



BeWellBus.health
BE WELL BUS



DRIVE

2021 Annual Report to our Community



ST. TAMMANY HOSPITAL
FOUNDATION



St. Tammany
HEALTH SYSTEM

Ochsner

OUR MISSION

We are the heartbeat of our community, caring for our patients and their families with excellence, compassion and teamwork.

OUR VISION

We will strengthen the health of our community with compassion, innovation and partnership.

OUR VALUES

Teamwork

We are a team, a community, a family devoted to helping and healing every patient every time, together.

Trust

We have faith in our caring work and pledge our honesty, courage, respect and integrity to each other and every patient in every encounter.

Compassion

We care deeply about our patients and colleagues, treating each other with empathy and respect, as if they were our own family.

Quality

We are accountable to our patients and each other to always deliver our very best, safest care, to strive for excellence and to consistently deliver on these promises.

Innovation

We seek new knowledge, competencies, techniques, technology and best practices to bring new hope and healing to our patients close to home.



A DRIVING FORCE

Years from now, historians will inevitably – and for good reason – look back at 2020 as the year of COVID-19 and the emotional toll of our shared global lockdown.

But what goes up must come down, and so, as the calendar turned to 2021 – a year in which COVID vaccines became widely available – we all enjoyed a year of re-emergence, re-engagement and reunion.

Admittedly, progress was tentative at times, but given that we were dealing with a pandemic of historic proportions, every step forward was nonetheless welcome.

At St. Tammany Health System, we can't think of a better physical representation of that re-emergence and re-engagement than our Be Well Bus, a 40-foot mobile medical suite purchased in mid-2021 as a way to take our mission to improve community health directly into the Northshore neighborhoods we were formed to serve.

That need, of course, existed long before COVID, with Louisiana ranking at or near the bottom in any number of population health statistics. It became even more acute, however, as COVID swirled around us and people began neglecting their healthcare needs, including regular doctors' visits and annual screenings.

As it approaches its one-year birthday, the Be Well Bus has proven to be an enormous success.

That's why we've chosen it as a recurring motif to tell the story of our journey in the past year in our 2021 Annual Report.

That journey was still essentially defined by COVID-19 and the continued, heroic response of our dedicated community of healthcare providers – but, refreshingly, that wasn't the sole focus.

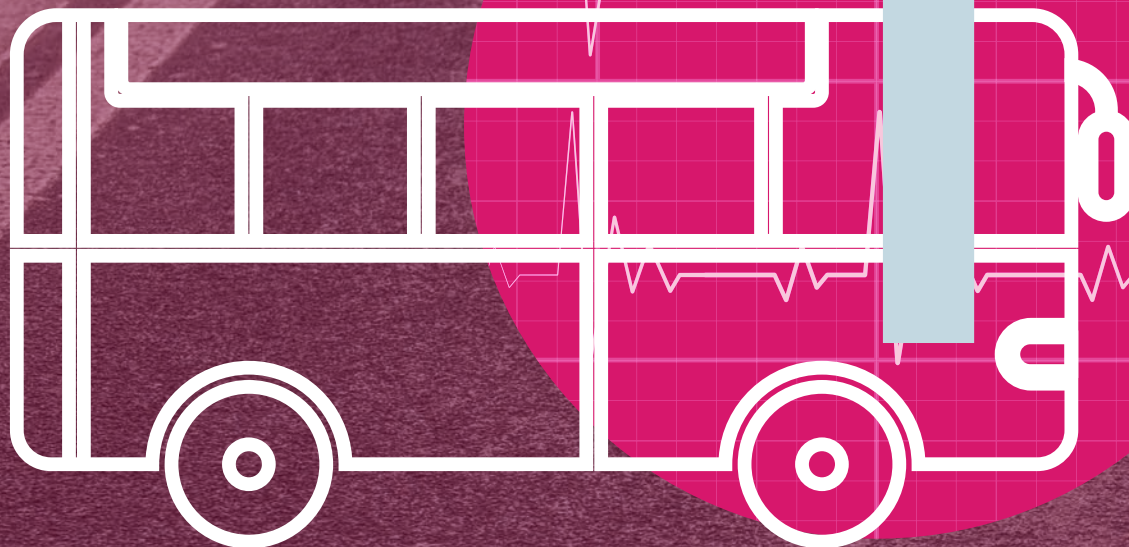
So, come on. Climb on board. We invite you to relive the journey with us, all in the name of good health.

Gratefully,



Joan M. Coffman, FACHE
St. Tammany Health System President and CEO

COMMUNITY



Every year, we start our annual report with a chapter dedicated to the reason we exist: you. After all, it was a group of concerned citizens who willed St. Tammany Parish Hospital into being almost seven decades ago. It's been the support of the community that's kept us going all these years. And it's our mission of improving the health of our Northshore friends, families and neighbors – with excellence, with innovation, with compassion – that drives everything we do.

THE NORTHSHORE'S TICKET TO BETTER HEALTH

With the COVID-19 lockdown prompting many people to neglect their routine doctors' visits and health screenings, St. Tammany Health System leaders took delivery in May 2021 of the health system's new Be Well Bus, a 40-foot motorcoach outfitted with an array of health screening instruments to bring healthcare directly into the community.

In the months since, it has become a fixture at local fairs, festivals and other community gatherings, all in the name of improving community health on the Northshore.

"St. Tammany Health System has been known for decades for bringing world-class healthcare close to home for our neighbors on the Northshore," said Anne Pablovich, the health system's community outreach coordinator. "Now, with the Be Well Bus, we're bringing it even closer to home, right into the communities that need it the most."

