

# THE MEDICAL HOME

2007 ANNUAL REPORT

A PLACE OF HEALING  
A PLACE OF HOPE



In 2007, the eight hospitals and hundreds of clinics of the LSU Health Care Services Division provided a unified, integrated system of quality health care for the uninsured, underinsured, and anyone seeking superior health care as well as training for hundreds of Louisiana's future health care professionals.

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# LETTER FROM THE CEO

2007 marks a watershed year for the LSU Health Care Services Division. Ten years ago, LSU assumed responsibility for the management of the hospitals formerly under the control of the Louisiana Health Care Authority. One of the goals of the change was to improve the care of patients. The principal focus to achieve better care outcomes was the implementation of a disease management program.

Five initial conditions were targeted for improvement: asthma, congestive heart failure, cancer screening, diabetes mellitus, and HIV. These programs have led to demonstrable improvements in health care outcomes and significant cost avoidance (tens of millions of dollars) in these high-cost, high-morbidity, high-mortality diseases. These initial efforts were expanded to include chronic kidney disease and primary prevention—weight management, tobacco cessation, blood pressure control, and lipid reduction. These programs have also resulted in grants, awards, and national recognition for achieving superior outcomes.

Though successful, these programs are limited, but our experience with disease management has shown us how to provide value for our patients, include more patients and the general population, and extend the benefits of improved outcomes. We will achieve this value by implementing medical homes for our patients. This strategy will complement our current disease management activities. The homes will be places for patients to receive primary care and establish a continuously healing relationship. These medical homes will prevent disease and coordinate referral services for patients.

The key to this type of patient-centered, team-based collaboration is its ability to share timely medical information. This will require us to institute an electronic medical record.

Many of the foundational elements are already in place. We will spend the time making the connections between the foundational elements. The use of medical homes to integrate patient care requires the connection of the primary-care infrastructure to key elements, including tools that can assess the health of the population, guidelines for the care of chronic disease, prompts for preventive care, result tracking and reporting, electronic-prescribing programs, evidence-based referrals, and performance reporting. This connection also utilizes communication tools to coordinate care across the continuum. This will allow us to have the most appropriate, comprehensive, medically and fiscally effective care possible.

Sincerely,



Michael K. Butler, MD, MHA, CPE, FACPE

Acting CEO

LSU Health Care Services Division



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Dr. Michael K. Butler | Acting CEO

LSU hospitals and clinics fulfill a dual mission in our state. First and foremost, they bring compassionate, quality medical care to Louisiana residents, regardless of income or insurance coverage. They also provide high quality training and educational facilities for students, ensuring for all Louisianians the availability of well-trained health professionals for our future.

## Mission Statement

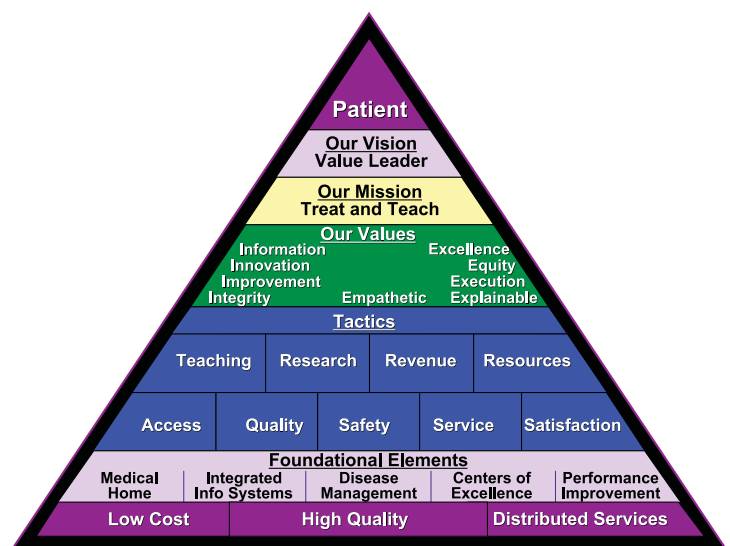
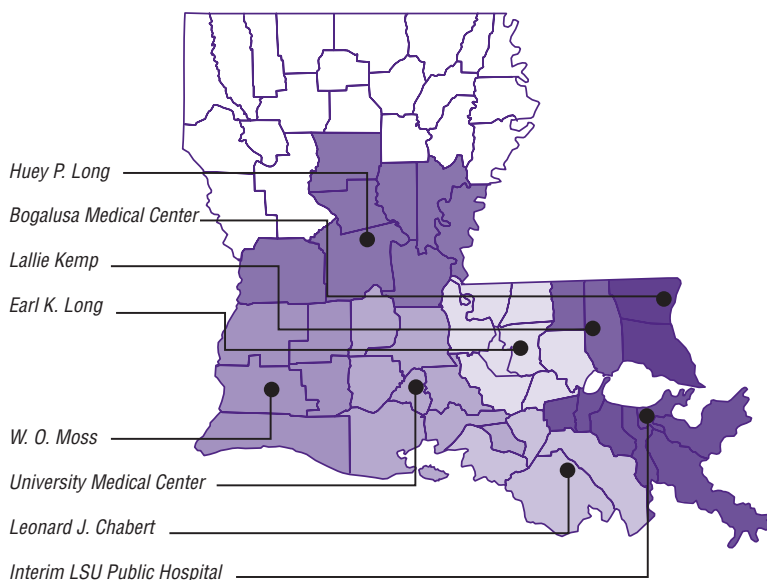
On behalf of all citizens of Louisiana, the LSU Health Care Services Division shall

*Provide access to high quality medical care, Develop medical and clinical manpower through accredited residency and other health education programs, Operate efficiently and cost effectively, Work cooperatively with other health care providers and agencies to improve health outcomes.*

## Vision

The vision of LSU hospitals and clinics is to be the highest value medical education and patient care provider in the nation and to maintain and strengthen LSU hospitals and clinics in their dual historic roles of serving the indigent and uninsured and providing training sites for all health professions.

## LSU HEALTH CARE SERVICES DIVISION MEDICAL CENTER LOCATIONS



LSU HOSPITALS STRATEGIC OVERVIEW

## Patient-Centered and Quality-Driven, LSU Provides the Highest Value for the Dollar

People across Louisiana know where they can go for superior health care. Regardless of the ability to pay, everyone will receive the care they need and deserve at the hospitals and clinics of the LSU Health Care Services Division. A unified, integrated system, with comprehensive services and highly skilled, experienced staff who also train Louisiana's future health care professionals, LSU hospitals and clinics have proven, by scrutiny of their evidence-based practices from outside agencies and resulting licensure and accreditation, to be among the best.

Not only are LSU hospitals and clinics among the best, but they train the best, who then care for you and your families. Most physicians, dentists, and allied health professionals practicing in Louisiana today were trained in LSU hospitals and clinics. Chances are good that the health care professionals who care for you, regardless of where you receive care, and who you trust without reservation with your well being and with the well being of your loved ones, were trained by LSU staff in LSU facilities.

By no means, however, does this mean that LSU is comfortable with the status quo; to the contrary, LSU is in the middle of an evolution, if not revolution, in the provision of health care. For some time, LSU has been developing medical homes for patients. A decade ago, LSU implemented its Health Care Effectiveness Program to address and manage chronic diseases, to alleviate distress, and to improve the quality of life for its patients. This nationally recognized program targets asthma, diabetes, cancer screening, congestive heart failure, HIV, tobacco control, chronic kidney disease, and hypertension.

The program has a statewide team of staff from each LSU HCSD facility as well as specialists for each chronic disease and area of focus. It has specialty clinics that monitor disease and intervene to provide timely care to subvert major illness.

The program has made significant measurable progress in key disease indicators, and its success matches and, in a number of instances, surpasses other Louisiana hospitals. Its Medication Assistance Program ensures that those who need medication immediately receive it so that they can carry on with their lives.

## Medication Assistance Program Offers the Right Medicine

In 1998, in partnership with pharmaceutical manufacturers, LSU HCSD initiated the Medication Assistance Program (MAP) to provide drugs for patients who are below 200% of the federal poverty level or who otherwise qualify for the drug discount programs and who need the medications in order to maintain good health. LSU HCSD has studied MAP and published results showing that MAP decreases emergency-room visits and hospitalizations, improves health outcomes, and saves the state money on health care costs. It also helps patients on tight budgets so that they won't have to choose between buying groceries or medicine, between paying the light bill or not. Such choices can result in higher medical expenses and more frequent hospital visits. In 2007 LSU HCSD provided over 30,000 patients with more than 395,000 prescriptions worth \$46 million. At the end of the 2007 fiscal year, the cumulative value of the drugs that LSU HCSD provided to patients totaled more than \$238 million.

## LSU HCSD Laboratories

Quality health care requires extensive laboratories with sophisticated equipment. Therefore, LSU HCSD Laboratories completed a five-year cyclic upgrade or replacement of all major laboratory equipment. In many departments, technology was introduced or enhanced in order to improve testing capacity and capability using current resources. Laboratory areas targeted were the core lab including hematology, coagulation, urinalysis, automated chemistry, immunochemistry, and immunology (autoimmune and hepatitis

testing), and the microbiology lab including automated bacteriology, blood culture and acid fats (TB) culture.

This process was close to being budget neutral compared to the previous laboratory equipment standardization cycle despite the improvements made, new equipment installed, and guaranteed pricing until December 31, 2010—all in the face of annual healthcare-inflation-cost estimates of four to six percent.

LSU HCSD Laboratories established in the Interim LSU Public Hospital in-house testing for human papilloma virus high-risk DNA and testing for sexually transmitted disease (*Chlamydia trachomatis* and *Neisseria gonorrhoeae*) using standard-of-care molecular pathology techniques. Specimens from all sites are tested in one central location.

The Medical Center of Louisiana at New Orleans Laboratory was consolidated into the Interim LSU Public Hospital in February 2007, after operating successfully post-Katrina in several locations, some simultaneously, including a Winn-Dixie store in Houma, the Elmwood Trauma Center in Jefferson, and in support of the Emergency Services Unit in various downtown New Orleans locations.

LSU HCSD Laboratories accomplished a major software version upgrade of the shared Laboratory Information System (LIS), achieving more streamlined test reporting for all laboratory sites. Ongoing collection of disease management data from the LIS for the HCSD Health Care Effectiveness Program continued during this process without missing a beat.

## Smart Health Care Technology: CLIQ and SMaRDI

Important components of the LSU HCSD clinical information systems are Clinical Inquiry (CLIQ) and its Shared Medical Record Data Infrastructure (SMaRDI), which permits LSU HCSD to take substantial steps away from the problematic paper medical record. CLIQ, a web-based application used at all HCSD facilities, provides clinicians

rapid access to all electronically-available patient information, such as diagnosis and procedure history; immunization history; visit history; lab-test results; operative and consultation notes; pathology, blood bank, cardiology, radiology, and electromyography reports; pharmaceutical prescription records; preventive health and chronic disease management reminders; and more.

The foundation on which CLIQ is built, SMARDI, receives and processes more than 50,000 pieces of information daily and houses more than 825,000 patient records. Its secure infrastructure meets standards of privacy and confidentiality and assures that LSU HCSD is in compliance with HIPAA. Since 2003, more than 10,000 physicians, nurses, and ancillary medical personnel have used CLIQ to view more than 12 million results and reports, at a rate of approximately 1,200 users per day viewing information on approximately 6,500 patients per day.

## Contract Compliance and Clinical Standardization

In the last year, LSU HCSD has negotiated new standardization contracts in all of the major clinical areas: cardiology, radiology, orthopedics, spine, trauma, and oral maxillofacial. As a result of these new contracts, LSU HCSD will enjoy cost reductions of over \$2 million.

Every major analyzer in the laboratories was replaced with the best technology, and the hospitals will enjoy price protection on the supplies through the end of 2010. HCSD hospitals also standardized on Fuji CR machines, nuclear medicine pharmaceuticals, and contrast media. Numerous other medical/surgical contracts were extended without price increases.

In collaboration with its group purchasing organization, LSU HCSD has been receiving monthly reports on contract compliance and on how to be more efficient and cut costs. Measures have been taken to ensure the hospitals are using appropriate contracts and that contracts are available and loaded in PeopleSoft to reduce administrative costs of bidding.

An independent consultant noted that standardization and contract compliance are best practices in health care—they reduce inventories, cut costs, and leverage the purchasing power of all LSU HCSD facilities.

## LSU and Its Medical Home

### *A Home Away From Home*

The medical home model is an excellent cornerstone for quality health care. The elements of improved communication, information exchange, and care coordination guided by evidence-based protocols can improve care, increase patient satisfaction, and control costs. In fact, LSU hospitals and clinics have proven this to be true.

The degree of integration of LSU HCSD doctors and hospitals complement the integrated, seamless concept of the medical home. Improvements in the HCSD system over the past decade align HCSD services with the medical home model. LSU is willing, able, and eager to continue its transformation, which is highly consistent with the medical home model.

### *Features of the Medical Home Model*

Most people are mostly healthy and need only routine checkups and preventive care, episodic care for acute or chronic conditions, and maternal and child health care. A medical home provides evidence-based prevention services and primary intervention, including behavioral health services, and acts as a bridge to specialized care.

Each person in the medical home has a primary physician who with a health care team provides comprehensive, patient-centered, cost-efficient longitudinal care, according to nationally recognized benchmarks and best practices, and receives referrals for diagnostic services and specialty and hospital care to providers in partnership with the medical home. In sum, according to the 2001 *Crossing the Quality Chasm: A New Health Care System for the 21st Century*, by the Institute of Medicine, the ideal medical home model is safe, effective, patient-

## Bogalusa Medical Center



***“My husband and I are both RNs and felt very comfortable leaving our precious daughter in the care of the staff there.” Lisa Sprehe.***

**Lisa and Robert Sprehe (standing) with daughter, Robyn (seated, second from left), and family**

Dear LSU Medical Center Staff,

Recently my daughter, Robyn A. Sprehe, was a patient there. Although a recent college grad, with full-time employment, her employer can't provide health insurance. What a blessing to have the LSU Medical Center in our area. You were truly there for our family. Robyn received quality care from skilled staff. From the moment we arrived, we were met with genuine smiles and a sincere willingness to help in any way the staff could. I won't name individuals because I wouldn't want to omit any names. I can honestly say that each person we encountered was kind, compassionate, caring and knowledgeable. Everyone worked as a team to make the process work. My husband and I are both RNs and felt very comfortable leaving our precious daughter in the care of the staff there.

You have achieved your mission statement—“Caring for our community like family” because you do, and your vision statement is very accurate—“Customer expectations are fulfilled through safe, quality health care provided in a compassionate manner by enthusiastic professional staff.”

Thank you LSU Medical Center for being all that you propose and more.

Sincerely,

Lisa M. and Robert A. Sprehe.

**LSU HOSPITALS**  
HEALTH CARE SERVICES DIVISION

## Leonard J. Chabert Medical Center

This is my story of how the staff of Chabert Medical Center saved my life:

In July 2005, I had a major surgery at Touro Medical Center in New Orleans for a revision of a gastric bypass. In Dec. 1998, I had my original gastric bypass at University Medical Center in New Orleans. LSU Surgeon Dr. Louis Martin was my surgeon for both of these procedures. . . .

I should have been at home recovering from the 2005 surgery for 8-10 weeks. However, 5 weeks after my Touro surgery all of our world changed with Hurricane Katrina. Rather than staying home, I did more than I should have in the recovery efforts. Then, 4 weeks later the second bad sister made a visit to Louisiana. Even though Hurricane Rita made landfall 150 miles to the west of my District, there were approx. 10,000 homes flooded in the southern part of my District. Consequently, my recovery efforts more than doubled. I shifted from helping hurricane victims of other areas to helping my own citizens.

In mid-November, 2005 Gov. Blanco called the Legislature into special session for the first time after the two hurricanes. I was the lead author of two major administration bills during this session. I was gradually becoming weaker and more frail. Several of my colleagues told me I did not look in good health.

I returned home from this special session the day before Thanksgiving. Two days later, on November 25, 2005, all hell broke loose for me. Early that morning, I had severe abdominal pains. I thought it may have been something that went wrong from my surgery four months earlier at Touro. I told my wife, Yvonne, at about 7 AM, that I needed to go to the emergency room. She asked me, "Terrebonne General?" After a moment, I said, "No, take me to Chabert." Since



***"I can honestly tell you that the care at this state hospital is second to none. I made a split second decision to go to Chabert which I will never regret. I literally owe my life to the staff of Chabert Medical Center."***

**Reggie Dupre, State Senator—District 20**

Dr. Martin is an LSU staff doctor, I knew that he could consult with Chabert's doctors.

I arrived at Chabert a few minutes later. . . . After several tests it was determined that I needed emergency surgery because my small intestine had ruptured. I had a high fever and was going into septic shock.

I spent 11 days at Chabert. I was in ICU for the first 5 days and spent three days on a ventilator.

I was in critical condition for quite some time. I can honestly tell you that the care at this state hospital is second to none. I made a split second decision to go to Chabert which I will never regret. I literally owe my life to the staff of Chabert Medical Center.

Reggie Dupre

State Senator—District 20

Terrebonne and Lafourche Parishes

centered, timely, efficient, and equitable regardless of the patient's gender, race, socioeconomic status, ethnicity, or geographic location.

The Louisiana Health Care Redesign Collaborative *Concept Paper for a Redesigned Health Care System for Region I* indicates that medical homes for New Orleans will meet the following criteria, and it is a good indication of what all medical homes in Louisiana will provide: comprehensive, culturally effective, patient-centered and evidence-based preventive and primary care that promotes patient responsibility and adheres to accepted standards of care.

Each patient will have a personal physician who in collaboration with other health professionals offers outpatient care and arranges specialty and inpatient care supported by health information technology and round-the-clock accessibility with an interoperable electronic medical record.

If a patient requires increasingly complex medical care, the ongoing collaboration of the patient's medical-home physician and specialists will provide it. Patients with medically complex conditions will have access to intensive medical resources.

Such an integrated healthcare network with the medical home as its hub has the capabilities to care for a patient with acute or chronic disease and anticipates that the patient may need more complex care. The level of medical complexity includes those who are healthy, recovering their health, living with disability or illness, or coping with end of life. The medical home model serves all of these. For ongoing complex and chronic conditions, a clinic for specialized care may be a patient's medical home.

This immediate availability of quality health care, or this coordinated point of care, is the face of the larger network of the medical home model, which has an infrastructure that includes health information technology systems; disease management programs; medication assistance programs; allied health and support services, such as transportation and social services; and health education and promotion programs.

