

A Monthly Column by
Michael K. Butler, MD, CPE, MHA
CEO of LSU HCSD



Too often people mistake telling a story for having a story to tell. At HCSD, we have a story to tell because day in and day out we follow evidence-based practices,

employ the values we profess, and use funding for the greatest benefit of our patients. Look at where the diabetes program was in 2000 and where it is today; look at where the HIV program was in 2004 and where it is today.

The diabetes foot program has reduced amputations by 79% and hospital days by 90% and trained over 1,350 providers statewide. Hemoglobin A1c testing rates have increased from 53% to 70%, lipid testing rates from 60% to 80%, and kidney screening rates from 55% to 83% in primary-care patients—similar to rates of commercial insurance plans. Average A1C has decreased from 7.75% to 7.3% for a population of nearly 20,000, reducing morbidity and mortality risks.

Among its numerous accomplishments, the HIV DMI group increased its administration of PCP prophylaxis from the 45%-60% range to the 85%-90% range and of MAC prophylaxis from the 70%-80% range to over 95%, and doubled the rates of screening for some STDs. The group meets or exceeds national benchmarks for these parameters.

The tremendous strides they and other programs have made have given us stories to tell.

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LKRMC and BMC Outpatient Clinics Earn NCQA Recognition

LKRMC is one of only 58 in the U.S. To Earn Level III



Lallie Kemp Regional Medical Center

BATON ROUGE—The Lallie Kemp Regional Medical Center (LKRMC) Outpatient Clinic has received Level III recognition status as a Physician Practice Connections®—Patient Centered Medical Home™ (PPC-PCMH) by the National Committee for Quality Assurance (NCQA).

Only 9 practices in Louisiana and only 58 in the nation have achieved Level III.

“Level III recognition places the Lallie Kemp Outpatient Clinic among a select few in the nation,” said Dr. Michael K. Butler, LSU Health Care Services Division CEO. “The Lallie Kemp staff consistently provides superior care and deserves our congratulations.”

The LSU Bogalusa Medical Center (BMC) Memphis Street Outpatient Clinic received Level I recognition status from the NCQA.

Both clinics met rigorous NCQA requirements to receive

this recognition. These points of care provide ongoing preventive and early intervention health care to patients and coordinate specialized care when patients require it.

“The Memphis Street Outpatient Clinic deserves congratulations for this accomplishment,” said Dr. Butler. “The clinic is providing care that meets the high standards that

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Governor Jindal Is Keynote Speaker at Opening of LSU North Baton Rouge Clinic



Brandy Payne, LPN, far left, holds the ribbon for cutting beside Rep. Pat Smith, District 67; HCSD CEO Dr. Michael Butler; Sen. Yvonne Dorsey, District 14; and, behind her, Jim Roy, chair of the LSU Board of Supervisors. Holding the scissors are Mr. Herbert Brown and Senator Sharon Weston Broome, District 15. On the other side of the bow are Rep. Regina Barrow, District 29; LSU System President Dr. John V. Lombardi; Governor Bobby Jindal; and DHH Secretary Alan Levine.

BATON ROUGE – Governor Bobby Jindal was the keynote speaker at the opening and ribbon-cutting ceremony for the new LSU Health System North Baton Rouge Clinic.

A donation, which included land for the facility, from Mr. Herbert Brown, in memory of his son, Graham H. Brown, made the clinic possible. “I want to thank the Brown family for turning tragedy into something positive with this lasting legacy to their son,” Governor Jindal said.

He also praised those who work in the clinic. “More important than bricks and mortar and technology are the people who are working here everyday,” he said.

With the medical home in practice in the clinic now, he acknowledged LSU’s aggressive stance in pursuing the medical home model, congratulating LSU for its clinics throughout HCSD with NCQA recognition status.

The North Baton Rouge Clinic will provide quality comprehensive adult preventive care in a state-of-the-art facility, offering the best in primary care, cancer services, and women’s health.

“LSU is continually evolving in its provision of health care to ensure that residents receive the best possible medical services,” said Dr. Fred Cerise, vice president for health affairs and medical education. “The North Baton Rouge Clinic is another example of LSU bringing health care closer to the people we serve.”

With 44,000 square feet and two floors, the clinic will be the umbrella facility for specialty clinics that have been housed at the Earl K. Long Medical Center, such as OB/GYN, cancer services, and primary care medicine.

The ready availability of health care providers in such an excellent facility will encourage people to receive preventive health care and disease treatment on schedule, preventing minor

illness from becoming major.

The Women’s Clinic and Primary Care Clinic will provide comprehensive obstetrics and gynecological services.

The Primary Care Clinic and its Disease Management Program will offer patient education to prevent the many complications that can arise from chronic diseases.

“The LSU Disease Management Program is recognized nationwide for its superior outcomes,” said Dr. Michael K. Butler, CEO of the LSU Health Care Services Division. “Much of that success is due to accomplishments the program has made here in Baton Rouge. We will continue to provide nothing less than quality health care.”

