

Collaborating

FOR OUR COMMUNITY



St. Tammany
PARISH HOSPITAL



Ochsner



ST. TAMMANY HOSPITAL
FOUNDATION

2017 ANNUAL REPORT TO THE COMMUNITY

Strategic Growth for our Community

Collaboration among the STPH Board of Commissioners, executive leadership, architects, engineers and construction professionals keeps our community hospital strong. In 2017, we completed one strategic growth plan and launched another.

The 2012-17 strategic plan for growth developed private patient rooms inside the hospital and expanded the emergency department to better address the growing volume of patients, including a specialty area for pediatric emergencies. The larger department set an all-time high for patient volume.

With the completion of one three-year growth project came the launch of another. The 2017-20 strategic growth plan began in fall 2017 with parking expansion that will enable later patient care space expansion.

In addition to the specialty pediatric section of the expanded emergency department at main campus, our hospital also expanded pediatric care into the service district by converting the Madisonville primary care practice to pediatrics. The care team now includes pediatricians Jennifer Miles MD, Linda Keefer PhD MD, Robert Faucheux MD and Margie Strong MD, as well as Nurse Practitioner Perry Russell APRN.

New physicians and nurse practitioners helped to improve access for patients to more convenient hours in primary care and more surgical capacity in general and orthopedic care. Nurse practitioners Jennifer Thomas APRN, Max Martell APRN and Patrick Wainright APRN offer primary visits in Mandeville, Covington

and Folsom early and late in the day to better accommodate patient needs. Shannon Haas MD in Mandeville and Jacob Daigle MD at Northlake Surgical Associates, joined the team of physicians in St. Tammany Physicians Network.



Also in 2017, the leadership of our hospital addressed the loss of emergency services to the south and east of us by

opening the STPH Mandeville Emergency Department. This full-service emergency facility inside the city limits of Mandeville treats emergency health situations from broken bones to heart attack and stroke. A department of St. Tammany Parish Hospital, the Mandeville ED is staffed by STPH employees, and the emergency medicine specialists providing physician services onsite are the same board-certified physicians serving in the STPH main campus emergency department.

With the completion of one three-year growth project came the launch of another. The 2017-20 strategic growth plan began in fall 2017 with parking expansion that will enable later patient care space expansion.

All this growth is a direct response to existing or anticipated needs of the residents of the western wards of St. Tammany Parish and surrounding areas. As the hospital grows, our mission remains the same. In 2017, STPH gave \$30,000 to charities whose missions align with ours and \$20.9 million in compassionate care to patients who have little or no insurance support for medical care.

HOSPITAL GROWTH IN PATIENTS SERVED



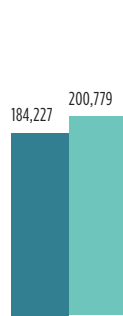
PATIENT ADMISSIONS

8.8%



EMERGENCY DEPT. VISITS

11.8%



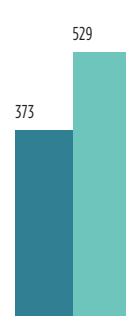
OUTPATIENT VISITS

9%



SURGERY CASES

14.5%



NEUROSURGERY CASES

41.8%



DELIVERIES

11.6%



ENDOSCOPY CASES

8.2%



HOME HEALTH/HOSPICE

6.2%



CATH LAB CASES

28.1%



PRIMARY CARE VISITS

14.9%



The population of our parish reached 260,000 in 2017. As the population of west St. Tammany grows, the volume of patients we care for increases.



*Collaboration Works:
findings show significant
quality improvements.*

FROM 2016 TO 2017, THERE WAS A 30 PERCENT
REDUCTION IN THE MEDICARE READMISSION
RATE AND A 21 PERCENT DECREASE
IN ANTIBIOTIC STEWARDSHIP.



Collaborating with Physicians



St. Tammany Parish Hospital has a long history of collaborating with local physicians to the benefit of west St. Tammany patients and families. 2017 brought even closer alignment with the physician community.