Health technology will eliminate unnecessary or inappropriate health care because providers will



be able to regiment and coordinate with other providers care across sites of service.

The medical home model recognizes that cultural, literacy, and developmental barriers can exist in a pluralistic society and employs materials and teaching tools so that each patient can gain the full benefit of the model and providers will avoid disparities in treatment.

However, the medical home model recognizes that the attainment and maintenance of good health is also a personal responsibility. Education and access are keys to the informed patient's acceptance of this responsibility and to the active fulfillment of this responsibility. Nevertheless, the model is steadfast in the delivery of objective, evidence-based health care, that is, health care that will likely produce a beneficial outcome.

An essential feature of evidence-based health care delivery and the medical home model is state-of-the-art interoperable health information technology.

This technology connects patients and their medical records to clinicians and to specialists. It can inform clinical practice, permitting consultations electronically and updating of records immediately regardless of the physical location of the patient and doctor. Such up-to-the-minute medical records can avoid needless duplication of tests, ensure accurate diagnoses and appropriate medications, and increase patient safety, all of which can reduce cost. This technology offers systemwide transparency of cost and quality care and improves institutional performance and population health. LSU is implementing this technology, and its use will benefit both the individual patient and the systemwide delivery of health care.

#### *Resources and Reality*

Funding is key to this transformation. Despite limited funding, LSU provides quality health care and has achieved remarkable, nationally recognized accomplishments in the past decade with its Health Care Effectiveness Program.

The ability to continue this transformation depends on the availability of funding. Strict

adherence to some aspects of the medical home model will be difficult because of the funding LSU currently receives through the DSH program for care to the uninsured.

The reality is a medical home model in the safety-net system would have to address several elements of cost that would be new or currently unfunded, such as payment for physician and other necessary services and payment for personnel and space associated with the increased service levels of the medical home model. The current "unallowable" status of physicians, certified registered nurse anesthetists, and other "non-hospital" costs under DSH suppresses the ability of the safety net to offer the timely clinic and physician services that a medical home requires.

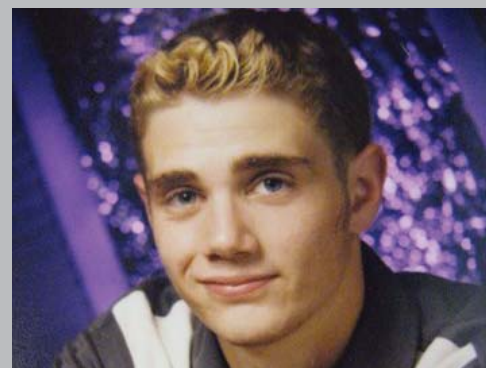
Extending the medical home model to all aspects of the LSU HCSD safety net should include funding for additional personnel, services, and space. Implementation of the medical home model by LSU would require reimbursement for existing physicians and funding for additional doctors, clinic staff, and others to provide the comprehensive services of this model. In some cases, LSU may direct patients to outside providers; LSU would need funding to pay these.

Quick fixes for health care do not exist, but the medical home model delivers value for its cost. The medical home model won't cost less than what Louisiana now spends on the uninsured, but in the long run the new expenditures of the model will help control costs as timely care prevents disease, detects it earlier, and avoids expensive treatments for complications.

The medical home reduces costly use of resources, such as emergency departments, because of its round-the-clock availability—it addresses minor illnesses before they become major, maximizes the use of existing resources, and decreases service duplication.

However, until everyone has a medical home, problems may persist because health care is an ever present need.

#### **Lallie Kemp Regional Medical Center**



***"I just want to thank you for keeping me alive and giving me a second chance at life."***

***Roy Laudumiey.***

Dear Oncology Staff,

I thank you all so very much for the care and extra TLC that was given to me. You nurses really know how to make me comfortable and at ease during such a mentally and physically fatiguing process. I just want to thank you for keeping me alive and giving me a second chance at life. I will never be able to thank you all enough for what you have done for me.

Thanks.

Roy Laudumiey

#### **W.O. Moss Regional Medical Center**



***Ms. Braxton wrote on behalf of her son, Brett K. Roth, who was a patient at W.O. Moss Regional Medical Center.***

Dear Staff,

Just wanted to let you know how much I appreciate your good work. You will never know how much this free prescription helps me. You made it all possible.

Thank you and God bless,

Peggy Braxton

Have a great day!



## Lallie Kemp Regional Medical Center

Serving the urban and the rural populations of south Louisiana, LSU HCSD delivers quality health care to big city and small town alike. In Independence, the Lallie Kemp Regional Medical Center (LKRMC) Adult Medicine Clinic provides extensive outpatient primary care.

Clinic staff saw 18,600 patient visits in 2007. Each medicine clinic patient has a primary-care physician, and that physician coordinates the total health care for the patient, including visits to specialists.

Each practitioner has a designated nurse. As a result, the physician nurse team knows the practitioner's patients and their needs well, often anticipating the nature of a patient's phone call or visit. The clinic also offers walk-in appointments for acute care, and patients can call the clinic for medication refills. The clinic, like all of LKRMC, is available for patients when they need it.

The clinic has three full-time and two part-time internal medicine physicians and one full-time family medicine physician, three nurse practitioners, six full-time and two part-time registered nurses, 19 full-time and two part-time licensed practical nurses, and 24 clinic support staff.

LSU hospitals and clinics are valuable assets for patient care and medical education. They offer high quality clinical outcomes, leveraged health care, and medical education and have the infrastructure to improve Louisiana's health care ranking.

Just as LSU implemented an innovative and effective Health Care Effectiveness Program a decade ago, it is adapting its health care delivery system to the medical home model and has had in place for some time critical components and clinics that already serve as medical homes. Let's visit a few of them.



***The Adult Medicine Clinic at Lallie Kemp Regional Medical Center is instrumental in keeping North Shore residents healthy.***

The clinic provides health care or coordinates referrals for asthma, cardiology, congestive heart failure, Coumadin, ophthalmology, optometry, gynecology, hepatitis C, HIV/AIDS, hypertension, infectious diseases, nephrology, oncology, orthopedics, podiatry, surgery, urology, wound care, and also has a shot clinic.

The quality health care that this clinic provides is consonant with the quality of all LKRMC health care and services. LKRMC provides preventive, primary, secondary, and follow-up care to its patients. It has a nationally recognized wound care clinic and on-site labs and radiology department. Besides the daily provision of quality care, LKRMC continues to grow and to improve its services and received reaccreditation from the Joint Commission.

LKRMC also received excellent ratings on the patient-satisfaction survey by the Consumer Assessment of Healthcare Providers and Systems, a public-private initiative to survey patients on their experiences with ambulatory and facility-level care, and excellent ratings on the HCSD Clinic Satisfaction Survey assessing patient satisfaction with LKRMC clinics. Its Radiology Department received FDA recertification for its mammography services and has acquired a new GE CMR+ Mammography Unit, offering films of superior quality for diagnosis and additional appointment slots for patients. The Cardiology Department purchased a new pulmonary function test machine, which will decrease patient testing

time and provide more accurate measures and a greater selection of tests.

LKRMC has hired two full-time surgeons and a full-time oncologist and created a geriatrics program with a board-certified geriatrician. The new LKRMC telepsychiatry program gives patients access to an off-site psychiatrist via a video conference for real-time assessment without traveling to another facility. The new on-site Lion's Club Optical Shop offers eyewear to patients, and the new Music On Hold features recordings of local musicians when incoming callers are placed on hold, giving free exposure to the musicians. Fulfilling the LSU mission of education, LKRMC continues to provide clinical training to nursing and allied health students.

LKRMC is developing an emergency department isolation room to provide a first-line of defense against communicable diseases, improving patient care.

An instrumental factor in the success of LKRMC is the commitment to it of employees and the community in ways large and small. Employees throughout the hospital adopted gardens around LKRMC and, using their own time, money, and talents, cultivated them for the enjoyment of patients and visitors. The Lallie Kemp Foundation Board of Trustees and LKRMC staff, pursuing the vision of the late Vincent Russo, MD, created the Foundation Circle, a circular garden with flowers, fountain, and benches, a serene oasis for employees, visitors, and patients.

## Dr. Walter O. Moss Regional Medical Center

Serving citizens of southwest Louisiana, the Dr. Walter O. Moss Regional Medical Center (WOMRMC) has five adult internal medicine clinics for primary care staffed by five primary-care physicians; five LPNs; three ward clerks; and two nurse's aides. Each patient has a physician who oversees primary care, which includes the prevention, diagnosis, and treatment of disease for adults, and coordinates referrals for specialty

care, much of which WOMRMC provides. In 2007, the five clinics saw nearly 24,000 patients. Since their establishment in 1994, the clinics have served the citizens of the Lake Charles region, providing quality health care to many who otherwise would be without.

WOMRMC ranks among the best. It received from the Louisiana Health Care Review the Silver Level 2006 Louisiana Hospital Quality Award for improvement in care for heart failure and pneumonia. Only 30 Louisiana hospitals received this award.

Health-care needs can occur around the clock, and the WOMRMC Emergency Department fast track is available when they do. The fast track reduces wait times and facilitates patient flow: patients in need of emergency care immediately receive it; nonurgent patients receive timely care and follow-up appointments if necessary. Having and taking medicine on schedule can control or even eliminate conditions that drive some to emergency rooms. The WOMRMC indigent medicine program in 2007 filled 25,228 prescriptions for 3,298 patients for an approximate value of \$7,405,182.

A critical WOMRMC service is providing health care to the Louisiana prison population. Using telemedicine, a nurse practitioner and nurse



***The Dr. Walter O. Moss Regional Medical Center adult medicine clinics provide quality health care to those who otherwise would be without.***



DR. WALTER O. MOSS

## Earl K. Long Medical Center



***"All of y'all saved my life. Y'all all have many, many stars in heaven. Also an angel on each and everyone of y'all's shoulder."***

***Joan Fontenot.***

I am writing this letter to thank the doctors and nurses who took care of me from July 16 to July 21, 2006.

I had kidney failure, a stroke and lung failure. I am so glad I told my husband I needed to be checked out that Saturday.

All of y'all saved my life. Y'all all have many, many stars in heaven. Also an angel on each and everyone of y'all's shoulder.

I see how hard y'all work when I am back there. You also spend time, and really show how much y'all care for each patient.

I always know I am well taken care of when I am back there.

Keep up the good work as I know y'all all will.

Thanks again truly for what y'all did for me. I'll never forget it.

Joan Fontenot



provide to prisoners with HIV physical exams, review their laboratory results, and establish a plan of care.

Management of disease for all patients is an ongoing well-managed effort of WOMRMC. WOMRMC expanded its participation in the HCSD Health Care Effectiveness Program, initiating the renal clinic and weight management clinic and

expanding the services of its tobacco cessation initiative. The WOMRMC congestive heart failure clinic is also participating in a Harvard University study on quality of life and patient attitudes. The ongoing effort of all areas of WOMRMC is propelled by the dedication of its staff to improve the quality of life of all of its patients.

Though WOMRMC continues to rebuild and replace structural damages sustained during Hurricane Rita and to prepare for future hurricanes, it maintains a prominent presence in the community, participating in the pandemic flu vaccination program and being a major United Way donor.

WOMRMC is ever mindful of its dual mission of health care and medical education. The Louisiana State Nurses Association approved the WOMRMC Education Department for provider status for nursing continuing education. The department can sponsor independently or with outside agencies programs for nurses to earn credit hours, exemplifying how other institutions look to WOMRMC to provide leadership in the provision of health care and health-care education.

Offering assistance to other institutions manifests itself in a variety of ways. WOMRMC and its staff are involved in a number of community organizations and efforts, such as the Community and Sickle Cell Advisory Committee, National Diabetes Awareness Day, Great American Smoke-out, Crisis Intervention Team Task Force, Calcasieu Education Consortium, Southwest Louisiana Mutual Aid Association, Calcasieu Community Health Unit, Big Brothers/Big Sisters, Calcasieu Parish Truancy Board, McNeese State University Nurses Alumni Association, and more, because WOMRMC and its employees know

their involvement is essential to the community and they are an integral part of the community.

## Earl K. Long Medical Center

In operation since the early 1980's, the North Baton Rouge Clinic, located in the recently renamed Jewel Newman Community Center, offers to an adult population primary care where it is easily accessible and in conjunction with other social and support services of the center. With two full-time physicians, a registered nurse, and two licensed practical nurses, the clinic has more than 2,840 patients and annually has more than 6,200 patient visits.

Medical services include evaluation and treatment of chronic diseases, acute and emergency care, preventive health services, and referrals to medical and surgical subspecialists. The clinic offers comprehensive primary care and access to specialty care at Earl K. Long Medical Center (EKLMC), bringing the medical home to the neighborhood for nearly a quarter of a century.

This long-time service to the community, with the patient seeing the same doctor on each visit, has allowed patients and doctors to forge a mutually beneficial relationship. The doctor knows the patient and the patient's medical history, and the patient knows the doctor was there before and the time before that, and will be there each time the need arises.

The EKLMC staff continues to provide leadership in the provision of health care locally and nationally. For example, Pamela Williams, BSN, RN, ACRN, intake RN and case manager for the Early Intervention Clinic of the LSU Mid City Clinic, was appointed to serve as the AIDS Certified Registered Nurse Committee chair of the HIV/AIDS Nursing Certification Board. The board formulates and reviews board certification examinations, which are given twice a year at more than 700 sites in the United States and Canada. All of the nurses in the EKLMC Early Intervention Clinic for outpatient ambulatory HIV care are members of the Baton Rouge Association of Nurses in AIDS Care (BRANIAC), a chapter of the national Association of Nurses in AIDS Care, which is committed to



**The Jewel Newman Clinic in North Baton Rouge brings quality primary health care to the neighborhood and access to specialty care at Earl K. Long Medical Center.**

quality AIDS care, education, and professional development. Their dedication and service received national attention when the Association of Nurses in AIDS Care (ANAC) awarded their chapter the 2007 Chapter Recognition Award. Ms. Williams is president of BRANIAC.

In 2007, EKLMC served 1,500 patients with HIV/AIDS and received for HIV primary and specialty care and services Ryan White CARE Act Part C funds of \$380,250 and Part A funds of \$418,220.

The EKLMC disease management program has two new initiatives, one already underway for hypertension, the other soon to begin for obesity.

Participating in the federal 340B Program, the pharmacy purchased discounted outpatient and emergency department medications for a savings of \$1,000,000. The pharmacy saved another \$1.5 million for AIDS medications and saved for patients approximately \$150,000 on the cost of prescription medications.

In 2006, 33 percent of EKLMC patients reported current tobacco use. In partnership with the LSU Health Sciences Center School of Public Health and the Louisiana Campaign for Tobacco Free Living, EKLMC provided for patients, employees, and the communities they serve, through the Tobacco Control Initiative, appropriate cost-effective, evidence-based interventions for smoking cessation, including free or reduced-cost medication, access to free telephone counseling at the Louisiana Quit-Line (1-800-QUIT-NOW), group behavioral counseling classes, self-help materials, and, for inpatients, individual bedside consultations.

## LSU Hospitals Receive Louisiana Hospital Quality Awards For Sustained Performance and Improvement in Providing Quality Care to Patients

Five LSU HCSD hospitals received the 2006 Louisiana Hospital Quality Award from the Louisiana Health Care Review, Inc. (LHCR), for their commitment to sustained performance and/or improvement in providing quality care to patients.

The Medicare quality improvement organization for Louisiana, the LHCR annually gives the award to hospitals that have sustained excellence in or have exhibited significant, quantifiable improvement in one or more of four clinical areas: acute myocardial infarction (heart attack), heart failure, community-acquired pneumonia, and surgical care.

“The Louisiana Hospital Quality Award for five LSU hospitals is another indicator that LSU hospitals provide quality care that is comparable to any hospital in the state,” said Dr. Michael K. Butler, LSU HCSD acting CEO. “This outside organization reviewed the proven evidence-based practices that we provide to Medicare patients and found that our hospitals are due this recognition,” he said.

LHCR CEO Gary Curtis echoed Dr. Butler’s sentiments. “Louisiana Health Care Review is pleased to recognize hospitals such as those of LSU for achieving measured improvement in patient care,” he said. “More importantly, we know that utilizing proven standards of care can save lives, and we applaud the work of these hospital teams in their dedication to quality patient care for the people of their community.”

The clinical areas measured for the awards have been designated as national health care priorities by the Centers for Medicare and Medicaid Services.

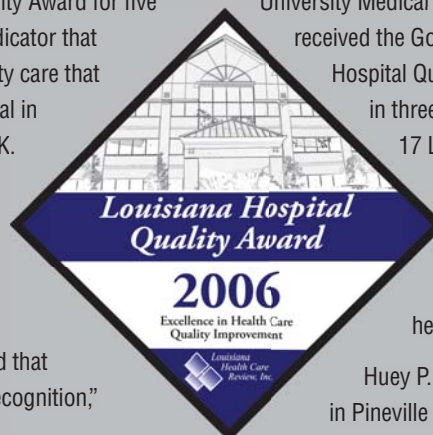
Hospitals in Louisiana and nationwide have been partnering with their quality improvement organizations to use proven, evidence-based practices to improve care for their patients.

“We know that using proven standards of care can save lives, and we applaud the work of these hospital teams,” Curtis said. “As the Medicare quality improvement organization for Louisiana, we continue to work with our partners to ensure that every person gets the right care at the right time every time.”

LSU Bogalusa Medical Center (BMC) and University Medical Center (UMC) in Lafayette received the Gold Level 2006 Louisiana Hospital Quality Award for improvement in three of the four clinical areas. Only 17 Louisiana hospitals received the gold level award. BMC and UMC received the award for improvement in care for acute myocardial infarction, heart failure, and pneumonia.

Huey P. Long Medical Center (HPLMC) in Pineville and Walter Olin Moss Regional Medical Center (WOMRMC) in Lake Charles received the Silver Level 2006 Louisiana Hospital Quality Award for improvement in two of the four clinical areas. Only 30 Louisiana hospitals received the silver level award. HPLMC and WOMRMC received the award for improvement in care for heart failure and pneumonia.

Leonard J. Chabert Medical Center in Houma received the Bronze Level 2006 Louisiana Hospital Quality Award for improvement in care for pneumonia. Only 20 Louisiana hospitals received the bronze level award.



## North Baton Rouge Clinic Will Offer Comprehensive Care

LSU HCSD held its groundbreaking ceremony March 7, 2007, for its University Hospital North Baton Rouge Clinic at 5445 Airline Highway.