The North Baton Rouge Clinic has 30 exam rooms, a community meeting room, a diagnostics laboratory, a pharmacy, and radiology services.

Laboratory services will include standard and special chemistry; urine, hematology, and bacteriology studies; and therapeutic drug monitoring. Radiology services will include PET/CT scanning, digital radiology studies, digital mammography, and obstetric and general ultrasound services.

Cardiology services will include EKG, Echo, and stress-testing capabilities.

Plans for the future include an urgent care clinic for unexpected medical needs.

Easily accessible, this \$18 million facility will accommodate the region’s rapidly growing population and is another opportunity for LSU to provide quality health care to North Baton Rouge residents.

All HCSD Hospitals Receive Louisiana Hospital Quality Awards

BATON ROUGE – All seven HCSD hospitals received 2008 Louisiana Hospital Quality Awards from the Louisiana Health Care Review (LHCR).

Lallie Kemp Regional Medical Center, Leonard J. Chabert Medical Center, and University Medical Center received Gold Level awards. Only 26 hospitals in Louisiana received the gold level award.

Earl K. Long Medical Center, LSU Bogalusa Medical Center, and W. O. Moss Regional Medical Center received Silver Level awards. Only 18 hospitals in the state received the silver level award.

The Interim LSU Public Hospital received the Bronze Level Award. Only 19 hospitals in the state received the bronze level award.

“These awards recognize the ongoing efforts we are making in all of our hospitals to provide quality health care to our patients,” said Dr. Michael K. Butler, CEO of the LSU Health Care Services Division. “Our

well integrated system of hospitals fosters the provision of the right health care, at the right time, and at the right cost.”

LHCR established the awards to recognize Louisiana hospitals that successfully implement quality initiatives to improve patient care in the hospital setting, specifically in the areas of acute myocardial infarction (heart attack), heart failure, pneumonia, and surgical care. The Centers for Medicare and Medicaid Services have designated these clinical topics as national health care priorities.

HCSD hospital staff work with quality improvement specialists from LHCR to use proven, evidence-based practices to improve patient care.

The awards were announced at the second annual Louisiana Health Care Quality Summit hosted by the LHCR. 2008 is the fourth year the awards were given.



Representing HCSD at the annual Louisiana Health Care Quality Summit, where all HCSD hospitals received awards for quality improvement, were Glenda Hopper, RN, CPHQ, quality management director, LSU BMC, left to right; Lisa Breaux, RN, BSN, quality management program coordinator, WOMRMC; Kristine Like, RN, CPHQ, quality management director, WOMRMC; Tonia Chauvin, RN, quality management program coordinator, LJCMC; Cindy Hancock, RN, BSN quality management RN 3, LJCMC; and Simone Olivier, RN, BSN, quality management performance improvement coordinator, UMC.

Drs. Johnson and Sarwar Receive the 2008 Louisiana Physician Quality Awards



Dr. Theryll Johnson, center, with Gary Curtis, LHCR CEO and president, and Jane Bergeron, LHCR Quality improvement specialist.

BATON ROUGE – The Louisiana Health Care Review (LHCR) presented to Dr. Theryll Johnson, with the Leonard J. Chabert Medical Center Ambulatory Care Clinic Family Practice, the 2008 Platinum Level Physician Quality Award, and to Dr. Mohammed S. Sarwar, with the W.O. Moss Regional Medical Center Diabetes Clinic, the 2008 Silver Level

Louisiana Physician Quality Award for providing and improving the quality of diabetes health care for patients.

The Platinum Level award is the highest level award given; the Silver Level is the third highest.

The LHCR presents the Physician Quality Award annually to physicians who have exhibited continuous, significant, or improved quality of care for Medicare patients.

The quality measures considered for this award included the percent of Medicare patients receiving the following recommended clinical tests or services: HbA1C treatments, eye exams, lipid profiles, and mammograms for female patients. Also, an aggregate score representing an equally weighted average of the measures was considered.

Dr. Johnson qualified for the Platinum Award, achieving at least 75 percent on each of the measures with an



Dr. Mohammed S. Sarwar

aggregate score of at least 85 percent.

Dr. Sarwar qualified for the Silver Award, achieving at least 70 percent on each of the measures with an aggregate score between 80 and 85 percent.

LHCR, a Medicare quality improvement organization, created the award system to promote the improvement of quality health and health care throughout the state.

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are endorsed by the preeminent specialty organizations in the nation.”

The NCQA standards for receiving this recognition are aligned with the joint principles of the American Academy of Family Physicians (AAFP), the American Academy of Pediatrics (AAP), the American College of Physicians (ACP), and the American Osteopathic Association (AOA), which define the key characteristics of the patient-centered medical home.

NCQA worked closely with the four medical specialty organizations and other interested stakeholders to develop the PPC-PCMH, and the specialty societies have supported the standards as the tools to use to recognize practices as medical homes in demonstration projects around the country. The medical home strengthens the patient-physician relationship by replacing episodic care with coordinated care and a long-term healing relationship.