- Quarterly board/medical executive/CEO meetings
- Annual board/medical staff leadership meetings
- Annual Healthstream medical staff satisfaction survey
- Executive team members attend medical staff and medical executive meetings
- St. Tammany Quality Network—263 physician members—81 percent of whom are independent and/or contracted with STPH

St. Tammany Quality Network

Our mission is to align key physicians and St. Tammany Parish Hospital in a patient-centered, healthcare delivery system that is accountable for quality of care and cost of care. A member of Ochsner Health Network.

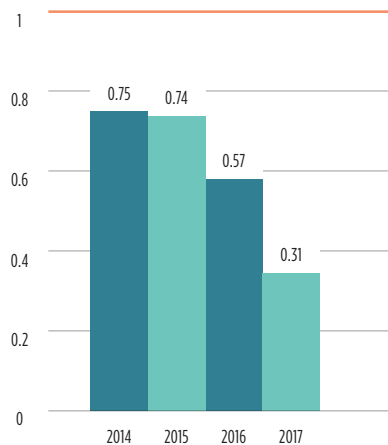
STQN holds value-based and/or shared savings agreements with:

- Blue Cross
- Humana Medicare Advantage
- United Health Care

STQN also participates in three narrow network products:

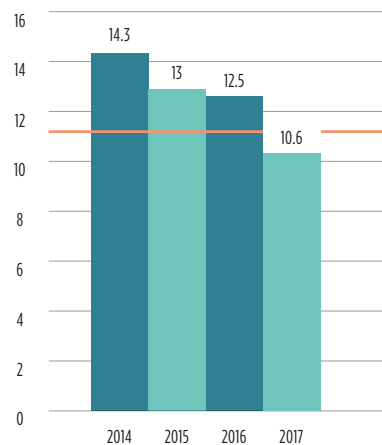
- Blue Cross-Ochsner Employees
- Humana Total Care Commercial
- STPH EPO

QUALITY IMPROVED, RISKS REDUCED



ANTIBIOTIC STEWARDSHIP

21%↓ FROM 2016 TO 2017



MEDICARE READMISSIONS RATE

30%↓ FROM 2016 TO 2017

— NATIONAL BENCHMARK

Clinical Collaboration: Shared Governance

St. Tammany Parish Hospital is recognized by the American Nurses Credentialing Center as a Pathway to Excellence designated hospital due to its shared governance structure. Collaborating with bedside care professionals in decision-making and business strategy strengthens the hospital and ensures strategic growth initiatives directly benefit patient care.



In 2017, shared governance committees achieved considerable success in blood culture contamination, central line management, fecal microbiota transplants,

improving lactation care, intake and output, mitomycin, obstetric hemorrhage, pre-admission testing, pressure injury prevention, sepsis and transition of care.

the blood culture contamination rate fell below 2.5 percent and registered an all-time low of 1.3 percent.

Zero healthcare associated infections is the goal at STPH. By instituting Centers for Disease Control (CDC) and Association for Professionals in Infection Control and Epidemiology (APIC) national best practices, STPH mitigated infection risk in our patients with central lines. In 2017, updated central line maintenance kits were initiated and compliance rose to 85 percent. Central line infections approached zero, with only two reported facility-wide by yearend, well below the national benchmark.

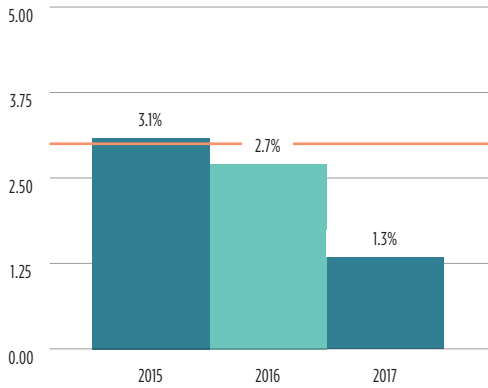
Fecal microbiota transplant was in use at STPH prior to 2017, but occurrence of Zika virus escalated the need for collaboration in this endoscopic procedure. A process improvement team was involved with product selection, securing new equipment, modifying policies, educating staff and optimizing the process by eliminating the need for individual donors and related evaluation, testing, scheduling and expense.