Conceived as an effort to combat stubbornly poor health metrics prevalent throughout South Louisiana by addressing barriers to quality healthcare, the fully loaded Be Well Bus includes a registration area and two private screening suites. Between them, the bus's healthcare team will be equipped to conduct such on-the-spot services as:

- » Mammograms
- » Colorectal cancer screenings
- » Skin cancer screenings
- » Head and neck cancer screenings
- » Prostate cancer screenings
- » Lung cancer screening assessments
- » Vaccinations
- » Cholesterol checks
- » Blood pressure checks
- » Arterial ultrasounds
- » Osteoporosis screenings
- » Labwork

Want to find out where the Be Well Bus will be next? Visit [BeWellBus.health](https://www.sttammanyhealth.com/BeWellBus.health) for a schedule.



Among the variety of screenings that can be done on the Be Well Bus are mammograms. (Photo by Tim San Fillippo / STHS)



Paid for partly with \$1 million in federal funding, St. Tammany Health System's Be Well Bus and its onboard screening equipment were purchased as part of a broader strategy to improve community health on the Northshore. (Photo by Tim San Fillippo / STHS)



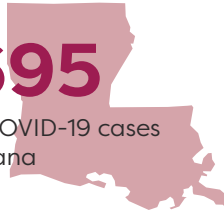
The Be Well Bus was conceived as an effort to combat stubbornly poor health metrics prevalent throughout South Louisiana by addressing barriers to quality healthcare. (Photo by Tim San Fillippo / STHS)

COVID BY THE NUMBERS

Key COVID figures from the start of the pandemic through Dec. 31, 2021

828,695

Total number of COVID-19 cases reported in Louisiana

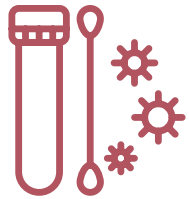
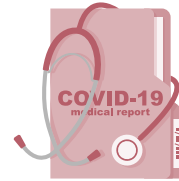


47,807

Total number of COVID-19 cases reported in St. Tammany Parish

8,627

Total number of COVID-19 cases reported in Washington Parish



56,806

Total number of COVID-19 tests administered by STHS

33,387

Total number of COVID-19 vaccines administered by STHS



ANOTHER YEAR OF COVID

Once again, COVID-19 was a dominant force in 2021, but – armed with a year of experience fighting it – the staff at St. Tammany Health System was prepared as ever to meet the challenge.

That included grappling with two stubborn new strains of the virus, delta and omicron. But it also meant newer understandings of how COVID works. Our frontline caregivers were still exhausted by it all, but they brought no shortage of resolve to the fight.

Our Express Care walk-in facility was ready to vaccinate people against it.

Our testing facilities were ready to diagnose it. Our Emergency Departments, our ICU and our monoclonal antibodies suite were ready to treat those suffering from it.

And, in true St. Tammany fashion, every colleague in every department was ready to contribute however they could.

Sadly, we're not done with COVID-19 yet. We might not ever be.

But we won't stop fighting it – and we won't let it defeat us.

UNITED AGAINST BREAST CANCER

In October, St. Tammany Health System launched its inaugural United in Pink breast cancer campaign, a monthlong initiative to raise awareness, raise money and to provide mammograms to as many women as possible.

“What started as a spark has truly become a fire,” health system President and CEO Joan Coffman said at an event celebrating the campaign’s success. “We are so blessed in this community to have so many truly amazing people.”

In all, the campaign – conducted with key contributions from the Mauti Cancer Fund and the St. Tammany Parish Sheriff’s Office – raised \$35,498 through St Tammany Hospital Foundation. That money will go directly toward cancer care at the newly constructed St. Tammany Cancer Center, a campus of Ochsner Medical Center, which opened in June.

“If you catch (cancer) early, you change the outcome,” said St. Tammany Cancer Center Administrator Jack Khashou. “It saves lives. It really does. There’s no other way to say it.”

For that reason, he said, local residents can expect to see a return of United in Pink in 2022 and beyond.

“We can’t stop now,” he said, “because you need to get your screening every year.”



Members of St. Tammany Health System leadership join with St. Tammany Parish Sheriff Randy Smith, Rich Mauti of the Mauti Cancer Fund and others for a United in Pink launch event at the Southern Hotel. (Photo by Melissa Hodgson / STHS)



As part of its United in Pink campaign, St. Tammany Health System sponsored a 'champagne and mammos' event at its Women's Pavilion in October. (Photo by Mike Scott / STHS)



STHS Chief Nursing Officer and breast cancer survivor Kerry Milton signs one of two Sheriff's Office vehicles wrapped in pink as part of the United in Pink observation. Community members were offered an opportunity to sign the vehicles for \$5 a pop, with money going to local cancer care. (Photo by Melissa Hodgson / STHS)

A History of Healing: The St. Tammany Health System Story

New publication charts the evolution of a Northshore institution



One of the first photos of the completed St. Tammany Parish Hospital, taken in November 1954. Landscaping was added by the time the hospital opened on Dec. 1 that year. (Photo via STHS archive)

Editor's note: The following is an excerpt from "A History of Healing: The St. Tammany Health System Story," a 24-page publication tracing the founding of the health system as St. Tammany Parish Hospital in December 1954 and its evolution as the Northshore's premier healthcare organization. "A History of Healing," published in spring 2021, is available for purchase in the St. Tammany Health System gift shop, with proceeds dedicated to continuing the healing work done by its healthcare team.

By Mike Scott, msscott@stph.org

It happened, as it turns out, in a driving rainstorm.

Others might trace it to another moment in time, but for Norma Core, it happened on a dreary night in the 1940s as rain washed through the ditches and over the roads of rural St. Tammany Parish.

"A friend of mine broke his leg and had to go to New Orleans for care," Core remembered in a newspaper interview some 40 years later. "It was raining, and on the horrible little road through the marsh, the ambulance wrecked. My friend lay in the rain with his leg in disarray. They got him to New Orleans, but he died soon after from shock. They didn't treat him for the effects of lying in the rain in pain."

It was then that Core made up her mind.

"I decided," she said, "we must have a hospital."