**Governor Kathleen Babineaux Blanco**

“I’m very proud to be standing here today to bring a new way of delivering health care to Baton Rouge,” said Governor Kathleen Babineaux Blanco, who delivered the keynote address at the ceremony.

“Our goal is to make health care accessible,” she said in support of outpatient care. “The clinic notion is a better notion than a centralized notion.”

She also praised the high quality of health care



**Artist’s sketch of the University Hospital North Baton Rouge Clinic at 5445 Airline Highway**

and medical education in LSU hospitals and gave her complete support for both.

Encompassing 42,000 square feet and two floors, the new clinic will offer Baton Rouge comprehensive preventive health care and early intervention in this new primary-care facility, which will emphasize internal medicine and women’s health.

“The clinic represents LSU’s vision for the future of health care in Louisiana,” said Dr. William Jenkins, who was LSU System president at the time.

“A modern facility such as this will bring diagnosis, treatment and disease management much closer to the people we serve.”

The umbrella facility for clinics now housed at Earl K. Long Medical Center, such as OB/GYN and primary-care medicine, the new clinic will have 24 internal medicine exam rooms, nine women’s primary health care services exam rooms, a community meeting room, a diagnostics laboratory, a pharmacy, and radiology services.

A longtime supporter of LSU, Mr. Herbert Brown donated a portion of the land for the clinic, the equivalent of more than 2 million dollars. He dedicated the donation to his deceased son, Graham Brown. “This is a dream come true,” he said. “This is the beginning of a great tomorrow.”

The Women’s Clinic will provide comprehensive obstetrics and gynecological services. The Internal Medicine Clinic and its Diabetes Program will offer patient education to prevent the many complications that can arise from diabetes.

The ready availability of these health care providers

in a state-of-the-art facility will encourage people to receive preventive health and disease treatment by scheduled appointment.

Prevention is the key to good health, and the clinic will have health care providers for the

prevention of disease and early intervention for Baton Rouge citizens. The pharmacy will fill approximately 70,000 prescriptions annually, including Medicaid, Medicare Part D, and prescriptions for those who can afford to pay and for those who cannot.

A 24-hour urgent care clinic will provide round-the-clock availability to address unexpected medical needs. The \$12.5 million facility will exemplify the best in health care and will accommodate the region’s rapidly growing population.

EKLMC has received from the National Cancer Coalition a \$10,000 grant for its Emergency Relief Program to assist patients with cancer, offering to those affected by the 2005 hurricanes financial assistance for medication, lodging, transportation, and nutrition. The U.S. Food and Drug Administration in its biannual inspection of Transfusion Services found no deficiencies.

EKLMC has begun a new obstetrics residency program, accepting four residents a year for the four-year program. It also has begun a Coumadin clinic and heart catheterization lab. Going above and beyond the call of duty, the Mid City Clinic staff volunteers, with others from the community, in the Volunteer Health Corps, providing after-hours health care at the Mid City Clinic to those in need. EKLMC staff on the main campus provides primary care, medicine, and surgery specialty services for area prisoners, filling an essential need in the Louisiana health care landscape.

With its eye very much on the medical home model, EKLMC held the groundbreaking for the new North Baton Rouge Clinic, which will epitomize the medical home and continue the dedicated quality health care that EKLMC has long provided.

## Leonard J. Chabert Medical Center

Leonard J. Chabert Medical Center (LJCMC) in Houma has been linking patients to health care providers in the medical home model since it opened its primary care clinics in 1978, providing a one-stop shop that could meet all of a patient’s health care needs within the framework of the hospital. Over the years, LJCMC has added specialty services, medication management, educational services, and community partnerships for referrals. The medical home model is not a new concept at LJCMC; it has been a way of life for nearly 30 years.

At LJCMC, patients can receive both primary care and specialty care not only at the same place, but often on the same day. LJCMC also offers a wide variety of therapeutic services to assist with rehabilitation of and transition for patients



***At Leonard J. Chabert Medical Center, patients can receive primary care and specialty care not only at the same place, but often on the same day.***

recovering from outpatient procedures, helping patients maintain the health gains they obtained in the clinic. Preventive medicine is at the core of this comprehensive approach and focuses on disease management, education, nutritional guidance, social services, and an outpatient pharmacy with medication assistance programs.

If an emergency department patient does not already have a primary health care provider and is in need of primary care, the patient is assigned to the Continuing Care Clinic (CCC), which then becomes the patient's medical home. With a primary care physician, an RN, two LPNs, a nurse's assistant and clerk, the CCC saw 4,819 patients in 2007.

To capitalize on gains made with patients during clinic visits, LJCMC incorporates several forms of management into its medical home. Telemanagement and a chart-check regimen—clinic staff makes phone calls to patients inquiring about their following medical direction and giving instructions for care—provide for a continuity of care from the clinic visit to the home and often alleviate a return clinic visit. In 2007, CCC made 5,910 chart checks to review patient status and 6,856 follow-up phone calls to patients, engaging patients in their own medical management with guidance from CCC staff. Continuity of quality health care is a hallmark of LJCMC. "We're Here for Life" is more than its motto: it is a testament to three decades of compassionate care.

LJCMC is known not only for its quality health care but for its importance to the community and its critical role in the commerce of the region.

LJCMC won the 2006 Houma-Terrebonne Chamber of Commerce Large Business of the Year Award, given by the National Chamber of Commerce. The award selection committee reviews seven criteria ranging from regional economic impact to chamber involvement.

The Louisiana Civil Service Commission awarded a commendation to LJCMC for its excellent record in performance, planning, and review, highlighting the hospital's commitment to performance management.

Health care received recognition as well. LJCMC received from the Louisiana Health Care Review the Bronze Level 2006 Hospital Quality Award for improvement in care for pneumonia. Only 20 Louisiana hospitals received this award. The LJCMC Rehabilitation Department received the TherEx Outstanding Provider of Quality Therapy Services Award for the first quarter of 2007 for the highest scores on quality measurements of 50 hospitals nationwide that TherEx serves.

LJCMC continually pursues the improvement of its services and medical education. It now produces digital mammograms and is striving for a monthly goal of 800. The Department of Health and Hospitals provided LJCMC with funding of \$800,500 for medical emergency room holding beds and funding for staff for this service.

The South Louisiana Medical Associates physicians group contributed \$200,000 to the LJCMC Foundation for the LJCMC Internal Medicine Residency Program, slated to open in July 2008. The Foundation approved \$135,000 for the purchase of LJCMC supplies and equipment, such as a neonatal transport incubator. The Foundation raised these funds at its annual fundraiser, "A Night for Goodness' Sake."

LJCMC opened a new women's clinic and outpatient laboratory and expanded its psychiatric unit from 15 to 24 beds. The Diabetes Education and Wellness Program received a \$100,000 grant from Novo Nordisk to assist patients with purchasing medication,



LEONARD J. CHABERT



### LSU Nurses Honored in Great 100 Nurses Celebration

Each year, the Great 100 Nurses Foundation honors Louisiana's greatest registered nurses. Nominations for the honor come from patients, friends, family, colleagues, and community leaders.

"A great nurse is one who stands out with natural leadership and mentoring qualities and one who daily gives back to the profession and community," said Maggie Candon, RN, and Great 100 Committee member.

It is not surprising, therefore, that in 2006 eight LSU HCSD registered nurses were honored: Kimberly Kreppein, Ryan W. Nunez, Lillian Agnelly, Denise Young, Julie Borchers, Gretchen Delo, and Michael Verges, all from Interim LSU Public Hospital, and Jane Parrish, LSU HCSD headquarters.

"We are extremely delighted to have the opportunity to properly honor and thank some of the amazing nurses who endured so much and played such an invaluable role during the events of hurricanes Katrina and Rita," said P. K. Scheerle, Great 100 chairperson and founder.

All of the nominees for the Great 100 Nurses were honored at a gala in New Orleans. "Our nurses in Louisiana have faced many challenges over the past year, which seemed insurmountable, but every day it seems to get easier as a result of the camaraderie and commitment by us all," said Lillian Agnelly, RN.

supplies, and equipment and hosted its first Kid's Day event for young patients, which included healthy nutrition tips, education, and a magic show.

The National Cancer Coalition Emergency Relief Program awarded LJCMC over \$7,000 to assist patients affected by the 2005 hurricanes. The LJCMC Reach Out and Read Program received \$5,000 from Fore!

Kids Foundation, \$3,000 from United Way for South Louisiana, \$3,000 from National Reach Out and Read, and \$2,000 from the Houma Rotary Club.

## University Medical Center

For the past 37 years, the University Medical Center Pediatric Clinic in Lafayette has provided comprehensive primary health care to the children of southwest Louisiana. In 2007, the clinic had 9,809 patient visits. Five pediatricians, four specialty care physicians, a clinical psychologist, four RNs, a nurse practitioner, three administrative coordinators, a family services coordinator, and an LPN provide high-quality care and immediate access, accommodating patients with primary and specialty care and those in need of immediate care.

The child sees the same physician on each visit, yet specialists are available, and a staff physician is certified in developmental care. The clinic has cared for children of Acadiana for two generations, nurturing them into adulthood, and it will continue to do so for the children of the children it once served.

UMC received from the Louisiana Health Care Review the Gold Level 2006 Louisiana Hospital Quality Award for improvement in three of the four clinical areas: acute myocardial infarction, heart failure, and pneumonia. Only 17 Louisiana hospitals received this award.

Knowing that a comprehensive medical center cares for the entire life span, UMC established a geriatric fellowship program. It also added four licensed

beds to its inpatient psychiatric unit, purchased and installed a modular building for its mental health emergency room extension, and recruited for it a clinical nurse specialist in mental health.

The UMC Kidney Transplantation Center, which relocated to UMC shortly after Hurricane Katrina, continues to thrive, performing 57 transplant surgeries since its inception in 2005. UMC ophthalmology surgery expanded to include retina surgery. The pharmacy department now also has an outpatient pharmacy, and UMC opened an outpatient orthopedic clinic.

The audiology department, with the purchase of new technology, now offers vestibular system testing for balance disorders, distortion product otoacoustic emission testing for cochlear function in children and adults, and auditory steady state response (ASSR) testing for those with severe to profound hearing



***The University Medical Center Pediatric Clinic has cared for children of Acadiana for two generations, nurturing them into adulthood.***

loss. An electrophysiological test, ASSR tests above levels than conventional testing and thus determines the degree of hearing loss and residual hearing status and provides information for hearing-aid recommendations, hearing-aid fittings, and referrals for cochlear implants. UMC is one of a very few audiology providers, public or private, offering ASSR testing in Louisiana.

UMC also purchased a Signa 3T MRI. UMC is the only medical center in the area with it—only three are in Louisiana.

UMC received \$2,045,000 for expansion and renovation of its emergency department, which will



promote efficient patient flow and good care and will allow UMC to meet national benchmarks in the provision of emergency care.

## Bogalusa Medical Center

For more than 25 years, Bogalusa Medical Center (BMC) internal medicine clinics on Memphis and Thomas streets in Bogalusa have provided quality primary health care to North Shore residents. The two clinics average 900 patient visits a month, making quality primary care easily accessible to its adult population. With five primary care physicians, two registered nurses, seven licensed practical nurses, and 7 support staff, the clinic typically provides same-day or next-day appointments for those in need of immediate health care.

Physicians act as coordinators as well as coordinate access to BMC specialty care in cardiology, surgery, infectious disease, nephrology, obstetrics/gynecology, psychiatry, podiatry, gastroenterology, ophthalmology, pediatrics, neurology, and urology, making this medical home the hub of an integrated system of comprehensive health care.

Good health care includes good health care education. These internal medicine clinics offer education or referrals for education in diabetes and asthma health maintenance, allowing patients to learn how routine monitoring and lifestyle changes can prevent major health incidents. The provision of timely appointments, easy access to quality health care in the patient's community, and health education provided by caring medical professionals make patients feel at home in their medical home.

An integral component of North Shore health care, BMC offers health care and medical education to a region that has significantly grown since Hurricane Katrina in 2005. Though BMC sustained substantial damage in the storm, it quickly rebounded and in 2007 saw a 20 percent increase in outpatient visits—82,000 patients sought outpatient and emergency-department care at BMC. The Emergency Department alone provided services to nearly 24,000. Other areas experienced increases as well. For example, the Surgery Department provided services

to over 3,000 patients, a 23% increase. BMC has continued to provide both inpatient and outpatient psychiatric care to a larger Post-Katrina North Shore population. In affiliation with Southeast Louisiana Hospital, BMC provided inpatient acute psychiatric care to almost 400 patients in 2007.

Despite contending with substantial damage from Hurricane Katrina, a significant increase in patients, and the opening and operation of new clinics, BMC received from the Louisiana Health Care Review the Gold Level 2006 Louisiana Hospital Quality Award for improvement in three of four clinical areas: acute myocardial infarction, heart failure, and pneumonia. Only 17 Louisiana hospitals received the gold level award.



***The Bogalusa Medical Center internal medicine clinics and their comprehensive health care services make patients feel at home in their medical home.***

BMC expanded its pathology services, and additional resources in cytopathology allows BMC to be a referral center for clinical pathology services for other HCSD hospitals. BMC continues to expand its network of clinics, operating 19 primary and specialty clinics, several born post-Katrina, such as the ophthalmology, pediatric, and surgery clinics, all continuing to see increased volumes of patients, filling a critical need to the community and the region as a whole.

In its third year of existence, the LSU Rural Family Practice Medicine Program continues to develop





and to expand services. BMC is moving forward with plans for its expansion so that the program will not only grow but will flourish while providing medical education to the future health professionals of Louisiana and quality health care to the North Shore. In 2007, BMC planned for the construction of the new OB/GYN unit, which will have spacious modern rooms for labor, delivery, and recovery; exam

rooms; conference rooms; and waiting rooms. It will have a complete C-section room with anesthesia.

BMC also planned the addition to and renovation of the Family Practice Clinic, which will more than double the size of the clinic, from 7,500 square feet to 18,000 square feet. The expansion and new unit will meet the requirements of the Accreditation Council of Graduate Medical Education (ACGME). As a result, the ACGME approved full accreditation to the LSU Rural Family Medicine Residency Program.

These projects will be funded by a \$13 million bond issue undertaken by the Bogalusa Medical Center Foundation. In order to repair damages from Hurricane Katrina, the foundation also undertook a major repair and upgrade to the building, estimated to cost \$6 million. Due to the efforts of its legislative delegation, BMC is planning expansion of its emergency and admitting departments, outpatient surgery, and support areas, and the renovation and development of the main entrance, improving access for patients and visitors.

BMC is a place people want to be. Nursing turnover was approximately four percent, which is considerably lower than the national average of 21 percent. As BMC has grown, staff and its development have grown. BMC implemented a new staff training program, Positive Attitudes Will Succeed (PAWS), emphasizing education and behaviors that improve patient interactions.

Good health care begins with good diagnosis. BMC Radiology Department acquired state-of-the-art CT and MRI equipment, and the BMC Laboratory upgraded chemistry analyzers. This equipment

permits BMC to maintain its delivery of quality health care. A health care anchor on the North Shore, BMC is essential to the provision of quality health care in the region.

## Huey P. Long Medical Center

Since 1992, the Huey P. Long Medical Center (HPLMC) Pediatric Clinic in Pineville has provided comprehensive quality health care in the medical home model for patients from birth until 18 years of age. Patients see the same physician on each visit to this one-physician clinic supported by a full-time and a part-time nurse. With all primary care under one roof, the patient can access specialty care for emergent conditions by direct physician referral.

The clinic also has monthly cardiology and quarterly genetics clinics. The cardiology clinic provides care for patients with congenital and acquired heart disease, postoperative cardiac-procedure care, and maintenance care for the pediatric patient with heart disease. The genetics clinic follows patients with metabolic and genetic defects and offers intensive counseling by a nutritionist, social worker, and physician, providing guidance and insight on the disease process and referrals to support groups. The clinic population includes those with Medicaid and those with or without insurance.

In support of the clinic is HPLMC Kid Med, a nurse-staffed pediatric wellness clinic for Medicaid-eligible children ages birth to 21 years of age. Kid Med nurses assess developmental milestones and provide immunizations. Kid Med provides children with comprehensive health care, including medical, visual, hearing, and dental screenings as well as neonatal, anemia, urine, and lead poisoning screening. As a result, Kid Med has identified children with diabetes, elevated lead, and heart disease.

Kid Med and the Pediatric Clinic work hand in hand. Kid Med can identify conditions in need of definitive diagnosis, referring patients to the pediatric clinic for appropriate and immediate interventions. Pediatric Clinic nurses can refer children to Kid Med for its services. In 2007 the Pediatric Clinic had 5,366 patient visits; Kid Med had 2,339. Children have



**The Huey P. Long Medical Center works closely with Kid Med, providing remarkable outcomes for children in central Louisiana.**

remarkable outcomes at HPLMC, thanks to the good work of Kid Med and the Pediatric Clinic.

This good work is emblematic of HPLMC as a whole, which received from the Louisiana Health Care Review the Silver Level Louisiana Hospital Quality Award for improvement in the treatment of pneumonia and congestive heart failure. Only 30 hospitals in Louisiana received the silver level award. Another reflection of this excellence is the full accreditation from the Joint Commission that HPLMC received in 2007.

Prevention as much as intervention is integral to quality health care. HPLMC significantly increased its number of mammograms, offering patients same-day appointments or the next appointment of their choice. To expedite the plan of care for newly diagnosed patients, HPLMC developed its twice-monthly tumor conference. Time from diagnosis to oncology

## INTERIM LSU PUBLIC HOSPITAL REOPENS

The LSU Health Care Services Division eased the ache of an ailing city when in November 2006 it reopened in New Orleans its University Hospital under its new, temporary name, Interim LSU Public Hospital, according to FEMA guidelines.

The reopening, at 2021 Perdido Street, immediately provided eighty-five beds for the highest level of primary and specialty care and top-notch education for students in the health professions. Since then, the hospital has steadily added beds. Staffing remains a challenge in the still-recovering city.

The hospital offers most of the services that were available at the Medical Center of Louisiana at New Orleans before Hurricane Katrina. "For our dedicated LSU doctors, nurses and allied health professionals, the return of this updated hospital to service is a singular achievement as we recraft health care delivery in Louisiana," said Dr. William Jenkins, who was LSU System president at the time of the reopening. FEMA is financing the entire \$64-million phased reopening.