Baby Friendly Hospital Initiative is a national breastfeeding accreditation. In pursuit of this designation in 2017, STPH women's and children's staff developed a new infant feeding protocol, improved breastfeeding assistance, early breast milk expression and community breastfeeding outcomes.

Collaborating with bedside care professionals in decision-making and business strategy strengthens the hospital and ensures strategic growth initiatives directly benefit patient care.

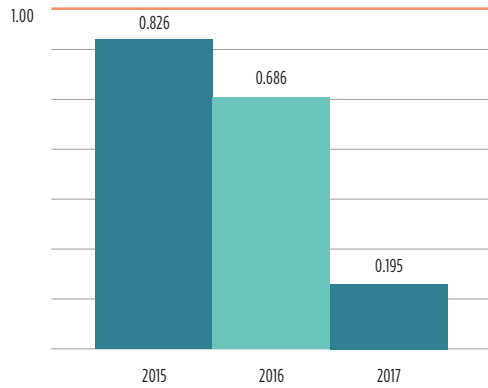
Blood culture contamination rates above the three-percent national benchmark can result in unnecessary treatment. A multidisciplinary team of emergency department nurses, phlebotomists and laboratory staff improved STPH processes based on national best practices, and in 2017,

SHARED GOVERNANCE COMMITTEE SUCCESS



BLOOD CULTURE CONTAMINATION

CONTAMINATION RATE REGISTERED AN ALL-TIME LOW OF **1.3%**



CENTRAL LINE INFECTION

ONLY **2** CASES REPORTED FACILITY-WIDE BY YEAREND, WELL BELOW THE NATIONAL BENCHMARK

— NATIONAL BENCHMARK





2017 AWARDS AND RECOGNITION

St. Tammany Parish Hospital consistently earns local, regional and national recognition for safety, quality and patient experience. While no other hospital in the region rivals the achievements of this community hospital, these awards pale in comparison to the endorsement of our own neighbors, employees and physicians. Overwhelmingly, these groups say they would recommend St. Tammany Parish Hospital to their loved ones, and that is our true reward.



2017
WOMEN'S CHOICE AWARD[®]
AMERICA'S BEST HOSPITALS
CANCER CARE



2014 - 2017
WOMEN'S CHOICE AWARD[®]
AMERICA'S 100 BEST HOSPITALS
FOR PATIENT EXPERIENCE



2017
WOMEN'S CHOICE AWARD[®]
AMERICA'S BEST HOSPITALS
ORTHOPEDICS



HEART FAILURE



Leapfrog: Awarded A for Safety four times in a row and named a Top General Hospital for 2017 (one of 45 nationwide)

Healthgrades: Awarded for patient safety excellence and outstanding patient experience (every year since 2009)

Women's Choice: Awarded in eight categories (Top 100 Hospitals in America's Patient Experience, plus patient safety, heart care, stroke centers, cancer care, breast centers, obstetrics and orthopedics)

US News & World Report: Awarded Best Regional Hospitals 2014-15 for Nephrology and High Performing Hospitals 2017-18 for Heart Failure

CareChex: Check Plus Plus highest quality rating for overall hospital care, overall medical care, overall surgical care, gall bladder removal, general surgery, major bowel procedures, orthopedic care, pulmonary, stroke care and vascular surgery; Check Plus high quality failure rating for bariatric surgery, cancer care, cardiac care and surgery, gastrointestinal care, pneumonia, spinal fusion and trauma

Ochsner Partnership: Going Further Together

Perhaps the strongest example of collaboration as a strategy for success is St. Tammany Parish Hospital's partnership with Ochsner Health System. 2017 marked the third anniversary of



the partnership's launch, and the achievements are some of the most important advances in care STPH experienced all year.