It would be years before spade would hit dirt, but for all intents and purposes, it was then and there — in the rain and on the road whose name has long since been forgotten — that St. Tammany Health System was willed into being.

There are, of course, others who proved instrumental in the founding of the hospital. Core, however, would become an early and particularly conspicuous champion of the cause. Eventually, she would also become the sole female member of the very first St. Tammany Parish Hospital Commission.



THEN: From left, Dr. M.J. Duplantis, Norma Core, Oliver J. Hebert, L.L. Landon and Gus Fritchie break ground on construction of St. Tammany Parish Hospital in May 1953 in Covington. The five were the inaugural members of the hospital's Board of Commissioners. (Photo via STHS archives)

STOPPING THE BLEED

With COVID restrictions easing, the health system's "Stop the Bleed" team got back into the community in 2021, visiting all 56 public schools in St. Tammany Parish in the first quarter of the year, as well as a handful of the school system's non-classroom sites. There, they trained 302 faculty and staff members on how to pack a wound, apply a tourniquet and perform other life saving techniques.

These same techniques are taught at public classes held at the hospital, as well as by invitation from local business and community groups.

"The number one cause of a preventable death is hemorrhage, or bleeding out," said St. Tammany Health System Trauma Services Manager Bethany Monistere, the driving force behind the health system's Stop the Bleed program. "But it's not that hard to put on a tourniquet or identify life-threatening bleeding. If you can arm citizens with this information to control bleeding, you can save someone's life."

St. Tammany Health System offers free Stop the Bleed training to organizations and companies in western St. Tammany Parish and parts of Washington Parish. If you would like to discuss arranging training for your group, email communityeducation@stph.org.



The Stop the Bleed program is part of a national initiative to train members of the community to stabilize a wound until EMTs arrive. (Photo by Mike Scott / STHS)

All these decades later, the institution that Core helped found hardly resembles the humble one-story country hospital set amid the pines at Tyler Street and 11th Avenue back in 1954 – at least, not in a physical sense. Then, it was a 25,000-square-foot, 30-room facility. With the opening of its newest wing in early 2021, the hospital now includes 715,000 square feet of space and 281 patient beds, to say nothing of the health system's 20-plus satellite locations.

At its heart, though, it's still very much the community-based hospital Core and others envisioned. And there's a very good reason for that, according to St. Tammany Health System President and CEO Joan Coffman, whose healthcare career began as a radiologic technologist at the hospital in the early 1980s.

Actually, there are a few thousand good reasons.

"When I think back to what has been fundamental to the success of the organization throughout the tremendous change that has occurred over the last 66 years, it's the people," Coffman said. "We really are a community hospital. This hospital has become intertwined into the very fabric of this community. We're neighbors with many of our patients and their families – or they're our colleagues."

In fact, if you're going to recount the history of St. Tammany Health System with any accuracy, you've got to start with that long-treasured community connection.

Oh, and President Harry S. Truman.

Read the rest of the story, and others like it, in "A History of Healing," available for purchase in the St. Tammany Health System gift shop.



NOW: In addition to being designated a Level 3 Trauma Center, St. Tammany Health System's Emergency Department – photographed in January 2021 – also includes the only pediatric emergency room in the region. (Photo by Mike Scott / STHS)



Compassion and generosity are the fuel that makes St. Tammany Health System go, as evidenced by our annual toy drive to benefit local families through the Office of Children and Family Services in Covington. For the 2021 holiday season, our colleagues donated enough to brighten the Christmas of 40 families, including 92 children and 43 caregivers. (Photo by Mike Scott / STHS)



The onsite Therapeutic Food Pantry at St. Tammany Cancer Center is staffed by nutritionists to address the special dietary needs of cancer patients. (Photo by Tim San Fillippo / STHS)

GIVING BACK

Everybody loves the holidays and the joy they bring. At St. Tammany Health System, however, they're extra special, as they also bring opportunities to give back to the community we serve.

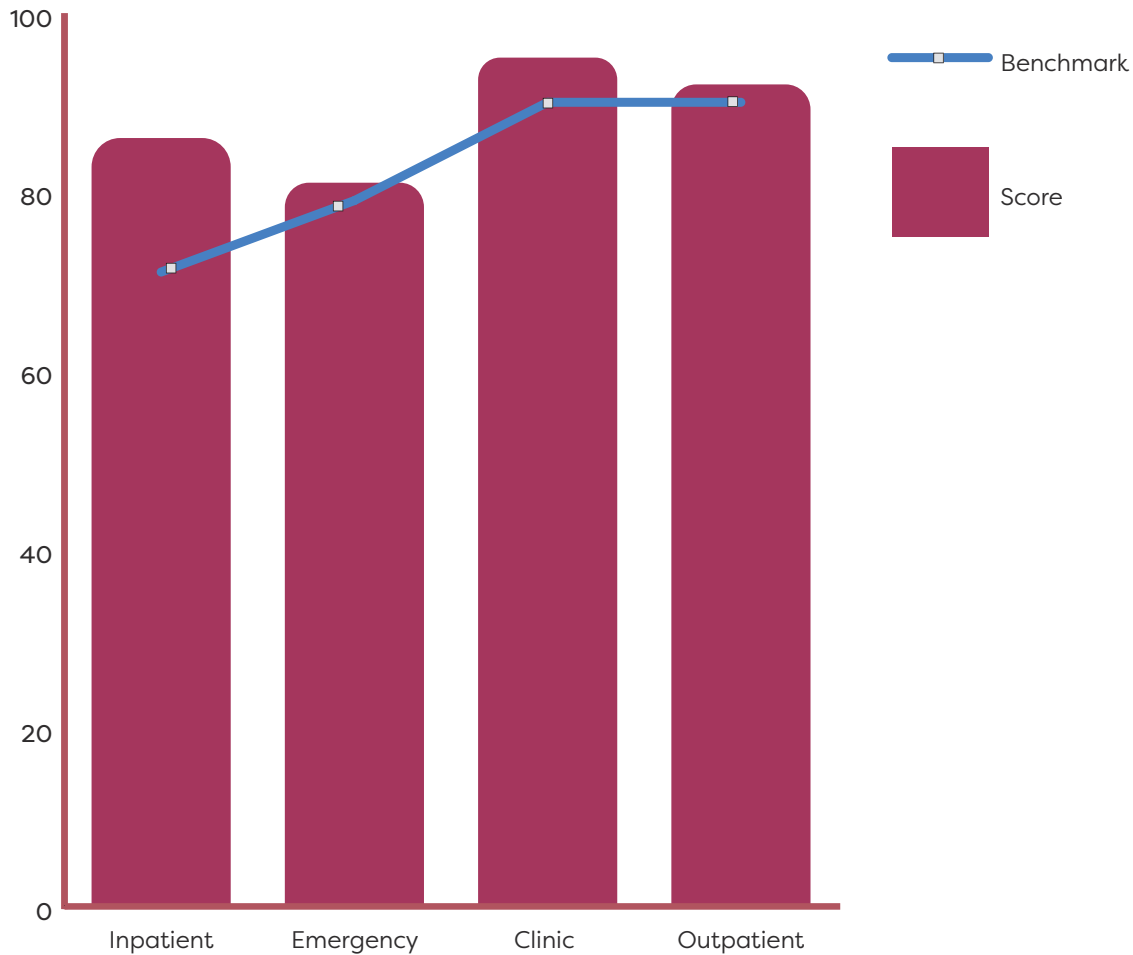
That includes the annual sleigh-load of wrapped Christmas presents our staff gives to brighten the holiday of local families through the Office of Children and Family Services in Covington. In 2021, our colleagues' generosity was enough to provide for 40 families, including 92 children and 43 caregivers.