This recrafting is giving LSU health care professionals the best technology. The hospital has two 64-slice CT scanners and a 3T MRI and is wireless. Doctors have access to the electronic file cabinet in any hospital computer. Records feature vital information, such as a patient's prescribed medications, allergic reactions, and medical history. The critically ill may not be able to tell a physician such crucial information and now won't have to. A few keystrokes can deliver it.

"This electronic storage of information will prevent the extensive loss of medical records that we had because of Katrina," said Dr. Dwayne Thomas, hospital administrator.

The reopening is the first step of a major work in progress. "The hospital will operate as an interim facility until we construct a new academic medical center in New Orleans in partnership with the Department of Veterans Affairs," said Rod West, who at the time was chair of the LSU Board of Supervisors. "We're doing bigger and better things for our state."

Governor Kathleen Babineaux Blanco, keynote speaker for the November 20th opening-day ceremonies, affirmed that sentiment. "There will be a new university teaching hospital in this region," she said. "I am committed to providing a first-class training environment for the graduate medical



**Governor Blanco was keynote speaker at the reopening.**

education programs of LSU and Tulane."

Engineering studies determined that the wind and flood damage that Katrina inflicted on the existing VA and Charity hospitals rendered them inoperable. They will not reopen.

Governor Kathleen Blanco fully supports the collaborative efforts of LSU and the VA to build a new facility. "We have an outstanding opportunity to join the VA medical center in a new state-of-the-art medical center, and it's a chance that we won't let slip away," she said.

The new LSU and VA medical centers will share infrastructure and will purchase services from each other, such as radiology, rehabilitation, laboratory, and housekeeping, which will result in significant savings for the health care system.

Recognizing that a hospital is more than bricks and mortar, the governor expressed gratitude to those hospital employees who cared for patients during the hurricane and led the audience in applause.

"I thank you for your selflessness," she said, turning to those in attendance. "You put yourselves out there so that others may survive. The reopening of this hospital is testament of your sacrifice."

Like many in greater New Orleans, some hospital employees lost their homes, and a number have not returned.

Despite the staff shortage, LSU is taking medical care to the neighborhoods. It has opened outpatient clinics throughout the city, offering primary care for early intervention.

"We need to let people know our plans to expand outpatient primary care to community sites," Dr. Cathi Fontenot, medical director for the hospital, said.

This community outreach offers a cost-effective future for Louisiana health care, and, in the end, prudent fiscal management and excellent health care will benefit all Louisiana citizens.



## HCSO STAFF HONORED BY BOARD RESOLUTION

On the eve of the anniversary of hurricanes Katrina and Rita, the LSU Board of Supervisors unanimously approved a special resolution commending the staffs of the LSU Health Care Services Division and Health Sciences Center in New Orleans for their service during and after the storms.



*For the anniversary of hurricanes Katrina and Rita, Sergeant Marshall Pierre (left to right), and Drs. James Aiken, Keith Van Meter, and Dwayne Thomas were on hand at the LSU Board of Supervisors meeting when the board approved a special resolution commending the staff of LSU HCSO and LSU Health Sciences Center for their service during and after the storms.*

The resolution stated that their actions throughout the devastation of the hurricanes “were an invaluable part of saving lives and providing comfort and health care to many.”

Acknowledging the hardships the hurricanes imposed, the resolution noted that employees who aided others during hurricanes Rita and Katrina “have earned the everlasting respect, admiration, and gratitude of the state’s citizens, as well as people throughout the world.”

The resolution honored the courageous efforts of LSU employees throughout the storm and concluded that they will “forever inspire the citizens of Louisiana and health care professionals everywhere.”

appointment is approximately two weeks. Social Services, in collaboration with the pharmacy and oncology departments, obtained \$150,000 for oncology medication and developed with outpatient clinic nurses and radiology, medical records, and emergency departments a timely and effective triage system for referrals for specialty-care services to other HCSO hospitals.

To manage patient flow and coordinate caregiver efforts, HPLMC implemented weekly ICU grand rounds with the attendance of all disciplines.

Cardiopulmonary services implemented National Institute of Health guidelines for prevention of ventilator-acquired pneumonia. HPLMC outcomes are now better than national benchmarks. HPLMC laboratories received accreditation from the College of American Pathologists.

In 2007 the HPLMC outpatient pharmacy filled over 102,000 prescriptions, and with seed funding from the Rapides Foundation, over 70 percent of these were filled under the HPLMC Cenla Medication Access Program using medications from pharmaceutical manufacturers’ patient assistance programs, resulting in \$6 million of medications for patients in the program. To enhance patient safety and efficiency, the pharmacy is updating its outpatient automated prescription technology, which, once completed, will provide HPLMC with one of the most technologically advanced pharmacies in central Louisiana.

A training ground for interns and technicians, the pharmacy, in partnership with the University of Louisiana at Monroe, developed at the HPLMC England Airpark facility an Ambulatory Residency Program, which began in July 2007.

HPLMC is expanding through the Louisiana Office of Public Health its nurse family partnership reaching all parishes in Region 6. The partnership encourages participants to use all services of HPLMC and assists them with setting goals. Nurses deliver education on many health care issues and collaborate with primary-care physicians and other agencies to

assist clients. The facility with which HPLMC nurses expand the provision of health care is emblematic of the multifaceted effort HPLMC exerts to provide comprehensive health care to its community.

## Interim LSU Public Hospital

Complex disease requires sophisticated primary and specialty care. No clinic anywhere better exemplifies the success of this care than the HIV Outpatient Program (HOP) Clinic of the Interim LSU Public Hospital in New Orleans. It provides comprehensive medical care to HIV-infected individuals at all stages of the disease. Services include on-site primary and dental care; pharmacy support; nutrition, health, and adherence education; social work and case management; palliative care and pain management; clinical pharmacology counseling; and medical subspecialties including cardiology, dermatology, gastroenterology, gynecology, nephrology, neurology, neuropsychology, obstetrics, ophthalmology, pediatrics, psychiatry, and pulmonology. Physicians and nurses specifically trained to treat HIV-infected patients staff the clinic five days a week.

A specialty clinic that provides primary care can function as a medical home, and the HOP clinic does that and more. With an emphasis on research, the HOP clinic has gained national recognition as a first-rate provider of health care, a valuable source of health care education, an excellent center for the study of HIV and AIDS, and a training ground for future health care professionals.

Serving the greater New Orleans area, the HOP clinic in 2007 had 15,710 patient visits for dental, mental-health, primary, and specialty care and support services from its extensive staff of specialists. The patient population included infants, children, adults, and the elderly.

This nationally recognized leader in its field celebrated its twentieth anniversary in the summer of 2007, marking two decades of compassion, health care, social services, and research, undeterred by Katrina’s flood and destruction or the challenges of the multifaceted disease.

The clinic is a national model for its development of a comprehensive system of care for people living with HIV and AIDS, innovative HOP patient services have received national recognition, and HOP staff is devoted to the teaching of HIV care and advocacy for services for the HIV-infected and affected on the local, state, and national levels.

Post-Katrina, the HOP clinic is restoring its one-stop shop option for HIV care. One of the first two clinics in New Orleans to open after the storm, the HOP clinic, in essence, barely closed. Within two weeks of Katrina, HOP clinic staff were seeing patients at Earl K. Long Medical Center in Baton Rouge and were driving to Leonard J. Chabert Medical Center in Houma, where the LJCPC pharmacy filled prescriptions. This cooperative effort illustrates the multiple strengths of a safety net system of care, avoiding the void in service others experienced and offering continuous health care, even a month later, when Hurricane Rita hit, and the safety net again fell into place, and staff saw patients from the Lake Charles region at University Medical Center in Lafayette.

Despite the upheaval of services due to the hurricanes, the HOP clinic is committed to the provision of a health care system that improves client outcomes, protects client confidentiality, maximizes client and community input, and respects the cultural diversity of clients and staff.

The clinic has 12 primary-care physicians, 13 specialty-care physicians, four nurse practitioners, five staff nurses, a health education and adherence nurse, and a research nurse. The oldest HIV provider in Louisiana, HOP employs a multidisciplinary approach for its comprehensive one-stop-shop model. On a bus line for easy access, the clinic has a strong patient advisory council, strong partnerships with other HIV/AIDS community providers, and is colocated with the Delta AIDS Educational Training Center. It is a valuable component in medical education for the training of students, residents, and fellows. Its strong research component provides access to medication from pharmaceutical companies and their compassionate use programs for patients who have exhausted other treatment options.

In collaboration with the Xavier University clinical pharmacy program, the HOP health education

## LSU HCSD Unveils Monument To Employees' Dedication During Storms

The reopening of the Interim LSU Public Hospital was a renewal of a facility, but also a testament to the enduring spirit of the employees of LSU hospitals.

Employees statewide exemplified this spirit. As hurricanes Katrina and Rita took turns pummeling facilities in southern Louisiana, employees out of harm's way prepared to receive patients, and, once they were received, continued the administration of health care.



**The monument honors the extraordinary bravery and selflessness of LSU HCSD staff.**

Staff of LSU hospitals statewide exerted a concerted, compassionate effort with the utmost professionalism to ensure that the ill would receive the comprehensive health care that they not only required, but deserved.

The devastation of these extraordinarily powerful

storms created a need for an unprecedented level of caregiving throughout the entire hospital system, a need that was courageously met by the LSU HCSD staff.

In many cases, employees risked their own personal safety and sacrificed time away from their homes and families while enduring their own personal tragedies in order to provide essential services to patients who required their expertise during and after these disasters.

LSU unveiled a monument dedicated to these LSU hospital employees during the reopening ceremony for the Interim LSU Public Hospital as a commemoration to what went right during the storms and to the people of LSU hospitals who were responsible for it, to its doctors, nurses, allied health professionals, security personnel, and maintenance workers, to all who served others so that they could survive.

Dr. Jenkins, Mr. West, and Governor Blanco unveiled the monument, whose inscription says,

"Dedicated to the staff of the LSU Health Care Services Division for their extraordinary selflessness and bravery during and following Hurricanes Katrina and Rita."

The monument will be on temporary display in front of the hospital until the opening of the new LSU hospital, where it will be on permanent display.

## Trauma Center Returns to Downtown New Orleans

Another piece of the complex health care puzzle in southeast Louisiana fell into place in February 2007 with the return of the nationally recognized LSU trauma center to downtown New Orleans. Relocated to Elmwood Medical Center shortly after Katrina, the center and emergency department are now in a newly renovated area on the first floor of the Interim LSU Public Hospital.

"The return of the trauma center is one more building block in the provision of comprehensive health care to the greater New Orleans area," said Dr. Michael Butler, LSU HCSD acting CEO. "LSU will continue to maintain the superior trauma services that it has long been known for."



**The nationally recognized LSU trauma center returned to downtown New Orleans in February 2007.**

Comprehensive trauma care offers specialists vital for a trauma victim's survival. Besides the convenience of a central location, Dr. Norman McSwain, trauma program director, noted the immediate accessibility of physicians, technicians, and services under the same roof. "Trauma is not just about surgeons," he said. "It's about ER physicians and staff."

The trauma center will seek to regain its Level 1 designation in 2008 once it accumulates enough data to present to the American College of Surgeons, which designates the level of trauma services available. Level 1, the highest level, indicates surgeons, specialists, and those in the training programs in the necessary disciplines on call 24 hours a day.

"This is a tremendous accomplishment," said Dr. Peter DeBlieux, director of emergency services. "Trauma services are essential to the region. Providing trauma care is not just a matter of providing treatment to the poor and indigent. Anyone can become a victim of trauma."

The trauma center serves Orleans, Jefferson, St. Bernard, Plaquemines, St. Charles, and St. Tammany parishes.



## LSU Supports Katrina Memorial at Charity Hospital Cemetery

The LSU Board of Supervisors and LSU HCSO support plans for the construction of the New Orleans Katrina Memorial on the grounds of the Charity Hospital Cemetery at the end of Canal Street at City Park Avenue, in Mid-City New Orleans.

The memorial will be a place to remember all of the victims of Hurricane Katrina and the site of a mausoleum for unidentified and unclaimed storm victims.

The proposed design incorporates shapes of a hurricane and labyrinth. Mausoleums and trees will line the outer labyrinthine walkways; donor recognition plaques the inner. A statue of two bronze angels bearing a flaming fleur-de-lis will be in the center.

A nationwide campaign began at the end of April 2007 to raise \$500,000 in grants and gifts for the first phase of the \$1.2 million project.



and adherence program has instituted a program that has resulted in significant improvements with clients achieving undetectable viral loads. Students provide pharmacological counseling to patients with adherence problems. The health education and adherence team and students “pour medications” and provide pill boxes for patients with functional illiteracy or cognitive issues. The program promotes patients adhering to the medication schedule and dosage and complying with treatment, which can keep severe complications at bay and maintain patient health.

The Special Projects of National Significance Oral Health Care Initiative, a five-year Health Resources Services Administration (HRSA) grant, provides oral health care services to underserved HIV positive and at-risk individuals. The grant allows HOP clients to receive screening and evaluation, as well as preventive care and procedures, such as extractions. A mobile dental unit will travel to sites in New Orleans, where a dentist and dental assistant will provide in-the-unit care while others will administer surveys to determine how to meet patients’ needs in the future. The Oral Health Care Initiative is a collaborative effort of HRSA and the Evaluation Center for HIV and Oral Health (ECHO); LSU School of Dentistry; Interim LSU Public Hospital; and neighborhood and community partners, such as NO/AIDS Task Force, Natural Resources for Preparing, Educating and Changing the Environment; and the Latino Outreach Program of the Office of Public Health.

The National Eye Institute in 2006 approved funding for another four years for the Study of the Ocular Complications of AIDS, already in existence for 16 years. With approximately 150 clients currently participating in the Longitudinal Study of the Ocular Complications of AIDS, the study follows clients with an AIDS diagnosis over time to see if they will develop complications. Clients with ocular complications receive treatment every three months; those without are seen every six months.

Those who clearly see the Post-Katrina health care landscape, its needs, and regeneration cannot envision greater New Orleans without the HOP Clinic. A national pioneer in HIV/AIDS health care, education, advocacy, and research, the HOP Clinic will remain an essential component of Louisiana health care for the foreseeable future.



**Post-Katrina the HOP Clinic is restoring its one-stop shop option for HIV care, re-establishing the medical home for its patients.**

Despite Hurricane Katrina's destruction, the Interim LSU Public Hospital remains essential as well and continues to return health care services to a growing population as people rebuild their homes and their lives and new arrivals infuse the area. In November 2006, University Hospital, under its new name, Interim LSU Public Hospital, reopened, immediately providing quality health care to a recovering city. In February 2007, the trauma center returned to downtown New Orleans in state-of-the-art quarters in the hospital.

The opening of the hospital allowed for the resumption of a number of units and clinics, such as the inpatient obstetrics unit, OB/GYN clinic, specialty OB/GYN clinic, GYN oncology, reproductive endocrinology, infertility clinic, and genitourinary clinic. The Centering Pregnancy Program opened its doors, with the help of a \$15,000 March of Dimes grant. Clinical procedures resumed, such as cryosurgery, loop electrosurgical excision, hysterosonograms, and urodynamic studies. The acute medical detox center reopened, radiology re-established diagnostic mammography services, and rehab services re-established outpatient physical, occupational, and speech pathology therapies; resumed clinical affiliations for allied health students; and reinstated the lymphedema management program.

The Ambulatory Care Division received a \$140,000 operating grant from the Office of Public Health for its health center at O. Perry Walker High School and the maximum recommendation of \$750,000 for its primary care access stabilization grant. Outpatient clinics include cardiology, CT surgery, dermatology, endocrine, gastrointestinal, the aforementioned HOP and HOP dental, medicine, and Coumadin, and surgery clinics in neurology, podiatry, pulmonary, renal rheumatology, neurology, oral and maxillofacial, plastics, general, and urology.

Programs in development are the Stroke and Heart Attack Prevention/Early Intervention Clinic and Our Family Doctor After Hours Clinic, which will provide scheduled appointments for primary care services in the evenings, Monday through Friday, and Saturday mornings and early afternoons.

The Department of Pathology received reaccreditation at LJCMC in Houma from the College of American Pathologists; consolidated all pathology services; restored post-Katrina full-service elements in microbiology, toxicology, surgical pathology, molecular, and cytopathology; and the hospital blood bank received reaccreditation.

Perioperative services operating recovery rooms returned to the hospital; the one-day stay unit opened in order to re-establish preoperative testing and outpatient admission; preoperative testing began lab and EKG tests, anesthesia workups, and medical clearances; the sterile processing area was completely renovated; and cardiac cath lab services were restored.

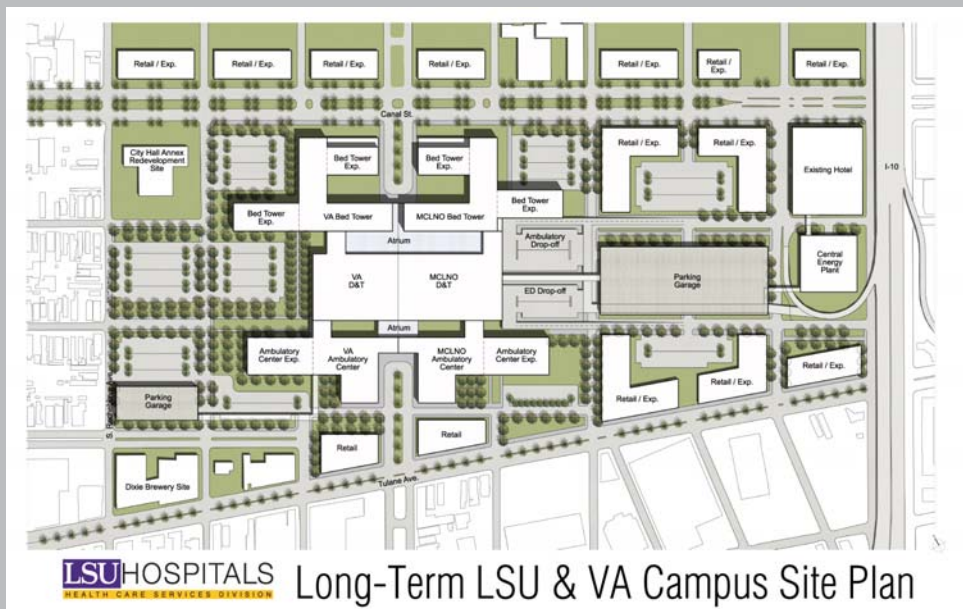
The hospital re-established noninvasive cardiology services. Twenty-five hundred studies a month were performed, including echocardiograms, EKGs, vascular ultrasounds, and stress tests. Peripherally-inserted central catheters are now guided into place with ultrasound technology.