“Patients have long recognized the quality health care we provide,” Sherre Pack-Hookfin, LKRCM hospital administrator, said. “Level III recognition status illustrates our dedication to meeting the highest benchmarks possible.”

The AAFP, AAP, ACP, and AOA have defined the medical home as a model of care in which each patient has an ongoing relationship with a personal physician who leads a team that takes collective responsibility for patient care. The physician-led care team is responsible for providing all the patient’s health care needs and, when needed, coordinating care across the health care system.

“We are continually striving to provide the best possible health care for our community,” said Kurt Scott, LSU BMC hospital administrator. “NCQA recognition shows how these efforts are paying off—and our patients really notice the difference.”

A medical home also emphasizes enhanced care through open scheduling, expanded hours and communication between

patients, physicians and staff.

Clinics at Leonard J. Chabert Medical Center and the Interim LSU Public Hospital also have NCQA recognition, giving HCSD four medical centers with clinics with this high level of accomplishment.

PPC-PCMH includes nine standards for medical practices to meet, including use of patient self-management support, care coordination, evidence-based guidelines for chronic conditions, and performance reporting and improvement.

To be recognized as a patient-centered medical home, practices need to demonstrate the ability to sufficiently meet the criteria of these standards (i.e., achieve a minimum of 25 points out of 100 to attain the first of three levels of recognition).

To attain Level III, practices must achieve a minimum of 75 points out of 100.

Practices must also specifically pass at least five of the following 10 elements for Level I and 10 out of 10 for Level III:

- Written standards for patient access and communication
- Use of data to show standards for patient access and communication are met
- Use of paper or electronic charting tools to organize clinical information
- Use of data to identify important diagnoses and conditions in practice
- Adoption and implementation of evidence-based guidelines for three chronic conditions
- Active patient self-management support
- Systematic tracking of test results and identification of abnormal results
- Referral tracking, using a paper or electronic system
- Clinical and/or service performance measurement by physician or across the practice
- Performance reporting, by physician or across the practice.

NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and cer-

Moss Employees Enjoy Annual Hospital Week Activities



Chance Landry, executive staff officer, takes the plunge in the dunking booth, one of the WOMRMC Hospital Week activities.

LAKE CHARLES—Every year during National Hospital Week, the W.O. Moss Service Auxiliary hosts a week long series of morale-boosting activities for W.O. Moss Regional Medical Center employees, such as a dessert contest, pancake breakfast (this year senior staff served over 350 employees), brown bag lunch on the lawn, dunking booth, horseshoe tournament, and ice cream social.

These activities are funded with money that the auxiliary raises all year long from bake sales, casual jean day donations, book sales, and many other nonprofit fundraisers.

Hospital Week has been celebrated nationally since 1921 when a magazine editor suggested that more information about hospitals might alleviate public fears about the institutions of the day. National Hospital Week focuses public attention on the many contributions hospitals make to their communities and is a traditional time for hospitals to recognize staff and volunteers.

ties a wide range of health care organizations and recognizes physicians in key clinical areas. NCQA’s Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance measurement tool in health care.

LSU Saves Boy's Life After Head Injury

Highly Integrated, Well Coordinated LSU Hospitals Provide Comprehensive Care



Austin Irvine recovers in the Interim LSU Public Hospital after receiving life-saving neurosurgery.

HOUMA —Twelve-year-old Austin Irvine plays trumpet in the Montegut Middle School Band. He likes to fish with his father, Frank, and play with his sister in their backyard like any normal kid his age.

But unlike any normal boy, he nearly died April 5, 2009, the Sunday before Easter, when he fell off the top of the camper of his father's truck, striking his head on concrete.

Austin was helping his father, Frank Irvine, who is a contractor, unload scaffolding from the camper top when Austin's legs became entangled in falling scaffolding, yanking him off the camper top and crashing him into the concrete, headfirst.

The fall didn't shed blood, Austin was lucid, and his pupils and eye movement seemed normal to Frank, who as a contractor had some knowledge of what to look for in on-the-job injuries, but EMTs who lived near the site of the accident recommended a CT scan, so Frank and Austin headed to Leonard J. Chabert Medical Center (LJCMC) in Houma, thirty minutes away.

Twenty minutes into the drive, Austin began slurring his speech and became drowsy. When they

arrived at the LJCMC Emergency Department, he vomited and could not walk on his own.

As soon as Frank Irvine told LJCMC ED staff that Austin had hit his head, they took a CT scan, which revealed severe brain injury,

including skull fracture, swelling, abnormal coloration around impact zone, and the brain thrust toward midline, cramping it.

Dr. Michael Butler, the LJCMC ED physician on duty, immediately directed staff to prep Austin for transport to the Level 1 Trauma Center of the Interim LSU Public Hospital (ILPH) in New Orleans. He also coordinated ILPH trauma center staff, which would include a neurosurgeon, so that Austin could receive emergency neurosurgery as soon as he arrived at ILPH.