Separately, STH Foundation hosted Thanksgiving and Christmas food distributions at St. Tammany Cancer Center, a campus of Ochsner Medical Center, thanks to the generosity of local businesses and donors.

"We love when we can spend extra time doing something a little special for our patients," St. Tammany Health System Nurse Practitioner Renéé Christman said at the Thanksgiving event. "They sure go through a lot, so anything we can do to bring some joy to them – and seeing them in this environment, not necessarily upstairs in a room – is really special for us, too."

Patient Experience 2021

Exceeding Expectations



Ever since its founding in 1954 as St. Tammany Parish Hospital, St. Tammany Health System has consistently delivered world-class healthcare with compassion and quality to Northshore families.

A lot has changed over the decades – from technological advances to the ever-growing population of our community – but our dedication to the people of our region has not wavered.

And so, while we've earned a litany of awards for our varied areas of expertise, no endorsement means more to us that the continued trust placed in us by generations of Northshore patients.

That's why we continue to put an emphasis on patient experience – and always will.

PARTNERSHIPS



In St. Tammany Health System's nearly 70 years of existence, we've yet to encounter a challenge our team of care providers couldn't tackle. That being said, healthcare is hard, and so it's almost always easier when you've got others working alongside you. That's why we're so grateful for the partnerships we've established throughout the community, from the continuance of our eight-year partnership with Ochsner Health to the communitywide support for the Healthier Northshore initiative of which we're proud to be a part. After all, we're all in this together. It only makes sense that we work together, too.

PARTNERSHIP WITH OCHSNER HEALTH

Since 2014, St. Tammany Health System and Ochsner Health have enjoyed a strategic partnership designed to improve our community’s health and quality of life, today and for the future. Together, these two leading organizations represent the most complete system of care aligned behind the common goals of improving access, expanding specialty care and making care affordable.

On June 7, 2021, perhaps the most consequential sign of that partnership – and of both health systems’ dedication to local patients – opened its doors at the intersection of Interstate 12 and Highway 21.

The new St. Tammany Cancer Center, a campus of Ochsner Medical Center, is a three-story, 75,000-square-foot game-changer for cancer treatment on the Northshore.

Built around an integrated, multidisciplinary philosophy that focuses on treating the whole patient – mind, body and spirit – the new cancer center, which cost \$50 million and took 18 months to build, was designed to deliver the most comprehensive cancer treatment in a single place in the region.

In addition, it provides patients access to the largest clinical trials network in Louisiana, allowing them to take advantage of groundbreaking new cancer therapies without ever leaving the parish.

“The idea of housing 30 physicians and over 80 cancer professionals together, to put the best minds together to think about how to improve cancer care and bring the best treatments to our patients, is what we really seek to do each and every day,” Ochsner Health President and CEO Warner Thomas said, adding there’s no other facility like the new St. Tammany Cancer Center in the region.

Cancer Center Administrator Jack Khashou said the cancer center is a win for everyone involved – and especially for patients who will benefit from more timely, streamlined access to quality care.

“This is probably the most patient-centric project I’ve ever been involved with. I’m very proud to be part of it,” Khashou said. “It really is a continuum-of-care project. It connects the St. Tammany Health System hospital, this campus here in Covington and Ochsner Cancer Center across the lake to create a continuum of care that really will make a difference and hopefully get away from the fragmentation we see in our community when it comes to cancer care.”



The second-floor waiting area outside the Medical and Surgical Oncology clinical spaces in the new cancer center. (Photo by Tim San Fillippo / STHS)



Among the new technologies at work in the new cancer center is a Varian TrueBeam linear accelerator, used in radiotherapy. (Photo by Tim San Fillippo / STHS)

“We’re raising awareness, addressing barriers to good health and wellness, providing screenings, connecting patients to care and measuring outcomes for learning opportunities.”

— St. Tammany Health System President and CEO Joan M. Coffman, FACHE



HEALTHIER NORTHSHORE

We’ve all seen the statistics: Louisiana consistently ranks at or near the bottom of all 50 states in most significant health measures.

But it doesn’t have to be that way, which is why St. Tammany Health System is a key part of Healthier Northshore, a joint effort between the health system and a collection of community partners to move the region toward a healthier future.