LSU HCSD continues to fulfill its medical education mission in New Orleans at the Interim LSU Public Hospital. At the end of 2007, the LSU and Tulane schools of medicine had 180 residents in 33 residency programs. The Medical Staff Office processed an average of 25 to 30 new faculty physician appointments monthly, and the Office of

## The LSU/VA Medical Center Continues to Make Good Progress

The Louisiana Recovery Authority Board of Directors voted in December 2006 in favor of a resolution recommending to the governor and the Louisiana Legislature the allocation of \$74 million in Community Development Block grants to the

The opportunity for a joint project with the U.S. Department of Veterans Affairs is an unparalleled opportunity. The VA has one of the best health care systems in the world. The city of New Orleans has also made the project a priority and has offered to



Division of Administration for land acquisition and architecture and engineering design work for the new LSU hospital in New Orleans.

In the spring of 2007, The Louisiana Office of Facility Planning and Control presented to the Joint Legislative Budget Committee a business plan for the hospital that will be part of the LSU / VA medical center in New Orleans. The plan will permit LSU to attract the right patient mix, provide medical and allied health training, and continue its historical mission of health care for those in need in a state-of-the-art hospital.

“We have a statutory responsibility for hospitals and medical education,” said Dr. William Jenkins, who was LSU System president at the time. “We have to place special emphasis on medical training not just for tomorrow but for the next twenty years,” he said. “Any delay will set us back significantly.”

The business plan recommends 416 medical/surgical beds and 68 psychiatric beds.

buy additional land for the VA portion of the medical center.

For the business plan to work, it relies on only a slight increase in the number of Medicare and private-insurance patients receiving care in the new hospital compared to the pre-Katrina Medical Center of Louisiana at New Orleans.

A new hospital can attract these patients because LSU physicians will have the facilities and staff to perform procedures that the old hospital did not. Besides being a linchpin in the economic recovery of downtown New Orleans, the hospital will fill a unique and critical niche. No other hospital is developing a Level 1 trauma center. No other hospital is establishing treatment centers for HIV patients or other high-risk patients.

The Joint Legislative Committee on the Budget unanimously agreed to support the provision of \$226 million in seed money for the construction of the medical center. The full legislature then approved the plan.

## Interim LSU Public Hospital

I have been a registered nurse in SICU at University Hospital since January 5, 1983, when it was called Hotel Dieu Hospital... After Hurricane Katrina, I worked briefly at another hospital until I was recalled by MCL at which time I began working at LSU Trauma Unit/ Elmwood Medical Center. During my many years of working at MCL, I can say we give good care. We treat people without knowing or caring if patients are indigent or paying patients; they are simply "our patients."

In all of my years of working in Trauma and ICU, I never thought I would need such exceptional medical care myself, but I did when I became a trauma patient on September 28, 2006. I took my Vento scooter out for a spin on this fateful day when, at Camp & Calliope, just a few blocks away from my home, I was hit by a car that ran a red light.



***"If it wasn't for the EMS and staff at MCL, I probably would have died."***

***Barbara G. Eilers, MN, RN, CCRN.***

I was immediately cared for by the fire department on Martin Luther King Drive, and minutes later, by the New Orleans EMS. I was taken to the LSU Trauma Unit/Elmwood E.R.!

I was close to death with a Glasgow Coma Scale (GMS) of 8 on arrival (normal is 15). At the scene of the accident my GMS was 3. I was intubated, and a chest tube was placed. I had a severe head injury, fractured right ribs with a collapsed lung, and an open fractured right knee, which was repaired that night. I recovered (though I had amnesia my entire stay) and was sent to Touro

Brain Rehab Unit on October 10, 2006. I was discharged to home on November 1, 2006.

If it wasn't for the EMS and staff at MCL, I probably would have died. I have always been proud to be an MCL nurse. I now know, first hand, just how exceptional our work is. MCL is where the "Unusual Occurs and Miracles Happen." I'm now one of our walking miracles!

**Barbara G. Eilers, MN, RN, CCRN.**

## Huey P. Long Medical Center

I am a patient at Huey P. Long Hospital in Pineville, Louisiana, and I want to take this opportunity to commend the hospital and staff for the excellent care I receive there. I am currently undergoing Chemo treatments, 48 hour intervals



***"...I want to take this opportunity to commend the hospital and staff for the excellent care I receive there."***

***Linda D. Blood***

with a 2 week respite in between, and I am doing very well. I appreciate this hospital very much, and receive such thorough and personal care that I just had to email you. The hospital is clean, the staff is very professional and courteous, and I really appreciate all of them, from the doctors and RNs to the dietary and housekeeping staffs. This hospital serves the needs of many communities, and I am certainly thankful and appreciative for it. Thank you again.

**Linda D. Blood**



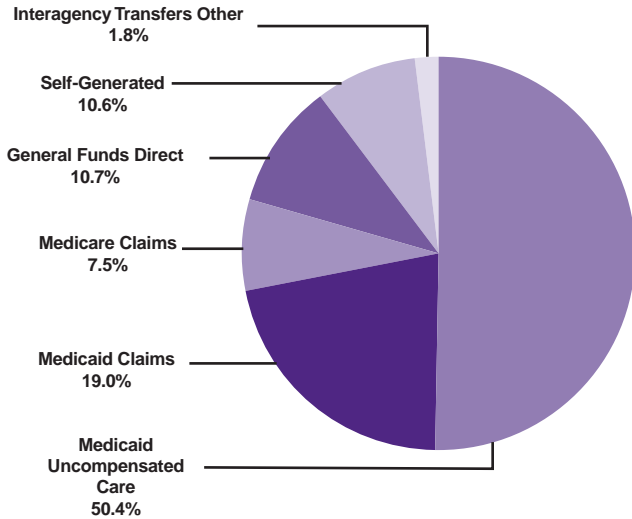
***The HOP Patient Advisory Council offers patients a forum for participating in the improvement of clinic services. Daniele Farrisi, MPH, (back row) serves as staff liaison. Beside her is Felipe Rivera, and, in front, Ronald Thomas, both council members, and Bridgette Kimbell, current vice president and past president.***

Graduate Medical Education oriented 263 new LSU and Tulane interns and residents.

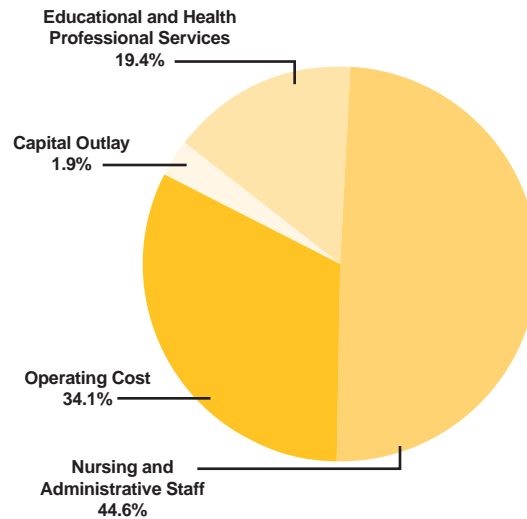
This Phoenix arising from the devastation of 2005 is a critical component of the revitalization of the region in general and the recovery of health care in particular. Those who are providing these critical health care services are those who were doing so before Hurricane Katrina, and who will be delivering health care well into the twenty-first century as the LSU Health Care Services Division revitalizes and transforms health care with neighborhood clinics and an innovative collaboration with the U.S. Department of Veterans Affairs, establishing an academic medical center second to none for the provision of quality health care, medical education, and bioscience research.



### FISCAL YEAR 2007 ACTUAL REVENUE MIX

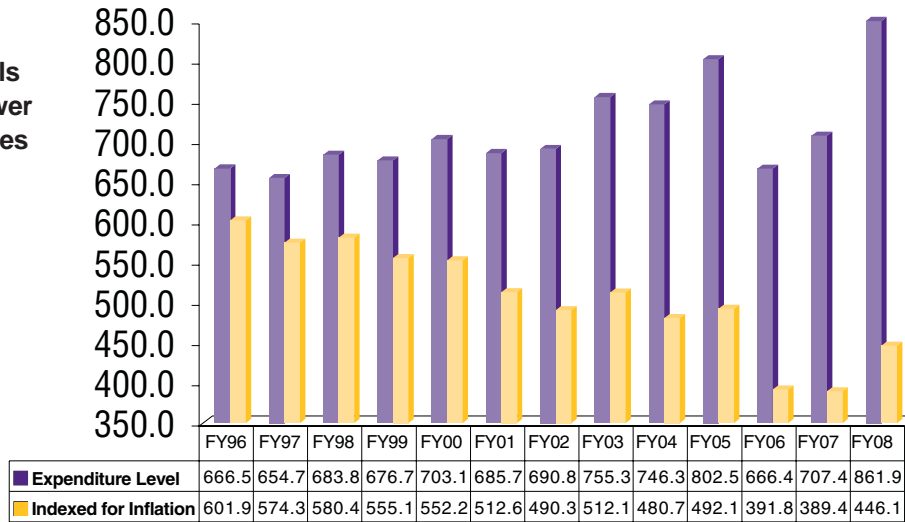


### FISCAL YEAR 2007 EXPENDITURES MIX



\*Source: HCSD PeopleSoft Reports

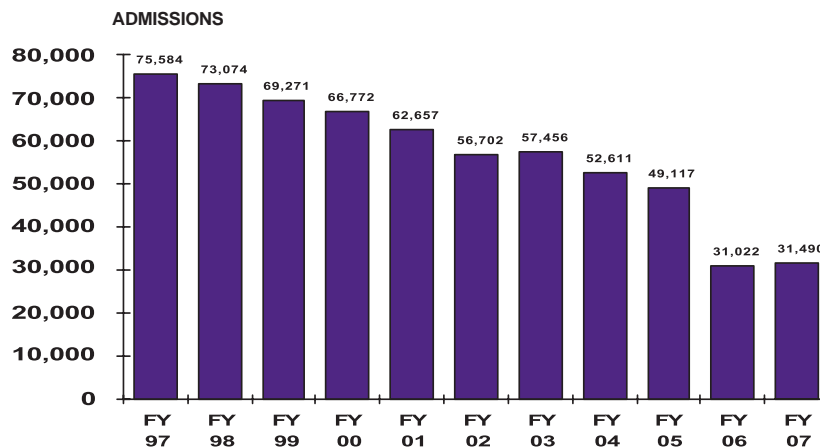
### Appropriated Levels versus Buying Power Health Care Services Division Total Base Year 1995



Excludes E.A. Conway in all years

### HCSD Hospitals Ten-Year Trend in Admissions

- Inpatient admissions increased by 1.5%
- Total admissions for FY2007 was 31,490



Excludes E.A. Conway in all years

### Medical Center of Louisiana Receives \$1.2 Million Planning Grant

The Robert Wood Johnson Foundation awarded the Medical Center of Louisiana Foundation (MCLF) a \$1,242,384 grant to help plan construction of the hospital. "The grant will allow us to engage facility-planning experts to incorporate the most effective evidence-based, hospital-design principles into the construction," said Dr. Michael K. Butler, acting CEO of the LSU Health Care Services Division. "This will permit our medical professionals to provide the best health care available to the people we serve."

Evidence-based hospital design uses proven architectural methods for improving patient outcomes, safety, and satisfaction and promotes staff retention and service efficiency. It makes the physical environment of a hospital much less stressful for the patient, the patient's family, and hospital staff.

The MCLF will partner on the project with the Georgia Tech College of Architecture Center for Health Care Design, which is headed by Dr. Craig Zimring, one of the foremost evidence-based hospital architects in the world.

"Our goal is to implement optimal design for the best patient outcome," Dr. Butler said. "This grant will allow us to develop a superior hospital environment based on evidence-based best practices in health care."

Dr. Michael K. Butler | Acting Chief Executive Officer  
 Dr. Michael Kaiser | Acting Chief Medical Officer

Post Office Box 91308  
 Baton Rouge, LA 70821

**Resources**

- 6,154 employees
- Total operating budget: \$724.4 million

**Medical and Clinical Education**

1,159 medical residents and fellows  
 2,188 nurses and allied health professionals

**Estimated economic impact**

- \$1.4 billion in overall business activity (based on 2.12 factor) with \$ 568.3 million in personal earnings (based on 0.84 factor) and 12,677 jobs generated (based on 2.06 factor). Factor based on the July 2007 report “Hospitals and the Louisiana Economy,” prepared for the Louisiana Hospital Association by Dr. James A. Richardson, Alumni Professor of Economics at Louisiana State University.

**Patient Population**

- Approximately 470,601 (between 7/1/05 – 6/30/07)

**Capacity**

- 448 adult/pediatric staffed beds
- 134 psychiatric staffed beds
- 1,494 licensed beds
- 55 nursery bassinets

**Inpatient Admissions**

- 25,860 adult/pediatric admissions
- 3,454 psychiatric admissions
- 275 neonatal ICU admissions
- 1,901 nursery admissions

**Inpatient Days**

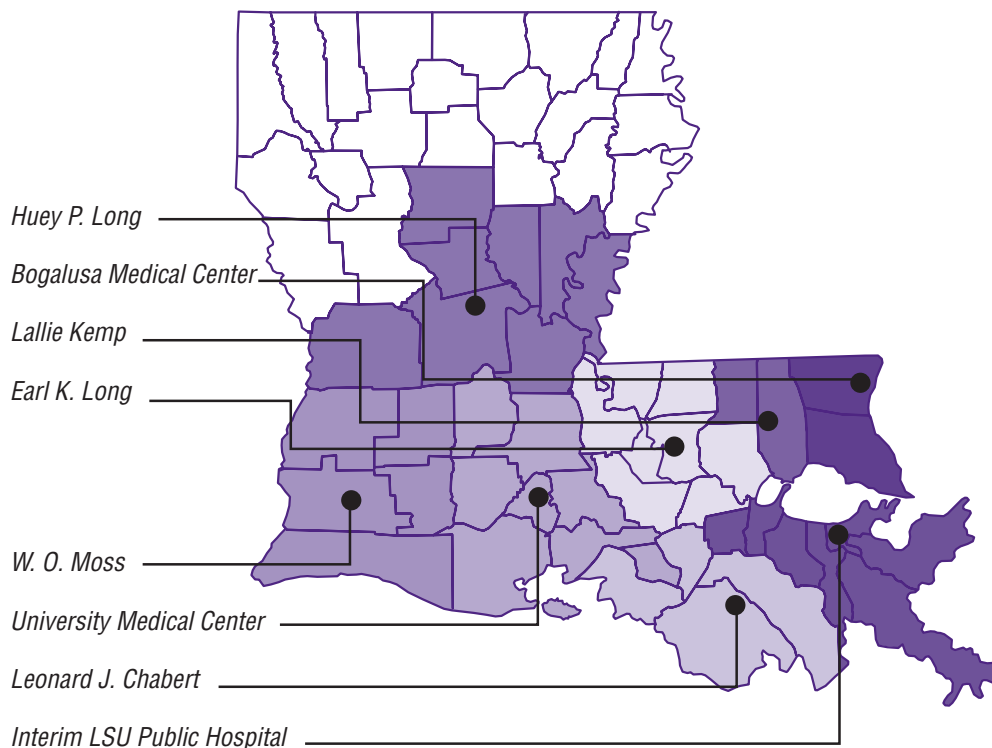
- 126,364 adult/pediatric inpatient days
- 43,806 psychiatric inpatient days
- 4,251 neonatal ICU inpatient days
- 6,400 nursery inpatient days

**Outpatients**

- 981,018 clinic visits
- 270,292 emergency visits

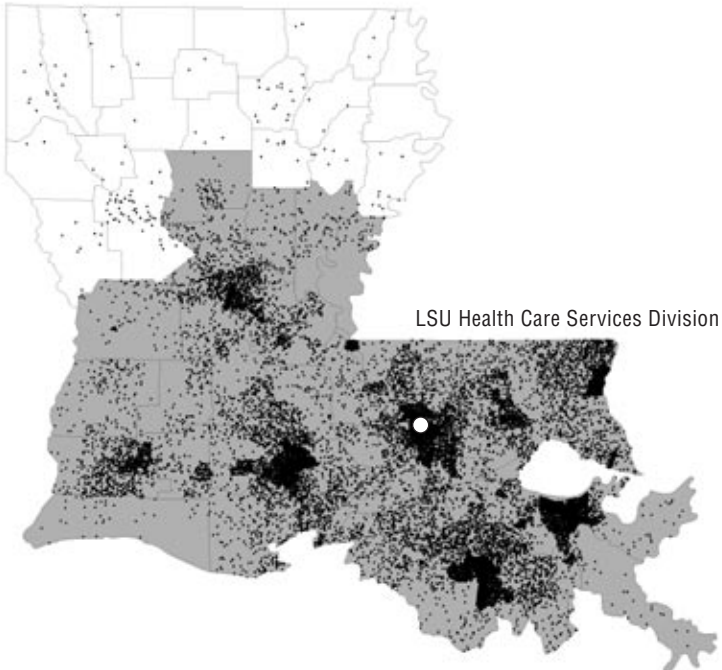
**Live Births**

- 2,073 births



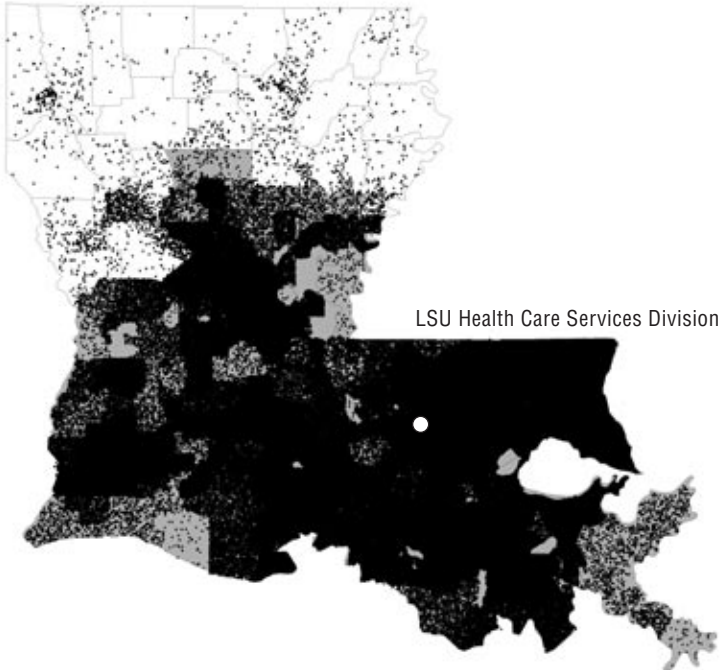
Admission by zip code

- Total | 31,490
- 1 Admission per dot



Visits by zip code

- Total | 1,251,310
- 1 Visit per dot



Dr. Kathy Viator | Hospital Administrator  
Dr. Chapman Lee | Medical Director

5825 Airline Highway  
Baton Rouge LA 70805  
225.358.1000

## Resources

- 1,226 employees
- Total collections \$129.4 million (state general fund \$9.3 million, commercial/private pay \$2.9 million, miscellaneous self generated \$7.9 million, Medicare \$6.9 million, Medicaid \$35.6 million, Medicaid Uncompensated Care \$66.8 million)