Our partnership goals mirror the Triple Aim of the Institutes of Health Improvement: simultaneously improve care and population health while reducing overall costs of care. Three years in, we and our partner are proud of the progress on all three aims.

Our population health efforts are focused on post-acute strategy. In 2017, we announced plans for Ochsner Health System, St. Tammany Parish Hospital and our fellow service district hospital for the eastern half of the parish, Slidell Memorial Hospital, to jointly operate services that address the care continuum beyond hospital stays. As the planning and development of 2017 will bear out, you will see services under construction and opening in 2018-2020 for post-acute services including inpatient

rehabilitation, long-term acute care, skilled nursing care and even behavioral health support.

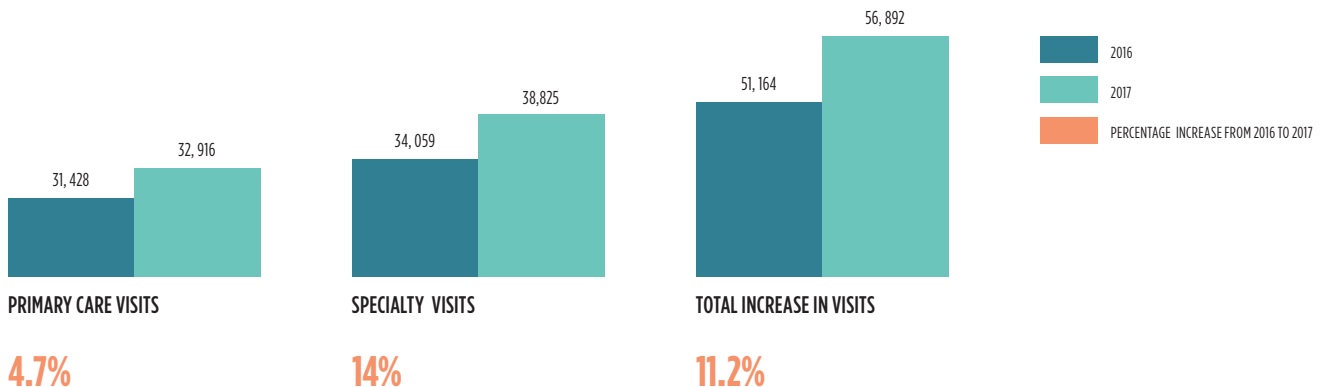
Expansion of primary care occurred on both halves of the partnership, with expanded hours, new physicians and nurse practitioners as well as new providers, including the introduction of urgent care in Mandeville and Covington.

We have also collaborated to add specialty care, including neurology, neurosurgery including adding Bright Matter® technology, pediatric specialties, cardiology specialties, gastroenterology, urology and infectious disease.

Since inception of the partnership with Ochsner, we have consolidated resources in interventional cardiology, sleep lab, Coumadin clinic, infusion clinic and post-discharge clinic. We relocated OHS resources into the service district to better utilize St. Tammany Parish Hospital for OB/GYN, neurosciences (349 patients able to stay local in 2017), cardiothoracic surgery, pediatric sub-specialties, orthopedics and rehabilitation.

Together we have preserved existing west St. Tammany jobs plus added 32 Ochsner jobs and 151 St. Tammany Parish Hospital jobs in the service district.

COLLABORATING TO CARE FOR MORE PATIENTS





*Our partnership goals mirror
the Triple Aim of the Institutes
of Health Improvement:
simultaneously improve care and
population health while reducing
overall costs of care.*

THREE YEARS IN, WE AND OUR PARTNER ARE PROUD
OF THE PROGRESS ON ALL THREE AIMS.



Collaborating to Beat Cancer



St. Tammany Parish Hospital has collaborated with Mary Bird Perkins Cancer Center since 1998, growing and modifying the relationship through the years to respond to west St. Tammany families' needs for cancer care close to home. 2017 marked the first full year in which STPH, Ochsner and Mary Bird collaboratively delivered care in St. Tammany Cancer Center. The level of care available in the service district now is unrivaled, bringing more advanced cancer care closer to home than ever before.