With the participation of local civic and business leaders, government agencies and not-for-profit organizations, it’s designed to bring educational initiatives and health screening events to people in their own communities.

Through this collaborative effort, we’re excited to make strides to improve the health of our community.

Because while our enormously talented doctors, nurses and support staff have proven over and over again that we’re really, really good at taking care of sick people, together we can all move the needle on those pesky rankings and prevent many of our neighbors from getting sick in the first place.

ST. TAMMANY QUALITY NETWORK

When people come together, they tend to win. That's the concept behind St. Tammany Quality Network, a northshore medical community made up of more than 290 like-minded physicians aligned with St. Tammany Health System in the interest of delivering quality care at more affordable costs.

Founded in January 2014, physician-led STQN operates under a clinical integration model emphasizing commitment

to quality and outcomes by creating a medical community aligned around initiatives and payer engagement; uses a common information technology platform to capture disease-specific data throughout the network to assist in proactive patient care; and develops best practices.

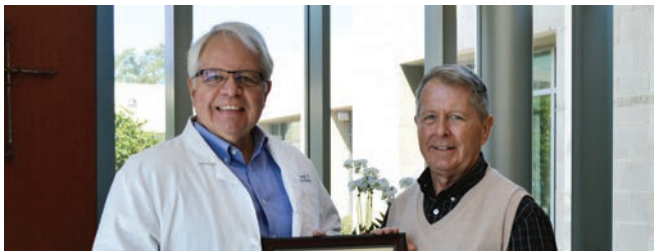
Through their alignment with St. Tammany Health System – and, by extension, the health system's strategic partner

Ochsner Health – STQN member physicians are afforded convenient access to innovative health products that offer lower premiums than traditional products while keeping the same coverage.

That's good for patients, it's good for physicians and it's good for the health of our community.

In 2021, STQN members earned \$8.6 million in quality rewards and shared savings.

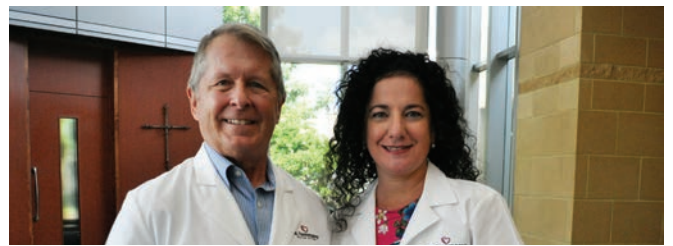
STQN Medical Director's Awards



Quarter 1

DR. FREDERICK SCHOUEST

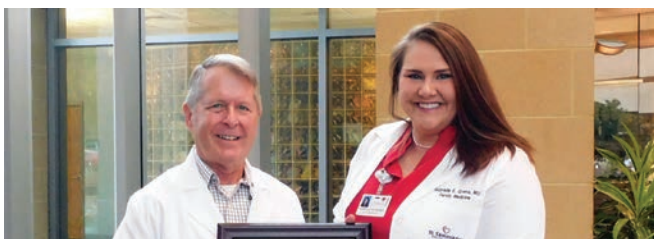
For developing and presenting a comprehensive presentation on physician wellness, entitled, "Navigating the whirlwind: a blueprint for wellness during pandemics, political crisis and personal challenges."



Quarter 2

DR. ANGELA BUONAGURA

For assisting in the continued development of the comprehensive breast cancer program at St. Tammany Health System.



Quarter 3

DR. GABRIELLE GIVENS

For achieving outstanding patient results for chronic disease management.



Quarter 4

DR. MARK JONES

For his role in establishing the trauma program at St. Tammany Health System.

INNOVATION



There's nothing wrong with yesterday. Today is fine, too. But tomorrow and all the promise it brings is what really gets our hearts pumping at St. Tammany Health System. That's why we put such an emphasis on innovation, whether that involves acquiring leading-edge hardware, like our growing fleet of robotic assistants; new techniques, like our certified minimally invasive TAVR heart valve replacement program or only-in-the-region MagTrace procedure; or logistical creativity, like our newly unveiled Sterile Processing apprenticeship program. Because, although we take pride in doing everything well, there's nothing wrong with striving find new ways to do it even better.

ADVANCING DIGITAL MEDICINE

A St. Tammany Health System program to monitor the vital signs of heart patients remotely from patients' homes doubled in 2021, thanks to a grant from the LWCC Foundation.

The \$30,600 grant made possible by STH Foundation is part of an effort by the philanthropic arm of the Louisiana Workers' Compensation Corp. to address the state's most pressing healthcare needs in the face of the COVID-19 pandemic.

It's also part of a growing digital medicine program at St. Tammany Health System that is bolstered through its partnership with Ochsner Health.

In this latest case, the grant will allow St. Tammany's Home Health Department to purchase an estimated 17 additional wireless monitoring devices designed to keep daily

tabs on the weight, blood pressure and other vital signs of congestive heart failure patients but without requiring a daily office visit.

According to Paula Toups, assistant vice president of STHS's Home Health and Hospice programs, the additional machines will enable the health system to monitor some of its most vulnerable patients but without the COVID risk presented by going into public.

But that, she said, is just one benefit of what she describes as a multifaceted, seven-day-a-week program in which a dedicated nurse reviews vital signs of all of the program's patients and then follows up when necessary.

"One of the important pieces of managing heart failure is being proactive and looking for subtle changes," Toups said. "For example, if their weight starts to creep up, we can intervene early and find out if it's medication or diet or something else and keep them from having an exacerbation of disease."

Another added value is that the STHS Home Health team doesn't train just the patient in how to use the device. They also train their family members about the monitors as well as providing dietary tips.

"Hopefully," Toups said, "that teaches future generations."