## Estimated economic impact

- \$258.5 million in overall business activity (Factor of 2.12 based on the July 2007 report "Hospitals and the Louisiana Economy," prepared for the Louisiana Hospital Association by Dr. James A. Richardson, Alumni Professor of Economics at Louisiana State University)

## Patient Population

- Approximately 82,188 (between 7/1/05 – 6/30/07)

### Capacity

- 91 adult/pediatric staffed beds
- 48 psychiatric staffed beds
- 161 licensed beds
- 11 nursery bassinets

### Inpatient Admissions

- 5,206 adult/pediatric admissions
- 1,033 psychiatric admissions
- 103 neonatal ICU admissions
- 601 nursery admissions

### Inpatient Days

- 25,607 adult/pediatric inpatient days
- 15,897 psychiatric inpatient days
- 1,945 neonatal ICU inpatient days
- 1,837 nursery inpatient days

### Outpatients

- 164,948 clinic visits
- 40,151 emergency visits

### Live Births

- 662 births

## Residency Programs: 199 Medical Residents and Fellows

- Emergency Medicine
- General Surgery
- OB-GYN
- Orthopedics
- Oral Surgery
- Pediatrics
- Internal Medicine
- Ophthalmology
- Dermatology
- Internal Medicine/Pediatrics
- Neurology
- Neurosurgery
- Otolaryngology
- Family Medicine
- Pathology
- Physical Medicine & Rehabilitation
- Psychiatry
- Radiology
- General Dentistry
- Internal Medicine Subspecialties (Cardiology, Endocrinology, Hematology/Oncology, Gastroenterology)

## Nursing and Allied Health Training: Approximately 414 students

### RN Practitioner and/or CRNA

- University of Mississippi
- Alcorn State University
- LSUHSC in New Orleans
- Loyola University
- McNeese State University
- University of Louisiana at Lafayette
- Northwestern State University
- Southern University
- Baton Rouge General School of Nursing
- Louisiana Technical College, Lafayette
- University of South Alabama
- Southeastern Louisiana University
- MedVance Institute Surgical Technology Program
- Our Lady of the Lake School of Nursing Services

### LPN

- Ascension College
- Delta Junior College
- Louisiana Technical College Hammond
- Baton Rouge Regional Technical Institute
- Westside Vocational Technical
- OLOL College of Nursing Services
- LSUHSC – School of Allied Health Professions (Medical Technology Program)

### EMT, Paramedic

- Acadian Ambulance, Lafayette
- Avoyelles Technical Institute, Cottonport
- Baton Rouge Fire Department
- Louisiana Technical Institute, Jackson
- Louisiana State Penitentiary, Angola
- Emergency Medical Services
- Our Lady of the Lake
- Chevron/Texaco Emergency Responders

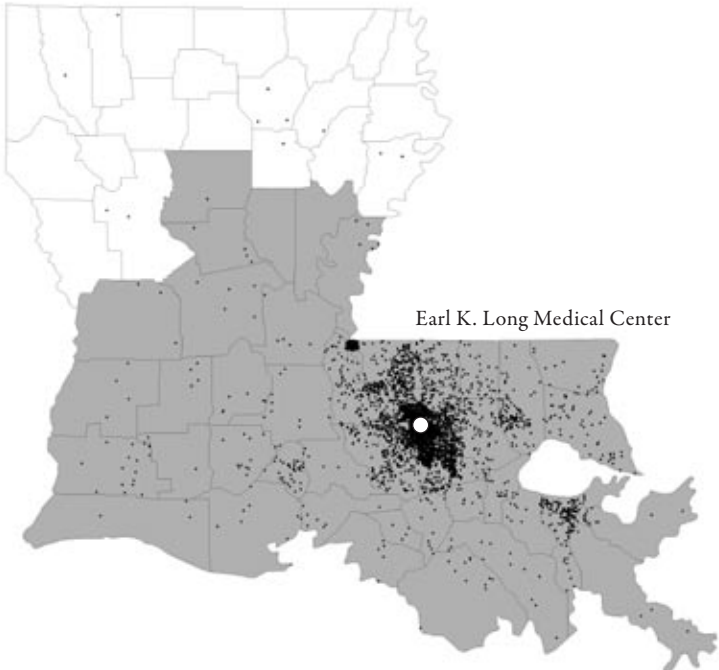
- Southern University  
– RN, Social and Nutritional Services
- LSU Allied Health  
– Physical Therapy, Lab
- North Oaks Health Systems Hospital  
– Nutritional Services
- Glen Oaks High School  
– High School Students
- Live Oak and Denham Springs
- Our Lady of the Lake Medical Center  
Registered Nurse, Radiology Department
- California College of Allied Health

## Partnerships

- East Baton Rouge Parish School Board – 3 school-based clinics
- Greater Baton Rouge Community Clinic – hospital referral of patients to clinic for outpatient services, particularly dental care
- Health Care Forum – assessing and planning community needs

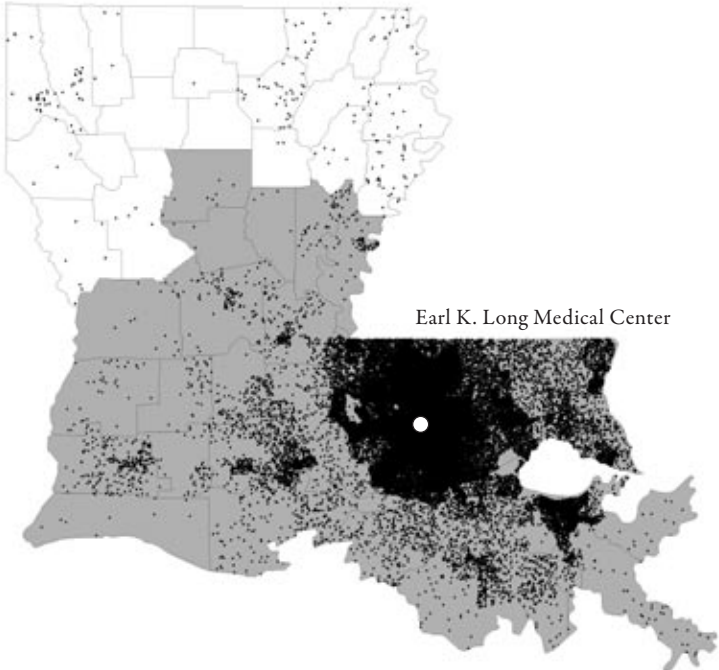
Admission by zip code

- Total | 6,943
- 1 Admission per dot



Visits by zip code

- Total | 205,099
- 1 Visit per dot



Sherre Pack-Hookfin | Hospital Administrator  
Dr. Kathleen Willis | Medical Director

52579 Highway 51 South  
Independence, LA 70443  
Switchboard: 985.878.9421

## Resources

- 450 employees
- Total collections \$41.3 million (state general fund \$5 million, commercial/private pay \$1.8 million, miscellaneous self generated \$0.9 million, Medicare \$4.9 million, Medicaid \$7.5 million, Medicaid Uncompensated Care \$21.2 million)

## Estimated economic impact

- \$79.8 million in overall business activity (Factor of 2.12 based on the July 2007 report "Hospitals and the Louisiana Economy," prepared for the Louisiana Hospital Association by Dr. James A. Richardson, Alumni Professor of Economics at Louisiana State University)

## Patient Population

- Approximately 38,396 (between 7/1/05 – 6/30/07)

### Capacity

- 19 adult/pediatric staffed beds
- 0 psychiatric staffed beds
- 25 licensed beds
- 0 nursery bassinets

### Inpatient Admissions

- 996 adult/pediatric admissions
- 0 psychiatric admissions
- 0 neonatal ICU admissions
- 0 nursery admissions

### Inpatient Days

- 3,887 adult/pediatric inpatient days
- 0 psychiatric inpatient days
- 0 neonatal ICU inpatient days
- 0 nursery inpatient days

### Outpatients

- 84,831 clinic visits
- 25,054 emergency visits

### Live Births

- 0 births

## Residency Programs: 8 Medical Residents and Fellows

- St. Matthews University School of Medicine
- LSU Family Medicine
- LSU Ophthalmology
- Our Lady Of the Lake Physician Assistant Program

## Nursing and Allied Health Training: Approximately 136 students

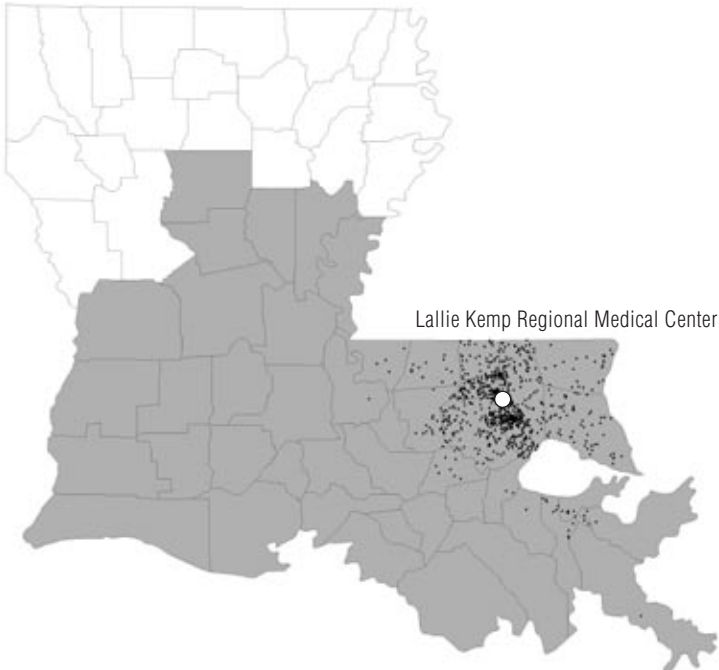
- *Louisiana Technical Colleges*
- *National EMS Academy – EMTs*
- *Hammond Campus - LPNs, Nursing Assistants, EMTs, Patient Care Technicians*
- *Bryman College – Billing & Coding*
- *Greensburg Campus - LPNs*
- *Northshore EMS Academy – EMTs*
- *Sullivan Campus – Bio Med*
- *Med Vance Institute – Allied Health*
- *River Parishes Campus - LPN*
- *Compass Career College – Phlebotomy*
- *Southeastern Louisiana University – RNs, Nurse Practitioners*
- *Remington College – Allied Health*
- *Southwest Mississippi Community College – RNs*
- *Delta College – Allied Health*
- *LSU School of Nursing – Nurse Practitioners, Advanced Practice, CRNA Students*
- *University of South Alabama – Nurse Practitioners*
- *Medical University of the Americas – Medical Student*
- *Southern University – Nurse Practitioners*
- *University of Southern Mississippi – Nurse Practitioners*

## Partnerships

- (DHH) ADAP Ryan White Agreement
- Mississippi University for Women
- Acadian Ambulance
- Mississippi University for Women
- American Cancer Society (Look Good... Feel Better)
- New Horizons – Youth Services Bureau
- Baton Rouge Regional Eye Bank
- OTM – Office of Telecommunications Mgmt
- Blind Services Randolph-Sheppard Vending Facilities
- Patient Transfer Agreement – St. Tammany Hospital
- Cantilever Shoes Stores, Inc.
- Patient Transfer Agreement – Veterans Affairs
- Critical Access Hospital Agreement St. Helena Hospital
- Patient Transfer Agreement – Hood Memorial Hospital
- Deaf Action Center
- Patient Transfer Agreement – LA Heart Hospital
- Brenda Campbell, Deaf Interpreting
- Patient Transfer Agreement – North Oaks Medical Center
- Delta Transportation Services, Inc.
- Pitney Bowes
- Dental Services
- Quality Indicator Report Service Agreement
- Exam Room Network (ERN)
- Region 9 Healthy Community Access Partnership
- Florida Parishes Juvenile Detention Center
- Rural Communities Accessing TeleHealth & Primary Care
- HCIA Office of Public Health & Health Data Transmission Agreement for a Healthy Feliciana
- Hood Memorial Hospital
- Ruth Cook's School of Computer Ops, Inc.
- Independence High – Nurse Aid
- Southeast Regional Medical Center
- Jackson Regional Laundry East LA State Hospital
- Southern Eye Bank
- LA Regional IX Hospital Transfer Agreement
- State University of New York Dietician Internship
- Louisiana Primary Care Association
- SunQuest Information Systems
- LSUHSC – New Orleans Breast & Cervical Health Program
- Tangipahoa Parish Office of Family Support
- LSU Human Research Agreement
- Tangipahoa Parish Volunteer Council on Aging
- LSUHSC – Shreveport School of Allied Health Professionals
- University of S. Alabama Nurse Practitioner Program
- Maryland Hospital Association Business Associate
- Louisiana Medicaid Program Application Center

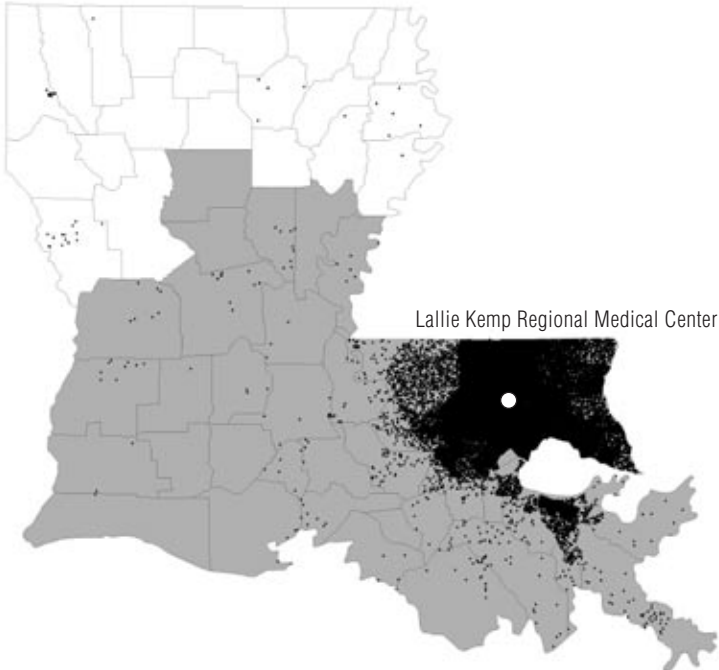
Admission by zip code

- Total | 996
- 1 Admission per dot



Visits by zip code

- Total | 109,885
- 1 Visit per dot



Dr. Dwayne A. Thomas | Hospital Administrator  
 Dr. Cathi Fontenot | Medical Director

Administration Offices  
 Butterworth Building  
 1541 Tulane Avenue  
 New Orleans, LA 70112  
 Switchboard: 504.903.0046

INPATIENT SERVICES  
 2021 PERDIDO STREET  
 NEW ORLEANS, LA 70112-1352  
 SWITCHBOARD: 504.903.3000

## Resources

- 1,620 employees
- Total collections \$257.6 million (state general fund \$36.4 million, commercial/private pay \$13.5 million, miscellaneous self generated \$21.2 million, Medicare \$10.5 million, Medicaid \$21.6 million, Medicaid Uncompensated Care \$154.4 million)

## Estimated economic impact

- \$492.9 million in overall business activity (Factor of 2.12 based on the July 2007 report "Hospitals and the Louisiana Economy," prepared for the Louisiana Hospital Association by Dr. James A. Richardson, Alumni Professor of Economics at Louisiana State University)

## Patient Population

- Approximately 93,432 (between 7/1/05 – 6/30/07)

### Capacity

- 92 adult/pediatric staffed beds
- 0 psychiatric staffed beds
- 714 licensed beds
- 10 nursery bassinets

### Inpatient Admissions

- 4,778 adult/pediatric admissions
- 0 psychiatric admissions
- 7 neonatal ICU admissions
- 258 nursery admissions

### Inpatient Days

- 28,075 adult/pediatric inpatient days
- 0 psychiatric inpatient days
- 7 neonatal ICU inpatient days
- 701 nursery inpatient days

### Outpatients

- 72,266 clinic visits
- 41,449 emergency visits

### Live Births

- 257 births

## Residency Programs: 180 Medical Residents and Fellows

Anesthesiology	Medicine-Infectious Disease	Oral Medicine
Dermatology	Medicine-Nephrology	Oral Surgery
Emergency Medicine	Medicine-Pulmonary	Orthopedics
Family Medicine	Medicine-Pulmonary/Critical Care	Pathology
General Dentistry	Medicine-Cardiology	Pediatrics
Internal MD/Emergency MD	Neurology	Physical Medicine & Rehab
Medicine	Neurosurgery	Plastic Surgery
Medicine-Cardiology	Obstetrics/Gynecology	Psychiatry
Medicine-Endocrinology	Ophthalmology	Psychiatry-Child
Medicine-Gastroenterology	Ophthalmology-Cornea	Surgery
Medicine-Hematology/Oncology	Oral and Maxillofacial Surgery	Urology

## Nursing and Allied Health Training: Approximately 409 students

LSUHSC	Anesthesia	LSUHSC	Nursing/L&D, PP
LSUHSC	Anesthesia	LSUHSC	Nursing /Nsy,
Delgado Community College	Respiratory Therapy	LSUHSC	Nursing/ Med Surg
Delgado	EMT/ER	Our Lady of Holy Cross	Nursing/ Med Surg
Delgado Community College	Surg. Tech	LSUHSC	Nursing/Critical Care
Delgado Community College	Surg. Tech	Delgado	Nursing/Adult Isolation
LSUHSC	Resp. Therapy	Charity/Delgado	Nursing/OR/RR
Delgado Community College	Nursing/Emergency Room	Delgado	Nursing/Basic
Our Lady of Holy Cross	Nursing/OB clinic	LSUHSC	Nursing/ICU
LSU Nursing Rotation I	Nursing	LSUHSC	Nursing/ICU
LSU Nursing Rotation II	Nursing	LSUHSC	Nursing/ED
Dillard University	Nursing/Well Baby Nursery	Charity	LPN to RN