A highlight of the Breast Multidisciplinary Team in 2017 was National Accreditation Program for Breast Centers accreditation, making St. Tammany Parish Hospital one of only five NAPBC accredited facilities in the state.

St. Tammany Cancer Center hosts recurring conferences in which cases are discussed and recommendations made based on each patient's clinical presentation. Patients can be assured that when a case is reviewed,

a multidisciplinary review of the case is completed and treatment recommendations are made in accordance with national treatment guidelines. The center also hosts multidisciplinary teams for breast and lung cancer, comprised of physicians, nurse navigators, social workers, dietitians, research nurses, tumor registrars, palliative care specialists, rehabilitation specialists and other allied health professionals. The purpose of both teams is to develop and implement patient-centered processes, clinical procedures and ongoing monitoring activities aimed at ensuring the highest quality diagnostic and therapeutic care. Both teams were able to approve and implement workflows that improve the timeline of the diagnostic evaluation of breast and lung lesions to determine the presence or absence of cancer. A highlight of the breast multidisciplinary team in 2017 was National Accreditation Program for Breast Centers (NAPBC) accreditation, making St. Tammany Parish Hospital one of only five NAPBC accredited facilities in the state.



A QUALITY PROGRAM
OF THE AMERICAN
COLLEGE OF SURGEONS



A QUALITY PROGRAM
of the AMERICAN COLLEGE
OF SURGEONS







2017 Year in Review

Community support makes all the difference between good and exceptional: exceptional nurses and physicians, exceptional facilities and services and exceptional care. St. Tammany Hospital Foundation has always believed that Keeping St. Tammany Parish Hospital Healthy, Keeps Our Community Healthy, and in 2017 our donors and supporters did an exceptional job of keeping our hospital healthy.

The foundation is proud to recognize more than 1,470 individuals, hospital employees, businesses, organizations and foundations who made nearly \$1.1 million in gifts.

The support of these generous donors enabled the foundation to give \$623,944 back to St. Tammany Parish Hospital in 2017 through equipment purchases, employee training and development opportunities, department programs, hospital initiatives and more. In addition, the foundation donated property to the hospital for much needed additional parking at STPH.

2017 support came from a variety of sources, including almost \$157,500 from events. The return of fan-favorite Gurney Games was added to the list of signature events, such as the Get Lucky! Golf Tournament, Angels of Light and Monster Mash, which boasted a new title sponsor

in 2017 — Metairie Bank Northshore. Third party events from local businesses and organizations raised more than \$75,700, including the NHBA Raising the Roof for Charity Raffle House, St. Tammany Women's Council of Realtors' Bras for a Cause, Baldwin Subaru's Share the Love event, Helping Hands Gallery, Ruby's Kids and St. Tammany Parish Sheriff's Association.

The yearend appeal mailing, penned by 2017 foundation board chairman, Rock Kendrick, raised more than \$46,970 for the unrestricted caring for St. Tammany fund, endowment and the building expansion initiative. Employees demonstrated their commitment to the hospital with 700 employees and physicians raising \$90,677 through the WE Care Employee Campaign, bringing their cumulative total to more than \$1,247,270 since 2004. The St. Tammany Hospital Guild volunteer group donated an unprecedented \$50,000 in 2017, bringing their cumulative support to more than \$219,300.

Through its generous donors, the foundation impacts the healthcare and well-being of the entire Northshore community. Since its inception in 2003, more than \$17.6 million has been donated to the foundation in support of world-class healthcare, close to home.