Time was never more of the essence, yet high winds prevented a helicopter transport of Austin, forcing an ambulance ride of at least an hour.

Within 20 minutes of Austin's arrival at the trauma center, its staff successfully completed the neurosurgery, which included removing a palm-sized area of his skull.

Austin spent three days recovering in the ILPH ICU, then was transported to Children's Hospital in New Orleans for three days of continued recovery and observation. He returned home shortly after Easter and was back in school April 22, 2009, completely recovered from his injury.

Frank Irvine praised the care Aus-

tin received at LJCMC. "It was top notch," he said. "A ten out of ten. You couldn't get any better. There was no holding back. It's like they had done it a thousand times before."

The quick diagnosis saved his son's life, he said. "The first thing they checked for was the most serious and time sensitive, and that's what it was."

The fully equipped ILPH Level 1 trauma center, its highly trained and immediately available staff, and Austin's complete recovery speak for themselves.

Yet Frank Irvine was reassured speaking to ILPH staff. "All of the nurses there taking care of Austin told me they would take their children there," to ILPH, if they were



Austin Irvine

injured, he said. "That says a lot."

The value of the highly integrated, well coordinated LSU system of health care is self evident. In less than two hours, beginning with Austin's arrival at the LJCMC emergency department and diagnosis there and including an ambulance transport from Houma, Austin was in surgery in the trauma center.

In both medical centers, highly trained and experienced personnel in a number of key departments, including pharmacy, anesthesia, neurosurgery, radiology, and trauma, played critical roles in a timely fashion.

"Everybody did everything right," Dr. Butler said. "There were no wasted minutes."

LSU and Our Lady of the Lake Discussions for Graduate Medical Education Move Forward

BATON ROUGE— Louisiana State University and Our Lady of the Lake Regional Medical Center have agreed to a non-binding Memorandum of Understanding (MOU) that creates a public-private collaboration between the two organizations and outlines relocation of certain Baton Rouge based Graduate Medical Education programs to Our Lady of the Lake's campus.

"This accord is a step in the right direction. It moves graduate medical education to a higher level and enhances health care delivery for LSU and residents of the Baton Rouge Region," said LSU System President Dr. John V. Lombardi. "The Jindal administration, including the Department of Health and Hospitals, has strongly encouraged this private-public relationship as a model for health care effectiveness."

This agreement provides for LSU to relocate a number of inpatient Graduate Medical Education programs from the Earl K. Long Medical Center to the OLOL hospital campus on Essen Lane. With the move of certain of its physician training programs, certain inpatients currently seen at Earl K. Long will be admitted to LSU's teaching service at the OLOL campus. OLOL will expand its inpatient capacity by a minimum of 60 beds and will work to expand the current Trauma Center at the Essen Lane campus.

LSU will expand its outpatient clinics currently in operation. The LSU Health System North Baton Rouge Clinic, the new state-of-the-art facility recently opened on Airline Highway, will add a 24-hour urgent care clinic for patients who currently seek non-emergency or primary care in the ER.

OB services and care for prisoners will not be provided at OLOL. Both LSU and OLOL will continue to work with the Department of Health and Hospitals and the Capitol Area Human Services District to maintain current levels of psychiatric care in the Baton Rouge area.

"Both LSU and OLOL recognize that this successful collabora-

tion is dependent on certain commitments from the state of Louisiana. This now actually becomes a three-way discussion. Everyone is aware of the current state budget constraints as well as the challenges and opportunities within an uncertain national landscape of healthcare financing, so the funding model must be sustainable in the long term," said Scott Wester, CEO, Our Lady of the Lake. "Our goal is to make sure we have doctors trained in and for Louisiana for the foreseeable future."

The MOU spells out that LSU would purchase or build a Medical Education Building on or near the Our Lady of the Lake campus to be used by faculty, residents, fellows and medical students.

"We are excited about this proposed public-private collaboration," said DHH Secretary Alan Levine. "It's an innovative model that makes sense for LSU, for Baton Rouge and, potentially, for other parts of the state, where we are looking for ways to sustain access to inpatient care, expand the availability of much-needed primary and preventive services, and enhance graduate medical education to train a first-class physician workforce for the future. I commend the forward-thinking vision of LSU and the leadership of Our Lady of the Lake. This type of collaboration requires a willingness to think not about the past, but about the future."

The proposal requires the commitment of the Department of Health and Hospitals for necessary sustainable funding through a combination of federal and state funding sources in order to provide care for these inpatients by the LSU teaching service relocated to the OLOL campus.

"The MOU demonstrates LSU's dedication to pursue every avenue available in providing the best possible graduate medical education," said Dr. Fred Cerise, LSU System vice president for health affairs and medical education. "This collaboration with Our Lady of the Lake also will maintain the high quality health care LSU patients receive in all our hospitals."