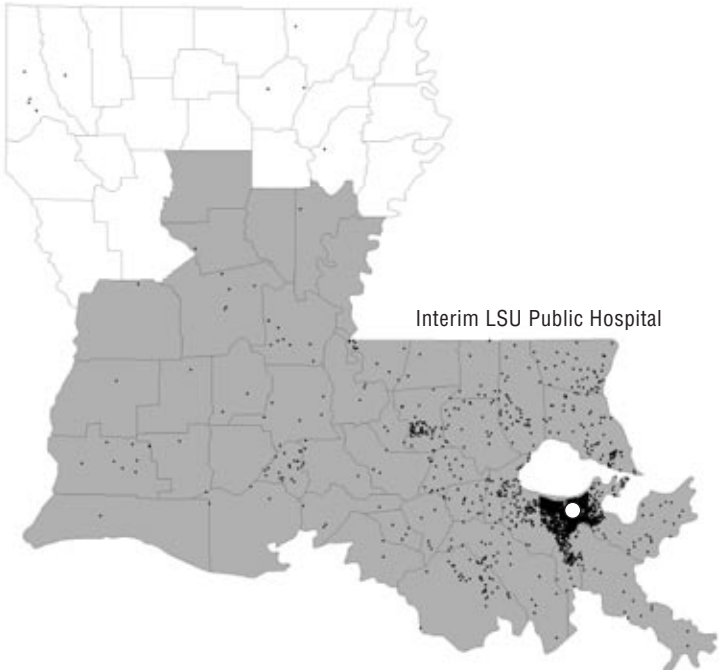
## Partnerships

- Louisiana Highway Safety Commission: Louisiana Passenger Safety Task Force (grant)
- DHH: Ryan White Title III AIDS Drug Assistance Program
- Louisiana Organ Procurement Agency: Organ Donations
- Metropolitan Human Services District: Diagnostic services/Laboratory services
- DHH Office of Mental Health: Mental health care at UH



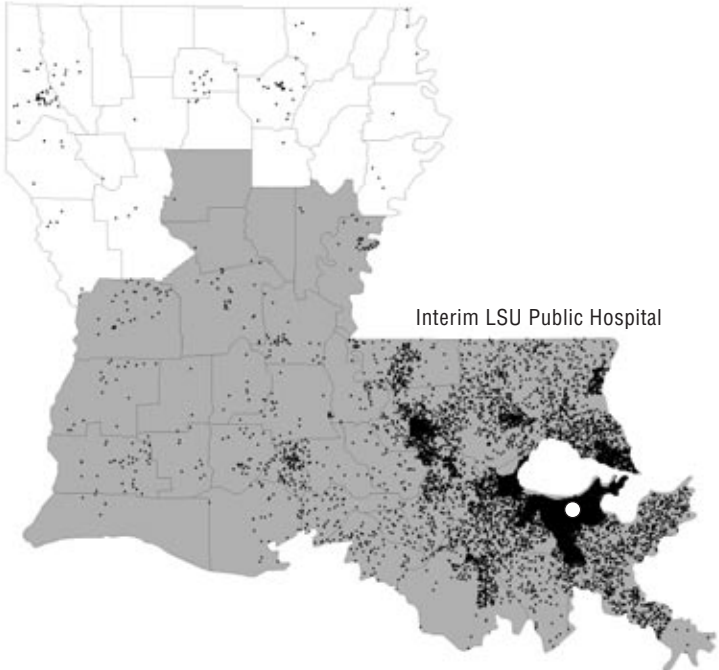
Admission by zip code

- Total | 5,043
- 1 Admission per dot



Visits by zip code

- Total | 113,715
- 1 Visit per dot



Gary Crockett | Hospital Administrator  
 Dr. David Barnard | Medical Director

352 Hospital Boulevard  
 Pineville, LA 71360-5352  
 Switchboard: 318.448.0811

## Resources

- 529 employees
- Total collections \$57.6 million (state general fund \$10.2 million, commercial/private pay \$1.7 million, miscellaneous self generated \$1.2 million, Medicare \$3.5 million, Medicaid \$15.2 million, Medicaid Uncompensated Care \$25.8 million)

## Estimated economic impact

- \$123.2 million in overall business activity (Factor of 2.12 based on the July 2007 report "Hospitals and the Louisiana Economy," prepared for the Louisiana Hospital Association by Dr. James A. Richardson, Alumni Professor of Economics at Louisiana State University)

## Patient Population

- Approximately 48,097 (between 7/1/05 – 6/30/07)

### Capacity

- 38 adult/pediatric staffed beds
- 16 psychiatric staffed beds
- 137 licensed beds
- 13 nursery bassinets

### Inpatient Admissions

- 2,099 adult/pediatric admissions
- 543 psychiatric admissions
- 0 neonatal ICU admissions
- 186 nursery admissions

### Inpatient Days

- 9,864 adult/pediatric inpatient days
- 5,381 psychiatric inpatient days
- 0 neonatal ICU inpatient days
- 649 nursery inpatient days

### Outpatients

- 83,417 clinic visits
- 39,738 emergency visits

### Live Births

- 180 births

## Residency Programs: 237 Medical Residents and Fellows

### 173 OB/GYN, Surg & Dental Students in the following residency programs:

- Tulane University – Medical Care and Medical Education, OB-GYN, General Surgery, Ophthalmology
- LSUHSC, Shreveport – LSU Family Practice with rotations to HPL
- LSU School of Dentistry/New Orleans – Dental Residents

## Nursing and Allied Health Training: Approximately 288 students

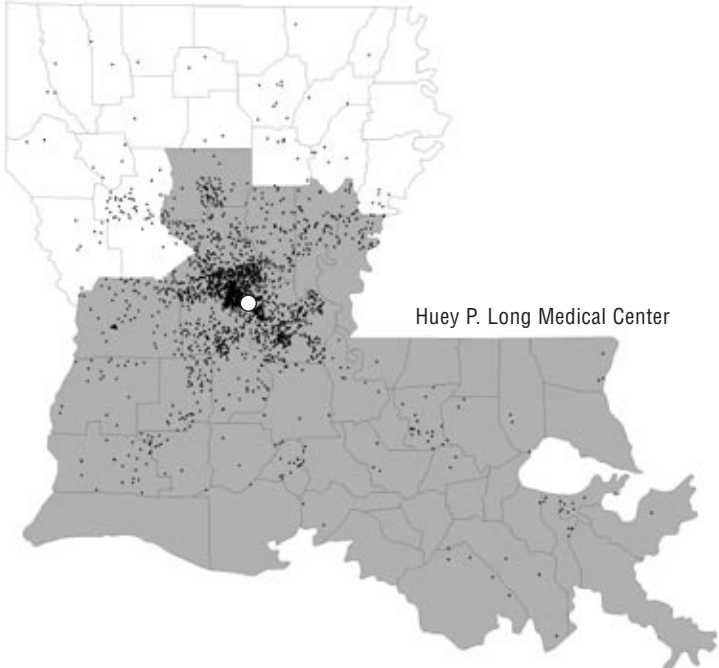
- Louisiana College – Nursing Baccalaureate, Social Work Interns
- Louisiana State University – Social Work Interns
- LSU at Alexandria - Lab Technician, Phlebotomy Training Programs, EMT, Paramedic, Radiology Students, Nursing – AD, Pharmacy, Technician Training, EKG Technician
- LSUHSC-Shreveport- Physical Therapy Students, Physician Assistants
- University of Louisiana, Monroe – Occupational Therapy Students, COTA Students, Pharmacy Intern/Extern Preceptor
- Northwestern State University – Nursing Training Program – Undergraduate, Graduate and Advance Practice, Social Work Interns
- University of Louisiana, Lafayette – Medical Records Internship
- Various Louisiana Technical Colleges - Practical Nurse, EMT, Paramedic, Phlebotomy
- National EMS Academy – Partnership between Acadian Ambulance and South LA Community College-EMT
- Southeastern University – Nurse Practitioner
- Graceland University – Nurse Practitioner Program
- Central Louisiana Medical Academy – Phlebotomy Students
- Louisiana Tech – Dietetic Students, Medical Record Interns
- Grambling State University – Social Work Interns
- Alcorn State University – Advanced Practice Nurse Program
- Xavier University – Pharmacy Interns
- LSU School of Nursing, New Orleans – CRNA Program

## Partnerships

- Cenla Medication Access Program (CMAP) – Rapides Foundation – Outpatient Pharmacy
- Office of Public Health – Maternal Child Health Program – partnering with Rapides Regional, LSU Family Medicine
- LSU Dental School Clinic & HIV Grant
- Tulane – Early Intervention Services HIV Grant

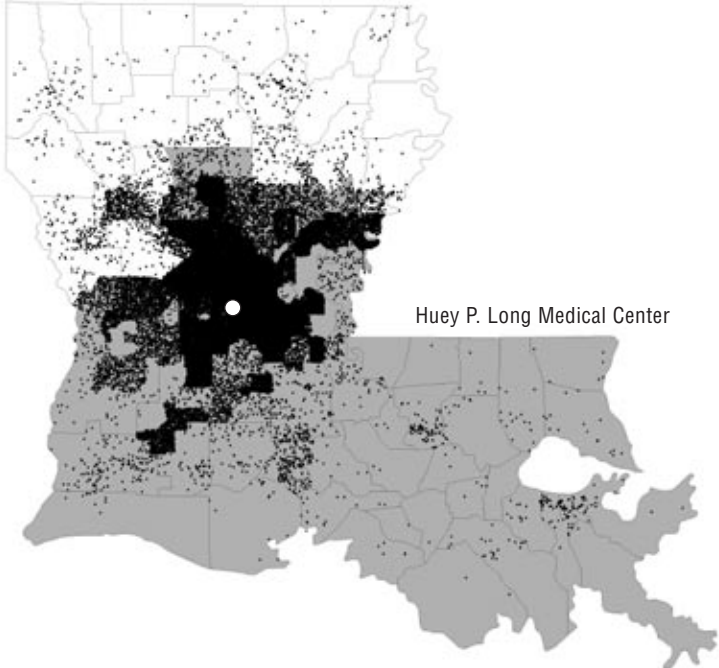
Admission by zip code

- Total | 2,828
- 1 Admission per dot



Visits by zip code

- Total | 123,155
- 1 Visit per dot



Dr. Patrick Robinson | Hospital Administrator  
 Dr. Ben Darby | Medical Director

1000 Walters Street  
 Lake Charles, LA 70607  
 Switchboard: 337.475.8100

**Resources**

- 395 employees
- Total collections \$39.6 million (state general fund \$5.3 million, commercial/private pay \$1 million, miscellaneous self generated \$2.2 million, Medicare \$3.2 million, Medicaid \$7 million, Medicaid Uncompensated Care \$20.9 million)

**Estimated economic impact**

- \$83.8 million in overall business activity (Factor of 2.12 based on the July 2007 report “Hospitals and the Louisiana Economy,” prepared for the Louisiana Hospital Association by Dr. James A. Richardson, Alumni Professor of Economics at Louisiana State University)

**Patient Population**

- Approximately 33,807 (between 7/1/05 – 6/30/07)

**Capacity**

- 16 adult/pediatric staffed beds
- 18 psychiatric staffed beds
- 74 licensed beds
- 0 nursery bassinets

**Inpatient Admissions**

- 904 adult/pediatric admissions
- 531 psychiatric admissions
- 0 neonatal ICU admissions
- 0 nursery admissions

**Inpatient Days**

- 3,860 adult/pediatric inpatient days
- 5,434 psychiatric inpatient days
- 0 neonatal ICU inpatient days
- 0 nursery inpatient days

**Outpatients**

- 86,244 clinic visits
- 19,955 emergency visits

**Live Births**

- 0 births

**Residency Programs: 18 Medical Residents and Fellows**

- LSUHSC-New Orleans
- Residents in Rural Family Practice Program, based at Lake Charles Memorial, do rounds at Moss Regional
- Medical students from New Orleans

**Nursing and Allied Health Training: 47 students**

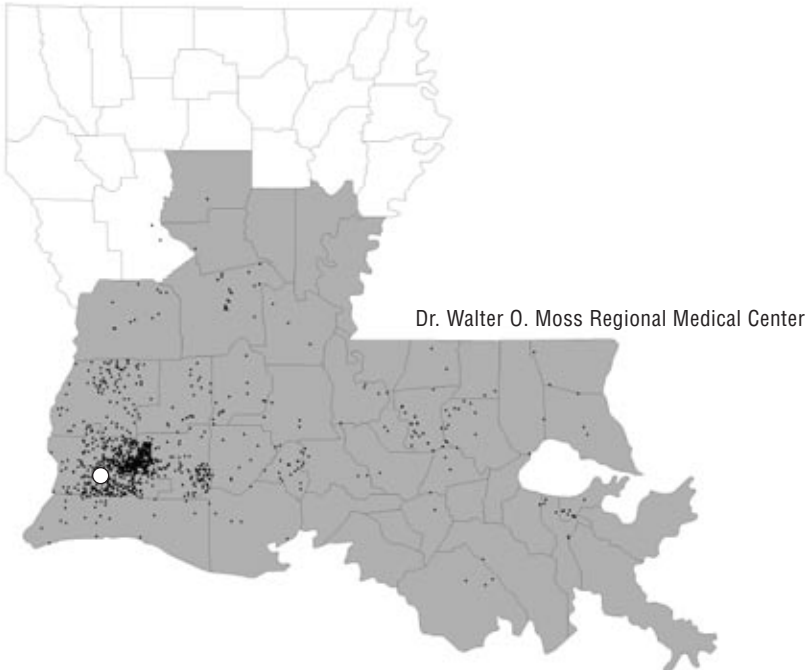
- *McNeese State University – Family and Consumer Science Dietetic Internships, Family and Consumer Science Dietetic Field Experience Students, Radiology Technology Program, RN – BS and MSN program*
- *Sowela Technical Community College – LPN’s*
- *Xavier University of Louisiana and University of Louisiana, Monroe - Pharmacy Professional Experience Program (Intern Program)*
- *LSU – Eunice – RN’s*

**Partnerships**

- Lake Charles Memorial Hospital - OB Services, Cardiology Services and Medical Oncology
- Sisters of Charity/St. Patrick Hospital - Radiation Oncology
- Office of Public Health - Sickle Cell Anemia Program
- LSUHSC - School of Public Health - Tobacco Control Initiative

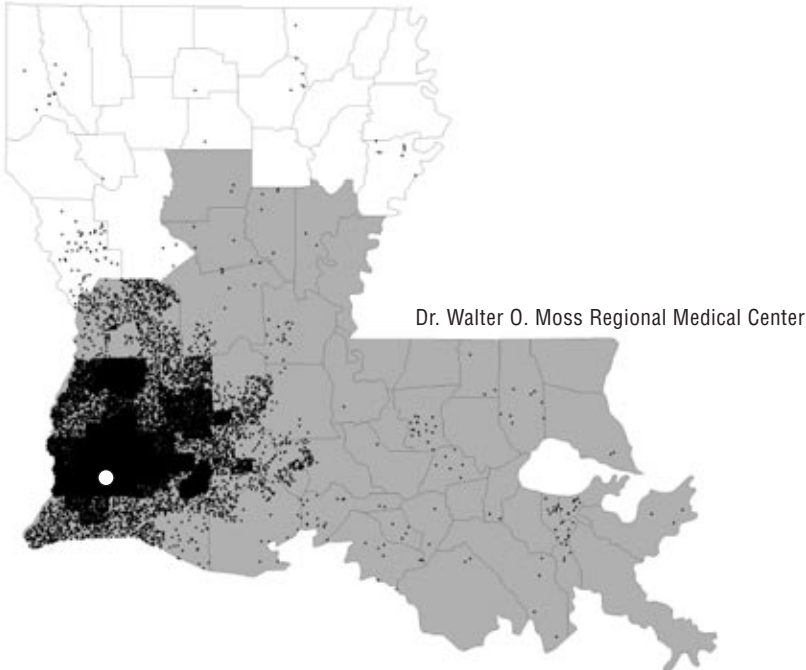
Admission by zip code

- Total | 1,435
- 1 Admission per dot



Visits by zip code

- Total | 106,199
- 1 Visit per dot



Rhonda Green | Hospital Administrator  
 Dr. Michael Garcia | Medical Director

1978 Industrial Boulevard  
 Houma, LA 70363  
 Switchboard: 985.873.2200

## Resources

- 875 employees
- Total collections \$90.2 million (state general fund \$9.8 million, commercial/private pay \$5.4 million, miscellaneous self generated \$2.6 million, Medicare \$9.4 million, Medicaid \$23 million, Medicaid Uncompensated Care \$40 million)

## Estimated economic impact

- \$190.2 million in overall business activity (Factor of 2.12 based on the July 2007 report “Hospitals and the Louisiana Economy,” prepared for the Louisiana Hospital Association by Dr. James A. Richardson, Alumni Professor of Economics at Louisiana State University)

## Patient Population

- Approximately 67,106 (between 7/1/05 – 6/30/07)

### Capacity

- 69 adult/pediatric staffed beds
- 15 psychiatric staffed beds
- 147 licensed beds
- 11 nursery bassinets

### Inpatient Admissions

- 4,598 adult/pediatric admissions
- 532 psychiatric admissions
- 70 neonatal ICU admissions
- 547 nursery admissions

### Inpatient Days

- 20,835 adult/pediatric inpatient days
- 4,998 psychiatric inpatient days
- 558 neonatal ICU inpatient days
- 2,409 nursery inpatient days

### Outpatients

- 199,853 clinic visits
- 37,810 emergency visits

### Live Births

- 571 births

## Residency Programs: 131 Medical Residents and Fellows

The Ochsner Clinic Foundation - OB/GYN, Internal Medicine  
 The Ochsner Clinic Foundation - Orthopedics, General Surgery  
 The Ochsner Clinic Foundation, LSUHSC Medical School  
 – Ophthalmology (Combined Program)  
 The Ochsner Clinic Foundation, LSUHSC Medical School – Urology  
 (Combined Program)  
 LSU School of Dentistry – Dental, Oral Maxillofacial  
 LSUHSC, New Orleans – Internal Medicine, Family Practice,  
 Pulmonary/Critical Care

LSUHSC, New Orleans – Physical Medicine & Rehab, Cardiology,  
 Neurology, Infectious Disease  
 LSUHSC, New Orleans – Emergency Medicine, Gastroenterology and  
 Hepatology, MedPeds  
 Medical Student Programs: 60 students in the following programs  
 SABA University School of Medicine  
 Medical University of the Americas in Nives