2017 Foundation Highlights

Breakfast with St. Tammany

In 2017, the foundation hosted its first donor cultivation event. Held at Southern Hotel, 75 current and prospective donors and community leaders joined our Board of Trustees for an intimate breakfast and update on the happenings at St. Tammany Parish Hospital. Dr. Robert Faucheux, STPH pediatrician, and Dr. Sebastian Koga, Ochsner neurosurgeon, spoke on the advancement of pediatric care at STPH and the state-of-the-art advancements and success of our neurosciences program. STPH President and CEO Patti Elish updated attendees on the hospital's vision for the future and how we are expanding to meet the needs of our community.

Building a Better Hospital

The Raising the Roof for Charity Raffle House is an annual project of the Northshore Home Builders Association that has benefited the community and local charities since 1994. The foundation was proud to be selected once again as a charity partner in 2017. With the support of our donor

base, the foundation earned a \$50,000 donation and placed first in the charity competition. Through the years, the foundation has had three opportunities to benefit from the Raffle House for a cumulative donation of \$163,500.

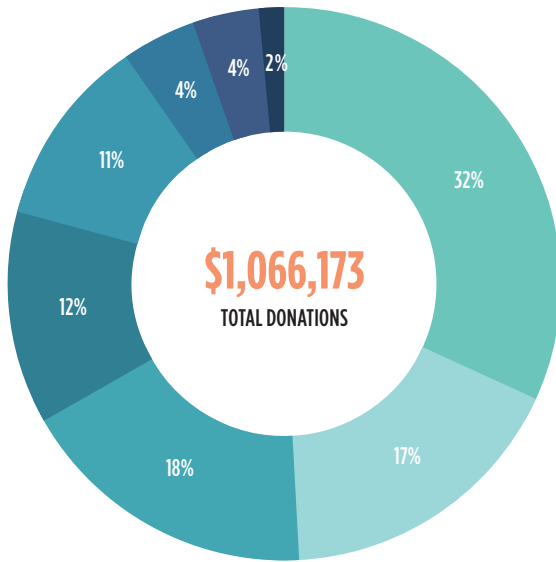
A Place of Healing

The Healing Arts Initiative installed two exhibits in its rotating gallery series entitled No Ordinary Moments and A Healing Journey. Each eight-week exhibit was located on the first and third floors of the hospital and showcased works of art that told a story of healing and promotes an environment of peace and tranquility for patients, employees and guests. Each of the talented exhibit artists generously donated a piece of original art for the foundation's permanent collection.

In addition to the exhibits, the healing arts program featured a first-ever 12-week music therapy program. This highly successful pilot program provided music therapy to patients receiving infusions at St. Tammany Cancer Center.

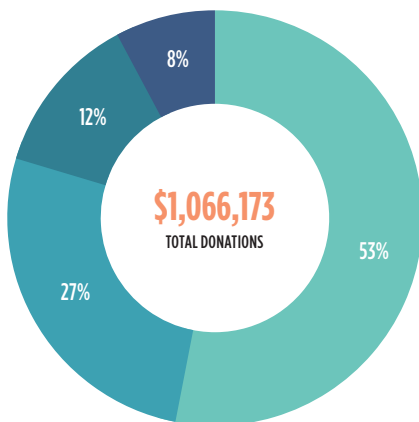


STEWARDSHIP OF GIFTS 2017



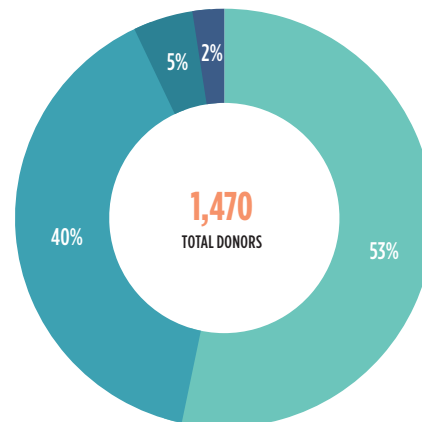
● ST. TAMMANY CANCER CENTER / MARY BIRD PERKINS / ONCOLOGY	\$339,325
● ADDITIONAL DONOR RESTRICTED	\$184,598
● UNRESTRICTED GIVING	\$187,830
● PARENTING CENTER / COMMUNITY WELLNESS CENTER	\$132,678
● HOSPICE	\$118,351
● ENDOWMENT / EBF	\$46,258
● PEDIATRICS	\$41,339
● HEALING ARTS	\$15,794