STHS's new wireless telehealth devices allow patients to take their blood pressure and other vital signs at home, then transmit them to the health system's Home Health office for evaluation by a nurse seven days a week. (Stock image)

"One of the important pieces of managing heart failure is being proactive and looking for subtle changes."

— Paula Toups, assistant vice president, St. Tammany Hospice

“It’s so much like a family at that hospital. It’s a family atmosphere, but also extremely technically competent.”

– Irvin Keller, a patient of STHS



Janet and Irvin Keller enjoy the morning on their spread off Lee Road. Just weeks before this photo was taken, Mr. Keller underwent a TAVR procedure, a relatively new, minimally invasive surgery to replace a faulty heart valve. The procedure, his doctors say, saved his life. (Photo by Tim San Fillippo / STHS)

HOW INNOVATION AND COMPASSION SAVED ONE HEART PATIENT’S LIFE

Irvin Keller had been there before.

The retired New Orleans firefighter, now living on a 51-acre spread off Lee Road, had gone through open-heart surgery in 2004 for a double bypass. He did it again in 2014 for another bypass and an aortic valve replacement.

But when he was wheeled into the St. Tammany Health System Emergency Department in April 2021, it was different. This time, it was dire.

“He was in bad shape,” his wife, Janet Keller, said. “He couldn’t breathe, and he was so fatigued. He couldn’t eat. ... He was rapidly declining at home.”

So, the Kellers headed to the hospital. It was a decision that would end up with Mr. Keller undergoing a relatively new, minimally invasive heart valve replacement surgery that he described as “night and day” when compared to open-heart surgery.

“The results were almost immediate,” he said. “When I woke up I could feel the difference immediately.”

It also, according to his doctors, saved his life.

“He was going to die,” said Dr. Smita Patel, an Ochsner physician and one of Mr. Keller’s army of care providers dating to his bout with kidney failure in 2018. “If he would have been sent home, he would have gone back into failure. I think he would have died in maybe a couple of months. It was getting too far gone.”

Like many people, the Kellers had never heard of Transcatheter Aortic Valve Replacement, or TAVR, as the procedure Mr. Keller would undergo is more commonly called. They know all about it now, though. They’re big fans of it, too.

Unlike conventional heart surgery, a TAVR procedure doesn’t require the opening of a patient’s chest. Rather, surgeons perform their work through small incisions in the groin, neck or between the ribs, threading a catheter through the arteries to place a new heart valve where a diseased valve exists.

Usually, that means a much, much faster recovery time.

According to Karolina Ruthner, coordinator of the valve replacement program at St. Tammany Health System – or “the orchestra conductor,” as Mrs. Keller fondly describes her – the process requires the involvement of a whole team of surgeons, nurses and medical technicians.

That said, the procedure itself takes only a couple of hours to complete. What’s more, an estimated 95% of those patients who undergo TAVR surgery are sent home the next day, where they can usually resume many of their normal, day-to-day activities.

Since late 2019, when St. Tammany Health System became the first to offer TAVR surgery on the Northshore, more than 100 TAVR procedures have been performed at the Covington hospital.

In 2021, the health system’s TAVR program earned the accreditation of the American College of Cardiologists.

“Man, I was blessed, there’s no doubt about that – blessed with the right people,” Mr. Keller said. “It’s so much like a family at that hospital. It’s a family atmosphere, but also extremely technically competent.”

Mrs. Keller feels the same way.

“I could leave the hospital at night and know he would be well cared for,” she said.

When asked two months after her husband’s surgery what she’d say to his care team if given the chance, she responded: “I’d give them all a hug, which I do if I ever see them. Our hearts will be forever grateful to Dr. Patel, Karolina, Dr. Isa and his team.”

“The entire care team was phenomenal,” Mrs. Keller said. “They worked together with no egos. If one of them had a suggestion, they listened and they evaluated it for the best care of the patient. And that’s what makes you walk away happy and smiling and owing a debt of gratitude to these people. I know they say, ‘We’re just doing our job,’ but the way they do it makes a big difference. They do it with great love. They do. ... I thank everybody from the food team to the nurses to the cleanup team, people taking your temperature – everyone was so kind.”

That’s music to the ears of Dr. Patel, who said compassion and respect for patients has always been at the core of her practice – and who is proud of her association with St. Tammany Health System and its TAVR program.

“Mr. Keller has been a true success story. I think this gave him 10 to 20 more years,” Dr. Patel said. “And it’s right here at St. Tammany Health System. I’ve been in this community for 20 years, and nobody else is doing TAVR the way they are.”

WHAT IS TAVR?

TAVR, or Transcatheter Aortic Valve Replacement, is a minimally invasive procedure in which a malfunctioning heart valve is replaced without requiring open heart surgery. Since introducing it to the Northshore in 2019, St. Tammany Health System has performed well over 100 TAVR procedures.

How does it work?

With TAVR, a new valve is inserted without removing the old, damaged valve, somewhat similar to placing a stent in an artery.

The TAVR approach delivers a fully collapsible replacement valve to the valve site through a catheter. Once the new valve is expanded, it pushes the old valve leaflets out of the way and the tissue in the replacement valve takes over the job of regulating blood flow.

What are the benefits?

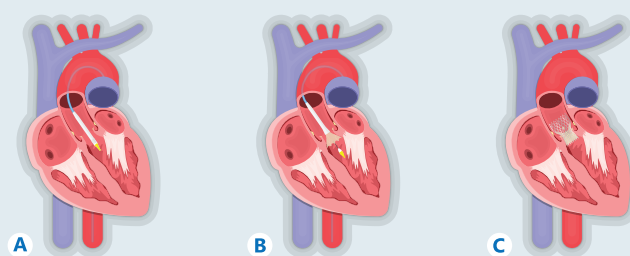
Because a TAVR procedure sees a surgeon access a malfunctioning heart valve through a small incision in the chest or groin, the recovery time is usually dramatically shorter than for those patients requiring open heart surgery.

