mount Rushmore, LGMC’s Melanie Finley and her family made a planned stopped at Moore Medical Center (MMC) in Oklahoma. You’ll probably remember that Lafayette General made a $15,000 donation, from T-shirt sales, to the hospital after it was destroyed by a tornado in 2013. Melanie wanted to see how they were progressing. Wearing their “do Moore” T-shirts, she and her daughter went to the ED where Melanie introduced herself as being from Lafayette General. Melanie says staff members couldn’t have been nicer. She was happily given a tour of the reconstruction and shares photos with us. A new structure is expected to open in 2016.

As Lafayette General Medical Center took in victims of the July 23 theater shooting, help and sympathy were offered from all over, including out of state. For example, this receipt is for pizzas sent to LGMC by Hillcrest Medical Center in Waco, TX. The letter (far left) was from the trauma staff at The Medical Center of Aurora.
The Clinical Education Department is now located at **1126 Coolidge Street**, in the white brick building between the former Begnaud’s Pharmacy and Acme Taco.

We are excited to announce the following upcoming classes being offered throughout the organization:

**Basic EKG Class: August 3**  
Driven through Mosby’s Nursing Consult

**Preceptorship Program Course: September 16**  
Learn the skills needed to be an excellent preceptor

**CNA Skills Fair: September 28 & 29**  
In the Clinical Education Department. More info to come...

**BLS, ACLS, PALS, CPI, Treating Patients with C.A.R.E. Classes** – Check LMS for dates and times

**Things to Know Before Scheduling Classes in the LMS:**

Classes are available for enrollment through December 2015 and fill up quickly. Sign up now to ensure you have a space in the class!

You will receive an email informing you of class status upon enrollment. Clinical Education is following guidelines from the American Heart Association which dictates the number of students enrolled in CPR classes. Under these guidelines, wait-listed employees are not allowed into class. Know your class status when enrolling.

**Types of Class Status:**
- **Enrolled** – the employee’s spot is confirmed for the class
- **Waiting List** – the employee does not have a space in the class and has been placed on a waiting list

We are always available to assist with any educational needs. Call the Clinical Education Department at 289-8665 for more information.
FREE BREAST SCREENING

St. Martin Hospital is offering free breast screening mammograms, through Susan G. Komen, to help spot and treat* cancer in women. This grant-funded program is aimed at improving survivability of breast cancer.

WHO QUALIFIES?
• Women between 40 and 64 years old, OR women between 21-39, with a first-degree family history of breast cancer
• Income at or less than 200% of the 2015 national poverty level (see chart below)
• Does NOT have Medicare Part B and/or Medicaid

MAXIMUM HOUSEHOLD INCOME TO QUALIFY

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* If an abnormality is found, diagnosis and treatment could be provided under the Louisiana Breast & Cervical Health Program at University Hospital & Clinics.

Must have a physician’s referral to make an appointment.
For more information, call (337) 507-1209.