SOURCES OF FUNDING 2017



● COMPANIES	\$565,648
● INDIVIDUALS	\$283,321
● EMPLOYEES	\$134,041
● FOUNDATIONS/ORGANIZATIONS	\$83,163

DONOR BREAKDOWN 2017



● EMPLOYEES	783
● INDIVIDUALS	534
● COMPANIES	68
● FOUNDATIONS/ORGANIZATIONS	36



Through its generous donors, the foundation impacts the healthcare and well-being of the entire Northshore community.

SINCE ITS INCEPTION IN 2003, MORE THAN \$17.6 MILLION HAS BEEN DONATED TO THE FOUNDATION IN SUPPORT OF WORLD-CLASS HEALTHCARE, CLOSE TO HOME.



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Ms. Amy Cavet
Ms. Michelle L. Chaix

Every effort has been made to ensure the accuracy of this list. We sincerely apologize for any omissions or errors.

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Avanti Senior Living
Baldwin Motors
Banner Ford
Bop's Frozen Custard
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Braswell's Drugs
Breazeale, Sachse & Wilson
C.J. Ladner Insurance Agency, Inc.
Capital One Bank
Christwood Retirement Community
CLECO Power LLC
Community Coffee Company
Dean Foods - Brown's Dairy

Diaz Market
Double D Meat Inc.
EOG Resources, Inc.
Fauntleroy Latham Weldon
Barre' Architects
Florida Parish Industries, Inc.
Gilsbar Speciality Insurance LLC
Honda of Covington
Horne LLP
Inside Northside Magazine
Integrated Medical Services –
Covington, LLC
JFK Martial Arts
Jiffy Mart
Jones Concession
Karnes Electric Cooperative, Inc.
Kent Design Build, Inc.
KV Workspace, LLC
Lake Urgent Care Northshore
Lavigne Oil Company, LLC
Liberty Self-Storage
Majestic Medical Solutions, Inc.
Manfe & Ringen Home Team at
RE.MAX Alliance
McMath Construction
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Metairie Bank & Trust Company
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Medical Equipment
Northlake Medical Supply, Inc.
Northlake Spine Care
Northshore Counseling & Wellness
Northshore Home Builders Association
Ochsner Health System
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P & W Industries, LLC
Papa John's Pizza
Parish Concrete, LLC
POOLCORP
Refreshment Solutions, LLC
Regional Radiology LLC
Regions Bank
Resource Bank
Simply Southern

The Williams Team
Vision Quest Communications
Voya Financial
Wal-Mart, Store #3042
Wal-Mart, Store #541
Whitney Bank

FOUNDATIONS AND ORGANIZATIONS

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Centene Corporation
Crescent Hardwood Supply
Cyrus D. & Joycelynn M. Crites
Family Trust
ExxonMobil Foundation
Greater New Orleans Foundation
Helping Hands Gallery
Hunter Whealdon Foundation
International Union of Elevator
Constructors Local No. 16
J.B. Levert Foundation, Inc.
Junior League of Greater Covington
Kelly Gibson Foundation
Kiwanis Club of Northshore
Mary E. Peters and Robert W.
Polchow Foundation
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Preceptor Alpha Omega of
Beta Sigma Phi
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Rapid Urgent Care
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American Legion
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St. Tammany Women's Council
of Realtors
St. Tammany Hospital Guild, Inc.
St. Tammany Deputy
Sheriff's Association
Sunday Morning Family Group
Threads of Love Prayers + Stitches
Trinity Counseling Center LLC
UP21 Foundation
Walters State Culinary Department

Every effort has been made to ensure the accuracy of this list. We sincerely apologize for any omissions or errors.

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