## Nursing and Allied Health Training: Approximately 386 students

*Nicholls State University – Associate & BSN Degree Nursing, Social  
 Work Interns; Counseling Psychology, Cardiopulmonary Science*  
*Fletcher Technical Community College – Associate Nursing Degree,  
 LPN certification, Certified Nursing Assistant, Laboratory  
 Phlebotomy certification*  
*South Louisiana Regional Technical Institute – Certified Nursing  
 Assistant; Ward Clerks*  
*Delgado Community College – Radiology Technician*

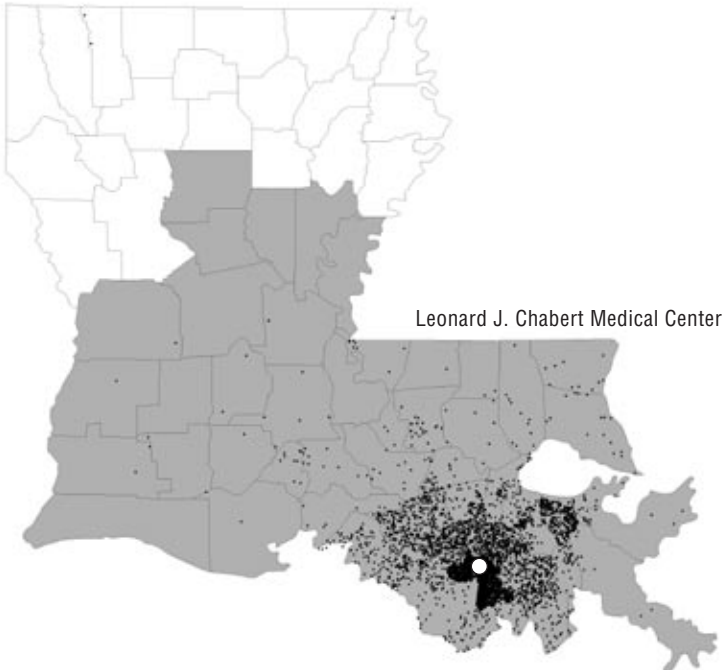
*Tulane University and Southern University – Social Services Intern*  
*LSU – Social Services Intern, Outpatient Therapy/Physical Therapy,  
 Lab Technician, Physical Therapy Assistant*  
*Southern University at New Orleans – Graduate Social Work*  
*University of Texas at Galveston – Physician Assistants*  
*LSUHSC – Nurse Practitioner Program*  
*Acadian Ambulance Service – Paramedics, EMTs*

## Partnerships

- Terrebonne General Medical Center – Neonatal intensive care services – provides Level 3 Neonatal Intensive Care Services
- Terrebonne Parish District Attorney Drug Court – provides lab testing to clients enrolled in program
- Terrebonne Parish Criminal Justice Complex – provides lab testing and results reporting
- Louisiana Primary Care Association and Bayou Teche Community Health Network – integrated network
- Office of Public Health – Chabert provides education services to OPHs labor and delivery population, and high-risk prenatal medical services
- Southeast Louisiana Area Health Education Center – HIV outreach to rural populations and African-Americans
- NO Aids Task Force – HIV referral services
- N'R' Peace – HIV community services
- Region III Office of Mental Health – behavioral health collaborative services
- Region III Office of Addictive Disorders – substance abuse evaluation and referral services
- Unitech – provides training for EKG, Phlebotomy, and Pharmacy Technician

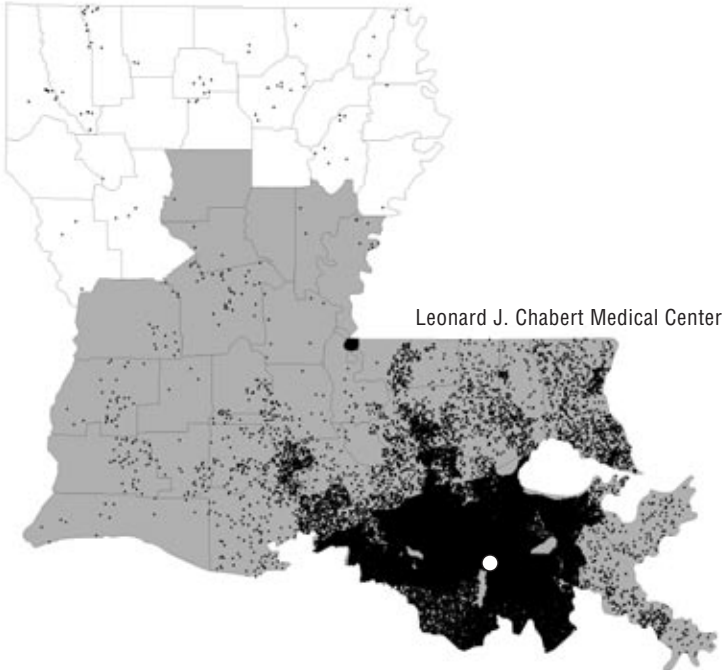
Admission by zip code

- Total | 5,747
- 1 Admission per dot



Visits by zip code

- Total | 237,663
- 1 Visit per dot



Kurt M. Scott | Hospital Administrator  
 Dr. Lee Roy Joyner | Medical Director

433 Plaza Street  
 Bogalusa, LA 70427  
 Switchboard: 985.730.6700

## Resources

- 533 employees
- Total collections \$47.1 million (state general fund \$6.0 million, commercial/private pay \$5.3 million, miscellaneous self generated \$1.5 million, Medicare \$9 million, Medicaid \$7.8 million, Medicaid Uncompensated Care \$17.5 million)

## Estimated economic impact

- \$100.1 million in overall business activity (Factor of 2.12 based on the July 2007 report “Hospitals and the Louisiana Economy,” prepared for the Louisiana Hospital Association by Dr. James A. Richardson, Alumni Professor of Economics at Louisiana State University)

## Patient Population

- Approximately 36,439 (between 7/1/05 – 6/30/07)

### Capacity

- 41 adult/pediatric staffed beds
- 18 psychiatric staffed beds
- 90 licensed beds
- 0 nursery bassinets

### Inpatient Admissions

- 2,209 adult/pediatric admissions
- 435 psychiatric admissions
- 0 neonatal ICU admissions
- 0 nursery admissions

### Inpatient Days

- 10,893 adult/pediatric inpatient days
- 5,698 psychiatric inpatient days
- 0 neonatal ICU inpatient days
- 0 nursery inpatient days

### Outpatients

- 93,320 clinic visits
- 25,264 emergency visits

### Live Births

- 0 births

## Residency Programs

- LSU Rural Family Practice Residency
- 4 current residents (building to 12)
  - 2 medical students

- LSU Ophthalmology Residency Program
- 6 residents

## Nursing and Allied Health Training: Approximately 69 students

*Louisiana Technical Colleges –*  
*LPN, Nurses Aide, Bio-Med,*  
*EMT First Response and Phlebotomy*  
*Pearl River Junior College (Poplarville, MS) –*  
*RN and Medical Lab Technician*  
*Southern University –*  
*Speech Therapy*  
*University of Southern Mississippi*  
*LSU Allied Health Professionals*

*LSU School of Nursing*  
*LSU Department of Clinical Science – Shreveport –*  
*PT, OT, ST, and Clinical Lab*  
*Xavier – Pharmacist*  
*University of Louisiana at Monroe – Pharmacy*  
*Southeastern Louisiana University*  
*Bogalusa High School – CNA program*  
*Franklinton High School – Pharmacy Tech*  
*Cardiovascular Technology Institute – Echo Tech*

## Partnerships

- Rayburn Correctional Institute
- Washington Parish Sheriff's Office
- Bogalusa Police Department
- St. Tammany Parish Hospital (transfers)
- Lakeview Regional Medical Center (transfers and cardiac care, etc.)
- Med Vance Institute of Baton Rouge
- Children's Hospital, New Orleans, Louisiana
- Public Health Unit
- Louisiana Department of Public Health: Tobacco Control Initiative
- Southeast Louisiana Hospital
- Gulf States Long Term Acute Hospital Facility (LTAC)
- Franklinton High School – Pharmacy Tech
- Deaf Action Group
- Abuse and Drug Advocacy Prevention and Treatment (ADAPT)
- Camelia Hospice
- Maryland Hospital Association
- QI Project
- IHI - Institute of Healthcare Improvement – 5 Million Lives Campaign
- ISMP – Institute of Safe Medication Practice
- LOPA Louisiana Organ Procurement Program
- Region IX Emergency Management
- Florida Parishes Human Services Authority FPHSA (Mental Health / CRTs )
- Northshore Ambulance Service
- Southern Eye Bank
- ADAP Ryan White Agreement
- Myers Group HCAHP
- Louisiana Health Care Review, Inc.



Admission by zip code

- Total | 2,644
- 1 Admission per dot



Visits by zip code

- Total | 118,584
- 1 Visit per dot



Larry Dorsey | Hospital Administrator  
 Dr. James Falterman | Medical Director

2390 West Congress  
 Lafayette, LA 70506  
 Switchboard: 337.261.6000

## Resources

- 987 employees
- Total collections \$118.9 million (state general fund \$4 million, commercial/private pay \$4.9 million, miscellaneous self generated \$3.7 million, Medicare \$12.6 million, Medicaid \$35.0 million, Medicaid Uncompensated Care \$58.7 million)

## Estimated economic impact

- \$228.7 million in overall business activity (Factor of 2.12 based on the July 2007 report “Hospitals and the Louisiana Economy,” prepared for the Louisiana Hospital Association by Dr. James A. Richardson, Alumni Professor of Economics at Louisiana State University)

## Patient Population

- Approximately 71,136 (between 7/1/05 – 6/30/07)

### Capacity

- 82 adult/pediatric staffed beds
- 19 psychiatric staffed beds
- 146 licensed beds
- 10 nursery bassinets

### Inpatient Admissions

- 5,070 adult/pediatric admissions
- 380 psychiatric admissions
- 95 neonatal ICU admissions
- 309 nursery admissions

### Inpatient Days

- 23,343 adult/pediatric inpatient days
- 6,407 psychiatric inpatient days
- 1,741 neonatal ICU inpatient days
- 804 nursery inpatient days

### Outpatients

- 196,139 clinic visits
- 40,871 emergency visits

### Live Births

- 403 births

## Residency Programs: 182 Medical Residents and Fellows

- LSU Health Sciences Center
- Family Practice/OB
- Internal Medicine
- General Surgery
- Orthopedic Surgery
- GYN
- Ear, Nose and Throat
- Cardiology
- Ophthalmology

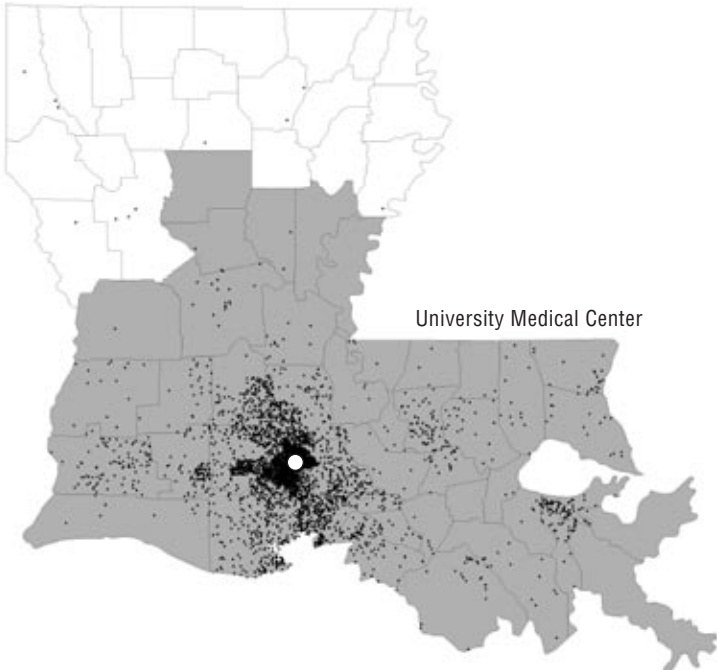
## Nursing and Allied Health Training: 439 students

*LSUHSC School of Nursing – Nurse Practitioner, CRNA*  
*Louisiana State University, Eunice – Respiratory Care, Associate in Nursing, Radiologic Technology*  
*University of Louisiana at Lafayette – Baccalaureate Program and Master of Science in Nursing*  
*Various Louisiana Technical Colleges – Paramedic, LPN, EMTs, Surgical Technology, Nursing Assistant*  
*McNeese State University – Master of Science in Nursing Program*  
*University of Iowa – EMS*  
*Northwestern State University – Associate Degree in Nursing, Baccalaureate in Nursing, and Master of Science in Nursing*  
*National EMS Academy – EMT, Paramedic*  
*Remington College – Medical Assistant*  
*Southern University, Baton Rouge – Graduate Nursing Program*  
*University of Alabama at Birmingham School of Nursing – Graduate Studies*  
*Florida Institute of Ultrasound – Ultrasound Technician*

*University of Texas Health Science Center at Houston School of Nursing – Graduate Studies*  
*Pharma-Safe, LLC – Paramedic Program*  
*University of South Alabama School of Nursing – Graduate Studies*  
*Our Lady of the Lake College Nurse Anesthesia Program*  
*Delta College Practical Nursing Program*  
*Loyola University New Orleans - FNP Program*  
*University of Texas Health and Science Center at Houston - Graduate Nursing Program*  
*Lafayette High School Health Academy*  
*Iberia Parish Career Shadowing Program*  
*ULL Upward Bound Program*  
*ULL Department of Kinesiology*

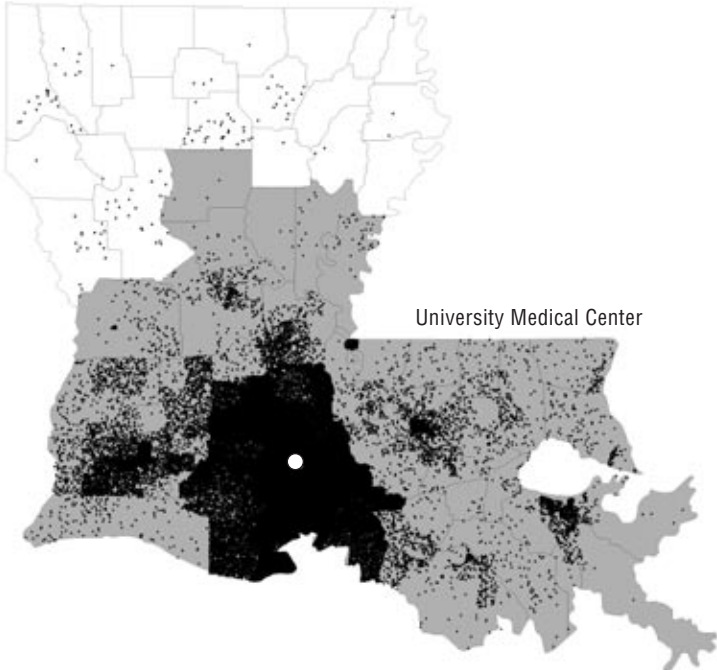
Admission by zip code

- Total | 5,854
- 1 Admission per dot



Visits by zip code

- Total | 237,010
- 1 Visit per dot



## LSU HCSD Central Office

Post Office Box 91308  
Baton Rouge, LA 70821  
225.922.0488

Michael K. Butler, MD, MHA, CPE, FACPE | Acting CEO

Michael Kaiser, MD | Acting Medical Director

Lanette Buie | Acting Deputy Chief Executive Officer for Administration

Clay Dunaway | Acting Chief Financial Officer

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### Bogalusa Medical Center

433 Plaza Street  
Bogalusa, LA 70427  
Switchboard: 985.730.6700

Hospital Administrator | Kurt M. Scott, FACHE

Assistant Administrator | Regina Runfalo

Medical Director | Lee Roy Joyner, MD

Foundation President | Rev. Bob Adams

CAC Chair | McClurie Sampson

---

### Earl K. Long Medical Center

5825 Airline Highway  
Baton Rouge, LA 70805  
Switchboard: 225.358.1000

Hospital Administrator | Kathy Viator, DNS, RM

Medical Director | Chapman Lee, MD, FACS

Foundation President | Pat Smith

CAC Chair | None

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### Huey P. Long Medical Center

352 Hospital Boulevard  
Pineville, LA 71360  
Switchboard: 318.448.0811

Hospital Administrator | Gary Crockett

Medical Director | David Barnard, MD

Foundation President | None

CAC Chair | None

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### Interim LSU Public Hospital

Administration Offices  
Butterworth Building  
1541 Tulane Avenue  
New Orleans, LA 70112  
Switchboard: 504.903.0046

Inpatient Services

2021 Perdido Street

New Orleans, LA 70112

Switchboard: 504.903.3000

Hospital Administrator | Dwayne A. Thomas, MD, MMM

Assistant Administrator | Alder Voltaire

Medical Director | Cathi Fontenot, MD

Foundation President | Peter M.C. DeBlieux, MD

CAC Chair | Nadine Henneman

### Lallie Kemp Regional Medical Center

52579 Highway 51 South  
Independence, LA 70443  
Switchboard: 985.878.9421

Hospital Administrator | Sherre Pack-Hookfin, MA

Medical Director | Kathleen Willis, MD

Foundation President | Francis Bickham

CAC Chair | Kevlin Braun

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### Leonard J. Chabert Medical Center

1978 Industrial Boulevard  
Houma, LA 70363  
Switchboard: 985.873.2200

Hospital Administrator | Rhonda Green, BSN, MBA, MHCM, RN

Medical Director | Michael Garcia, MD

Foundation President | None

CAC Chair | None

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### University Medical Center

2390 West Congress  
Lafayette, LA 70506  
Switchboard: 337.261.6000

Hospital Administrator | Larry Dorsey

Medical Director | James Falterman, MD, FACP

Foundation President | Paul Azar, MD

CAC Chair | Larry Dorsey

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### Dr. Walter O. Moss Regional Medical Center

1000 Walters Street  
Lake Charles, LA 70607  
Switchboard: 337.475.8100

Hospital Administrator | Patrick Robinson, MD

Assistant Administrator | Jimmy Pottorff

Medical Director | Ben Darby, MD

Foundation President | None

CAC Chair | Ann Polak

**LSUHOSPITALS**  
HEALTH CARE SERVICES DIVISION

2007 ANNUAL REPORT