Because it is available to patients in all risk categories, TAVR can be an effective option to improve quality of life in patients who otherwise have limited choices for repair of their aortic valve.

What are the risks?

As with any surgical procedure, there can be complications. If you think TAVR might be an option for you, ask your doctor or call STHS Structural Heart Clinical Coordinator Karolina Ruthner at (985) 871-5826.

Source: American Heart Association



A – Catheter is inserted through aorta and into heart valve

B – Transcatheter valve placed into position over the malfunctioning aortic valve

C – Transcatheter valve in place, procedure completed



Dr. Angela Buonagura, a breast surgeon operating out of the St. Tammany Health System Women's Pavilion, discusses Mag Trace, part of a groundbreaking new technique in the treatment of breast cancer, during a recent office visit. In late 2021, St. Tammany Health System became the first location in southeast Louisiana – including the greater New Orleans and Baton Rouge metro areas – to offer the procedure. (Photo by Tim San Fillippo / STHS)

PIONEERING BREAST SURGERY

Already established as the premier location for comprehensive breast care on the Northshore, the St. Tammany Health System Women's Pavilion in Covington in 2021 added to its services a pioneering new procedure designed to spare some breast cancer patients an unnecessary underarm surgery.

The Women's Pavilion is the only location in southeast Louisiana – including the greater New Orleans and Baton Rouge metro areas – to offer the procedure, known as delayed sentinel lymph node biopsy.

“We’re so excited to be offering this procedure,” said Dr. Angela Buonagura, a breast surgeon operating out of the Women's Pavilion's Breast Disease and High-Risk Clinic as well as St. Tammany Cancer Center, a campus of Ochsner Medical Center. “If we can do less surgery to help these patients and decrease the associated risk, that’s what we want to do – and that’s what this procedure does.”

Delayed sentinel lymph node biopsy, which Dr. Buonagura has been conducting since fall 2021, is used primarily for patients diagnosed with ductal carcinoma in-situ, or DCIS, an early form of breast cancer that accounts for one in every five new breast cancer diagnoses.

One of the surgical treatments for DCIS is a mastectomy. Traditionally, it has also been standard practice to conduct a separate

surgery to remove a number of lymph nodes – located under the arm – as a safeguard in case the cancer has spread to them.

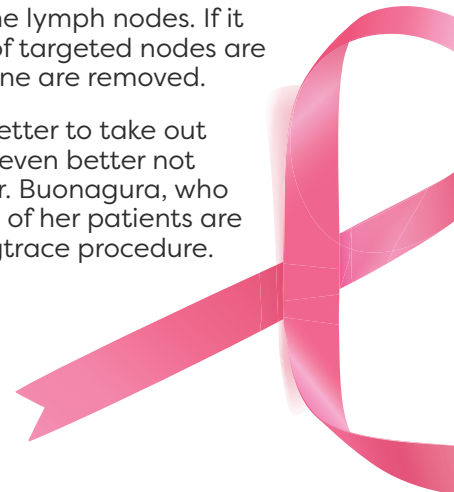
“That was very drastic,” Dr. Buonagura said. “Most of the time we don’t need that much surgery, because typically there’s not cancer in the lymph nodes.”

On top of that, removal of lymph nodes can come with complications, including a painful, life-altering condition called lymphedema, in which an arm or leg swells due to a build-up of fluid that is supposed to flow through the lymphatic system.

With delayed sentinel lymph node biopsy, a surgeon injects a special lymphatic tracing fluid – called Magtrace – designed to mark any at-risk lymph nodes.

Unlike other tracing fluids, Magtrace is magnetic, which makes it detectable for much longer than previous tracing products. Because of that, surgeons using Magtrace can wait until tests are conducted to indicate whether the cancer has spread to the lymph nodes. If it has, a limited number of targeted nodes are removed. If it hasn't, none are removed.

“And even though it’s better to take out fewer lymph nodes, it’s even better not to take out any,” said Dr. Buonagura, who estimated roughly 20% of her patients are candidates for the Magtrace procedure.



ROBOTICS

Every superhero needs a sidekick. It just so happens that the healthcare heroes at St. Tammany Health System have robotic ones.

Long established as the first robotics institute along the I-12 corridor, STHS has time and again proven its dedication to providing local residents with the most up-to-date, state-of-the-art technology to help our award-winning medical team conduct even more efficient and precise surgeries – which means an even better experience for our patients.

That's especially true in our operating rooms, where our surgeons make use of the da Vinci Surgical System to aid in performing minimally invasive surgeries, the Stryker Mako system for total knee and hip replacements, and Synaptive Medical's Modus V robotic microscope with BrightMatter technology for highly complex brain surgeries.

Robots are also at work, however, in almost every other room in our Covington hospital, where our dedicated Environmental Services team regularly deploys a fleet of germ-zapping, UV-emitting Lytbots to ensure the safest, cleanest facilities possible.

In 2021, the health system proved its dedication to growing its robotic capabilities, allocating funds for a Globus Excelsius, which assists physicians conducting spine surgeries; as well as two autonomous courier robots to make deliveries between hospital departments.

It's that sort of embracing of technology that helps St. Tammany Health System continue to shape the future of health on the Northshore, now and for decades to come.



EXPANSION



The COVID-19 pandemic has changed a lot of things over the past two years, but one thing that's remained the same is the steady pull of the peaceful, family-friendly nature of the Northshore on an ever-growing number of newcomers to our community. That's been a running theme for western St. Tammany for more than two decades, which means it's also been a running theme at St. Tammany Health System, too. In 2021, we continued expanding our footprint and our capabilities to meet the needs of that growing population and to deliver world-class healthcare to our community in the manner it expects and deserves.

HISTORIC ADDITION

On April 13, St. Tammany Health System leaders cut the ribbon on one of the biggest expansions in the organization’s 67-year history, a four-story, \$56 million new patient tower blending state-of-the-art medical technology with the health system’s longstanding Healing Arts philosophy.