The next steps in the discussions

Dr. Birke Receives National Diabetes Award

BATON ROUGE — Dr. James A. Birke, PT, Ph.D., received the Roger Pecoraro Lectureship from the American Diabetes Association (ADA) at the ADA's 69th Scientific Sessions, the world's largest diabetes meeting, in New Orleans.

Clinical researchers are selected for this award based on their outstanding contributions to the knowledge and treatment of the diabetic foot.

Director of Rehabilitation Services at the LSU Health



Dr. James A. Birke

Sciences Center and the LSU Diabetes Foot Program at Earl K. Long Medical Center, Dr. Birke has specialized in the treatment of neuropathic foot problems for the past 27 years.

A retired captain in the U.S. Public Health Service, he was the director of the Physical Therapy and Foot Program at the National Hansen's Disease Center in Carville, La.

The Roger Pecoraro Lectureship is given in memory of Roger Pecoraro for his scientific contributions and untiring commitment to improving the understanding of diabetic foot complications

More than 13,000 top scientists, physicians, and other health care professionals from around the world attended the sessions.

will include further evaluation of the financial and patient volume impact of the collaboration as well as facility planning and governance. This MOU sets the stage for a more formal agreement called a Cooperative Endeavor Agreement or CEA, which will be a three-party agreement between the state, LSU and OLOL. After a CEA is agreed upon, it is anticipated that LSU's physician training programs will be relocated to OLOL in the next two years.

UMC Named Hospital of the Year for its Respiratory Care

LAFAYETTE—University Medical Center has been named the 2009 Hospital of the Year for Respiratory Care for hospitals with less than 200 beds by the Louisiana Society for Respiratory Care (LSRC).

The LSRC recognized University Medical Center for having highly qualified respiratory therapists (RTs) who possess high levels of competence and professionalism. UMC RTs work closely with the physicians to extend great care through accurate diagnosis and effective, individualized treatment. UMC RTs, physicians, and nurses work together as a team to bring outstanding care to the patients' bedside for a safe and quick recovery. This team is committed to improving the respiratory status of all patients, one breath at a time.

"The UMC respiratory therapy department is one of the premier departments at UMC," said Larry Dorsey, UMC hospital administrator. "UMC receiving the honor of Hospital of the Year reaffirms the high regard we have for our respiratory care staff."

Dr. Fadi Malek is the UMC respiratory therapy medical director.

As active members in professional organizations, such as the American Association for Respiratory Care (AARC), all RTs at UMC participate in advanced skill and knowledge development.

Adhering to AARC guidelines, all UMC respiratory therapists in the facility hold certified respiratory therapist (CRT) or registered respiratory therapist (RRT) credentials or are legally recognized by the state as competent to provide respiratory care services. UMC respiratory therapists are also available twenty-four hours of the day. At UMC, any other personnel qualified to perform specific respiratory procedures and the amount of supervision required for personnel to carry out specific procedures must be designated in writing, and a doctor of medicine or osteopathy is designated as UMC



On hand for honoring UMC as LSRC Hospital of the Year were Shantelle Graves, LSRC vice-president, left to right; Glenn Craig, UMC assistant administrator; Peggy Pennison, RRT, RPFT, UMC cardiopulmonary manager; Ashley Dulle, LSRC president; and Melissa Castille, RT supervisor.

medical director of respiratory care services.

The quick response and critical thinking of RTs lead to countless survivals. Whether health care requires complete ventilatory support, education, or maintenance, the clinicians at UMC are always ready to make breathing easier or even to completely breathe for their patients.

"The UMC Respiratory Therapy Department continually ensures that it provides high-quality therapeutic and diagnostic respiratory services in a timely and cost-effective manner," said Peggy Pennison, RRT, RPFT, UMC cardiopulmonary manager. "We provide comprehensive respiratory care to patients of all ages and to both inpatient and outpatient populations."

The UMC Respiratory Therapy Department also recently earned Quality Respiratory Care Recognition (QRCR) from the AARC. The QRCR designation ensures quality respiratory care in a hospital and helps patients and families make informed decisions about the quality of the respiratory care services available at the institution of their choice.

The LSRC advocates for the care of patients with respiratory illness. Nearly everyone in America is familiar with some of these respiratory conditions. With COPD being the fourth leading cause of death in America, the LSRC wants to recognize those that improve respiratory health.

While these conditions seem somewhat common, the diagnosis and treatment can become very complicated and require a great deal of expertise and professionalism to achieve the best outcomes.

**SUMMER HCE/DM
FORUM**

**TUESDAY
JULY 7, 2009**

LSU Bogalusa Medical Center Respiratory Therapy Department Receives National Recognition

BOGALUSA— The LSU Bogalusa Medical Center (BMC) Respiratory Therapy Department has earned Quality Respiratory Care Recognition (QRCR) from the American Association for Respiratory Care (AARC).

The QRCR designation ensures quality respiratory care in a hospital and helps patients and families make informed decisions about the quality of the respiratory care services available at the institution of their choice. “This recognition is another example of our staff’s superior skills and dedication to their profession and, above all, their commitment to providing the best possible health care to our patients,” said Kurt Scott, LSU BMC hospital administrator.

About 700 hospitals in the United States, or approximately 15 percent, have received the QRCR designation, which places LSU BMC among the elite for respiratory care in the nation, reflecting the high level of respiratory expertise at LSU BMC.

“Our department is in the top tier of respiratory care in the nation,” said Brandy Barnwell, RRT, LSU BMC respiratory care supervisor. “We’re



also the only hospital in the region with this recognition, which assures patients and their families that our care is quality care.”

The LSU BMC respiratory medical director is Lee Roy Joyner, MD.

In 2003 the AARC began awarding QRCR status to help consumers identify facilities using qualified respiratory therapists for respiratory care. The AARC is a membership organization representing more than 46,000 health professionals in the field of respiratory care nationwide.

Hospitals earning the QRCR designation ensure patient safety by agreeing to adhere to a strict set of criteria governing their respiratory care services.

Criteria for QRCR include the following: all respiratory therapists in the facility hold certified respiratory therapist (CRT) or registered respiratory therapist (RRT) credentials or are legally recognized by the state as com-

petent to provide respiratory care services; respiratory therapists are available twenty-four hours of the day; other personnel qualified to perform specific respiratory procedures and the amount of supervision required for personnel to carry out specific procedures must be designated in writing; and a doctor of medicine or osteopathy is designated as medical director of respiratory care services.

QRCR designated hospitals provide a level of respiratory care consistent with national standards. A list of QRCR hospitals is available at the AARC website, YourLungHealth.org.

Respiratory therapists are specially trained health care professionals who work under physician’s orders to provide a wide range of breathing treatments and other services to patients with asthma, chronic obstructive pulmonary disease, cystic fibrosis, lung cancer, AIDS, and other lung or lung-related conditions. They care for premature infants and are key members of lifesaving rapid response teams in medical emergencies.

Dr. Gallaspy Named Citizen of the Year

Dr. Whit Gallaspy, head of the LSU Bogalusa Medical Center OB/GYN unit, Special Beginnings, was named 2008 Citizen of the Year for the eastern side of Washington Parish.

Previous honorees vote on nominees. Gallaspy is the fiftieth person to receive this award for being the most outstanding citizen. He is in good company. His father and his mother have each received the award: John Gallaspy in 1965 and Dixie Gallaspy in 1982. Both were present when Dr. Gallaspy received the news on being the recipient.



Dr. Whit Gallaspy, 2008 Citizen of the Year (CIY), seated, is pictured with other LSU BMC staff who have been CIYs: Merlin Duke, patient advocate, CIY in 1974, and Beverly Sheridan, RN, director of education/safety/facilities, CIY in 2006.

In 2008, Dr. Gallaspy was busy on both sides of the world. He oversaw the opening of the newly renovated, state-of-the-art Special Beginnings unit. As a lieutenant colonel with the Louisiana National Guard, he also served with the New York National Guard due to a shortage of doctors from July through October 2008 in Afghanistan.

He had previously served with the Louisiana National Guard in Iraq in 2004. Outside of medicine, he is working with city officials on a new recreation area at Lake Vista in Washington Parish.

University Medical Center Foundation Presents Nurse, Physician of the Year and President's Awards

LAFAYETTE —The University Medical Center (UMC) Foundation presented its first annual awards for exemplary service to three UMC staff members at its Third Annual Jazz Brunch at La Carte restaurant.

Dr. Charlie Chappuis, head of the



Dr. Charlie Chappuis

Department of Surgery, received the Physician of the Year Award. Mary Broussard, RN, MSN, director

of nursing, received the Nurse of the Year Award, and Bridget Latiolais, administrative assistant 5 for both UMC and the UMC Foundation, received the President's Award.

Dr. Chappuis, received the Physician of the Year Award for his superior performance and dedication to the quality of surgical medicine. Dr. Chappuis demonstrates the integrity and exceptional dedication that characterize the traits the award honors.

Since 2001, Dr. Chappuis has been the chief of surgery, operating room director, and director of the Ambulatory Surgery Unit. He received his B.S. in 1974 from Louisiana State University. In 1979, he received his M.D. from the Louisiana State University School of Medicine in New Orleans, finishing his internship in 1980. He completed his residency in General Surgery at LSU-affiliated hospitals and a fellowship in General Surgery at Lahey Clinic Medical Center in Burlington, Mass. He is a colonel and flight surgeon in the Louisiana Air National Guard 159th Medical Group.

From 1983 – 1984, Dr. Chappuis was chief resident of general surgery at LSU affiliated hospitals in New Orleans.

Dr. Chappuis is a professor of clinical surgery through the LSU School of Medicine at UMC. He has

also been the associate professor of Clinical Surgery at UMC; the assistant professor of clinical surgery at UMC; the clinical assistant professor of surgery at the LSU School of Medicine; and clinical instructor through the LSU School of Medicine.

His work has appeared in many journal publications, and he has written multiple books and chapters. Dr. Chappuis was included in "The Surgical Management of Choledocal Cyst," a video produced by the LSU Medical Center.

Chappuis serves both his country and local community. "He continually proves himself and inspires other to do their best," said Larry Dorsey, UMC hospital administrator.

Mary Broussard, RN, MSN, has numerous responsibilities. She is the UMC liaison with Hospice of Acadiana, Louisiana Organ Procurement Organization, the Office of Public Health and the advisory boards of Louisiana Technical College in Lafayette, LSU Eunice Nursing Department and the University of Louisiana Lafayette. She epitomizes the commitment and dedication the Nurse of the Year award represents.

Broussard maintains the quality of UMC patient care with the utmost devotion and persistence. "Mary Broussard personifies the ideal other nurses should aspire to," Dorsey said.



Mary Broussard, RN, MSN

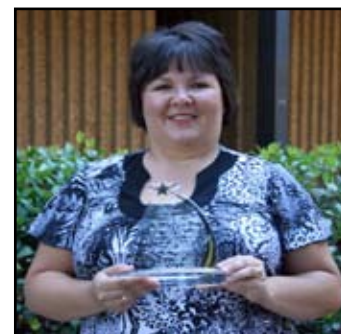
Broussard began with the state hospital system as a "Blue Angel" volunteer in 1969 on the pediatric unit of Lafayette Charity Hospital (LCH), which would become UMC. She gained extensive experience with student nursing associations and served on the Governor's Statewide Planning Committee for Nursing and worked on the revision of the Nurse Practice Act.

After graduation, she began as a staff nurse at LCH, then was promoted to head nurse, and eventually to multi-area manager and associate director of nursing before becoming director of nursing.

She graduated from the University of Southwestern Louisiana in 1976 with a Bachelor of Science degree in nursing and received her Master of Science degree in community psychosocial nursing at Southeastern University in 1999.

Dr. Paul Azar, UMC Foundation Board president, presenting the President's award on behalf of the board of directors to Ms.

Latiolais, cited her spirit of volunteerism in the hard work she has done for foundation.



Bridget Latiolais

"Ms. Latiolais is an invaluable member of our team at UMC," said Dorsey. "She works with staff throughout UMC, and she is essential to the day-to-day operation of the hospital."

A UMC employee for over 12 years, she worked in the quality management and human resource departments prior to her current position as administrative assistant, a position she has occupied for seven years.

Before joining UMC, Ms. Latiolais attended Louisiana Technical College, Evangeline Campus, in St. Martinville, where she majored in business and accounting.

An asset to the UMC Foundation since its inception in 2003, Ms. Latiolais serves the Foundation as volunteer bookkeeper, stenographer, and events organizer.

The UMC Foundation aims to recognize outstanding physicians, nurses and employees of the UMC system on a yearly basis.

Spring HCE Meeting Presented DM Updates

BATON ROUGE —The Spring 2009 Health Care Effectiveness Meeting featured updates from the HIV, heart failure, and diabetes disease management programs. In “The HIV DMI: Who Are We, What Do We Do, and How are we Doing?” Dr. Lynn Besch reviewed the status of the HCSD HIV program.



Dr. Lynn Besch

All seven HCSD medical centers have HIV clinics with HIV specialists. The smallest treats about 120 patients; the largest about 2,000. The clinics serve 37 southern parishes, which contain 82 percent of the persons with HIV/AIDS in the state. Baton Rouge and New Orleans are among the top ten cities in the nation for prevalence.

All clinics receive HRSA funding for medicines and have social services, case management, staff for data entry, and the same database. HIV clinics receive significant support because the epidemic is still uncontrolled and treatment is very expensive, Dr. Besch said. The HIV DMI program is also the only HCE initiative treating a contagious disease.

Prevention and early intervention are essential. Besides keeping people healthier and out of the hospital, successful antiretroviral therapy reduces overall cost of care of HIV-infected individuals by more than \$20,000 annually.

Education is a key component of the HCSD HIV DMI. Medicine and family practice residents, fellows, researchers, and medical and nursing students participate in the clinics, and physicians, nurse practitioners, and pharmacists have access to an education and training center.

The goal of the initiative is to provide comprehensive HIV care according to Public Health Service guidelines, perform clinically relevant CQI projects, match or exceed national benchmarks, and participate in systemwide projects. “HCSD has been ahead of the curve for having performance benchmarks by a decade,” Dr. Besch said. “HRSA is now developing benchmarks.”

The HCSD HIV initiative has also revised its performance indicators “to better evaluate HIV clinicians’ performance,” she said.

Dr. Lee Arcement presented “Heart Failure Update” reporting on the 2009 American College of Cardiology/American Heart Association Guidelines for the Diagnosis and Management of Heart Failure in Adults.

The HCSD disease management initiative for congestive heart failure adheres to these guidelines. He recommended prodding patients presenting with heart failure when obtaining history of current and past drug use including alternative therapies, which the patient may not consider as drugs.

In discussing the wide-ranging guidelines, he touched on numerous issues, including assessing at each visit the patient’s ability to perform routine daily activities. “We want to see our patients improving,” after being put on medication, he said.

Contrary to earlier practices, current guidelines call for patients exercising when they are able to. “If patients can tolerate exercise, let them exercise,” Dr. Arcement said.

Visit americanheart.org for com-

plete guidelines.

Dr. Jolene Johnson presented an overview on the HCSD diabetes disease management in “If We Had Known Then What We Know Now.” In a nutshell, she said that the purpose of the program is to develop and implement comprehensive community-focused system protocols directed at normalization of blood sugars and to continuously improve diabetes care processes, patient-care giver relationships, use of resources, and clinical outcomes through research and education.

“Patients often present after getting foot ulcers,” she said, but the



Dr. Jolene Johnson

nationally recognized LSU Diabetes Foot Program is “one of the jewels in our system.” The goal of the program is to reduce diabetes-related foot amputations, and it does so by effectively treating foot ulcers, preventing foot injuries that lead to ulceration, and using the Carville neuropathic foot treatment approach. In the 10 years since its inception, the program has presented 12 continuing education seminars for over 1,350 Louisiana health professionals.

The United Kingdom Prospective Diabetes Study, whose objective was to determine if long-term improved glycemic control could sustain risk reductions in microvascular complications and if intensive therapy had a long-term effect on macrovascular outcomes, was the main foundation of the HCSD initiative.

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Not only are the numbers real, but the patient care underlying the numbers are real. We operate a highly integrated health care system that provides quality medical services, often at a moment's notice, as this issue's story on a boy who received a head injury illustrates.

The boy arrived at the Chabert emergency department with a severe head injury. We called the Interim LSU Public Hospital alerting them to his condition. Less than two hours elapsed from presentation and diagnosis in Houma to arrival by ambulance in New Orleans, where the boy received immediate emergency neurosurgery. Everybody did everything right. The boy made a complete recovery. This is why we do what we do.

This boy's lifesaving health care and the health care countless others like him have received at LSU are the stories that we have to tell.

We also need to have adequate funding so that we can continue to be there in a person's time of need. One of my concerns is a hospital dying a death by a thousand cuts, losing programs one by one. With the budget proposed for the next fiscal year, we spread the pain out.

We preserved graduate medical education. We are asking that UCC costs be reviewed and that nonteaching services be converted to teaching services where possible to offset some of their costs. We've been able to minimize major programmatic cuts at hospitals.

One of the things that's going to help us make ends meet is we will not be awarding merit pay increases. We may also have to dip into restricted funds. The budget may not be as bad as we had feared, and could be better than we might have hoped for in the current economic climate.

Sincerely,

Michael Butler, MD, MHA, CPE

W. O. Moss Regional Announces Service Auxiliary Officers



Jimmy Pottorff with Melba Duhon (left to right) Betty Duhon, Wilma Miles, Della Williams, Pat Johnson, and Denise Newman.

LAKE CHARLES — W. O. Moss Regional Medical Center Service Auxiliary installed newly elected officers for 2009–2010, with Jimmy Pottorff, associate hospital administrator, swearing them in. Founded August 15, 1961, the Auxiliary operates the gift shops, answers telephones, reminds patients of appointments and offers financial support to many special medical-center projects.

The newly elected officers are Darsie Derouen, president; Melba Duhon, vice-president; Ellen Henderhan, treasurer; Betty Duhon, secretary; Wilma Miles, correspondence secretary; Denise Newman, social services; Pat Johnson, gift shop; and Della Williams, recorder for RSVP.

HCE Meeting cont. from page 10

HCSD also added additional measures based on recommendations of the American Diabetes Association.

System-level HCSD success was due to defining patient population and specifying goals of the program, centralizing some services to make specialty care like the foot clinic more widely available, computerizing data retrieval for the lab, disseminating information on diabetes for centers to create their own processes for improvement, providing feedback to centers on performance, and sharing successes and addressing common obstacles on a systemwide basis.

"We get millions of dollars procured annually," she said regarding medication support. "This has been the single most important thing."

A leader in diabetes care, HCSD has produced data that support HCSD strategy. "We can be proud of the work we have done to improve the lives of our patients," she said.

The LSU Health Care Services Division operates seven of the state of Louisiana's public hospitals:

Bogalusa Medical Center
Bogalusa, La.

Earl K. Long Medical Center
Baton Rouge, La.

Lallie Kemp Regional Medical Center
Independence, La.

Leonard J. Chabert Medical Center
Houma, La.

Interim LSU Public Hospital
New Orleans, La.

University Medical Center
Lafayette, La.

Dr. W.O. Moss Regional Medical Center
Lake Charles, La.

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