“What an exciting day today is, and long awaited,” STHS President and CEO Joan Coffman said moments after the ribbon was cut. “One of the things that was so important as we developed this new bed tower was to really incorporate new technology and innovation that will help to sustain us well into the future.”

In addition to featuring the latest medical technology, the new tower’s addition of 70 patient rooms – which were designed with input from the health system’s doctors and nurses – were poised to help the hospital convert every room to a private one for the first time in its history. Subsequent COVID-19 spikes in 2021 postponed that goal.

Early on, the construction team built a full-sized mockup of one of the new wing’s patient rooms, complete with a hospital bed and other furniture. Nurses were then invited to spend time in the room, offering feedback on the best location for everything from gas jets to power outlets to the bathroom.

“Every piece of it, throughout, we’ve been involved in the process, from the patient rooms to the supply closets,” said Mathilde Lyon RN, director of medical-surgical nursing at STHS. “As far as I know, there’s no other hospital anywhere around here that’s like this.”



The four-story new patient tower completed in 2021 includes new administrative offices, an intensive care unit, an expanded neonatal intensive care unit, as well as additional operating rooms. The fourth floor has been left unfinished to accommodate future expansion. (Photo by Tim San Fillippo / STHS)



St. Tammany Health System leaders and local dignitaries attend a ribbon-cutting for the health system’s new South Tower on Tuesday, April 14, 2021. Due to crowd-size limitations during the ongoing COVID-19 pandemic, the number of those attending was kept to a minimum. (Photo by Mike Scott / STHS)



The executive board room in the new building is highlighted by a conference table designed and built by Covington craftsman Ben Bigler. (Photo by Tim San Fillippo / STHS)



Local governmental leaders along with clinical and administrative leaders of Ochsner Health and St. Tammany Health System celebrates the opening of St. Tammany Cancer Center, a campus of Ochsner Medical Center. (Photo by Tim San Fillipo / STHS)



The \$50 million St. Tammany Cancer Center, a campus of Ochsner Medical Center, opened June 7 at the intersection of Interstate 12 and Highway 21. (Photo by Mike Scott / STHS)

‘A NEW DAY FOR CANCER CARE’

After 18 months of construction, leaders of St. Tammany Health System and Ochsner Health on June 7, 2021, cut the ribbon on the new St. Tammany Cancer Center, a campus of Ochsner Medical Center, a three-story, 75,000-square-foot facility designed to serve as a one-stop-shop for Northshore cancer care.

The \$50 million facility, located at Interstate 12 and Highway 21, is built around a multidisciplinary, whole-patient approach to cancer care.

St. Tammany Health System President and CEO Joan Coffman said the facility’s brand of integrative oncology will revolutionize cancer care on the Northshore.

“Today, we mark a new day for cancer care in St. Tammany Parish,” Coffman said just before the ribbon-cutting. “For one, it enables St. Tammany Health System, working with our partner Ochsner Health, to elevate the high-quality cancer services we’ve been providing the Northshore region for years. But for another, what I’m most grateful for, is what this means for our community. So many more local families will be able to find the world-class care they need right here, close to home, in their own backyard. That is truly a blessing.”

In addition to providing patients access to the largest clinical trials network in Louisiana, allowing them to take advantage of groundbreaking new cancer therapies, the new cancer center includes some of the most innovative technology in the cancer care sphere.



ST. TAMMANY CANCER CENTER
A Campus of Ochsner Medical Center

A NEW NICU

Oct. 20, 2021, was moving day for St. Tammany Health System's Level III Neonatal Intensive Care Unit, and the health system's doctors and nurses relocated to their roomier new digs in true South Louisiana style: with a second-line.

According to Suzanne Fraiche, director of pediatrics for the health system's Women and Children's Services, the celebration was entirely warranted, especially given how quickly western St. Tammany's population continues to grow.

"We are seeing the growth, and those babies are coming to us," Fraiche said.

The new NICU boasts the same number of beds as the previous NICU, but it encompasses significantly more space, which will mean, among other things, more comfort for the families of babies there.

It also includes additional space for expansion of the unit should that become necessary.

"My comment just now was, 'We are jazzed to be in this new NICU,' which works so well with that second-line concept," said Dr. Kristine Chimento, medical director of STHS's NICU.



Dr. Kristine Chimento, the medical director of St. Tammany Health System's 14-bed Level III Neonatal Intensive Care Unit, leads a second-line from the old NICU to the newly completed new NICU space in the health system's new patient tower. (Photo by Mike Scott / STHS)

"I really enjoyed it, because I've been waiting so patiently for the day that we were able to move in here and provide more space, more comfort but also more care for these babies."

PLANS FOR NEW SURGERY CENTER ANNOUNCED

In September 2021, the St. Tammany Health System Board of Commissioners approved plans to develop a new \$75 million surgical center adjacent to the existing Paul D. Cordes Outpatient Pavilion at 16300 Highway 1085 (Bootlegger Road), south of Covington. Preliminary planning and design are already underway, with final construction completion expected in fall 2023.

"A comprehensive surgical center adjacent to the Cordes Pavilion has been a strategic goal for us for a long time, as technology brings more surgery to the one-day arena," STHS President/CEO Joan Coffman explained. "As the COVID-19 pandemic changes how we deliver care, we are taking bold steps to develop environments that support our patients' needs and deliver the world-class care they know and trust."

The new facility will be home to 12 surgery suites, supporting departments and services including pre-operative and post-operative care, overnight stay beds, surgical sterilization, imaging,



lab, pharmacy, rehabilitation, food service, environmental and other services.

Clinical capabilities planned for the center and scope of the project are being developed according to national best practices for high reliability, efficiency and safety for patients, STHS team members, visitors and vendors.

ST. TAMMANY FAMILY



Over the years, St. Tammany Health System has grown to include more than two dozen facilities outfitted with some of the newest technology. We're proud of that, but we're also aware what our real secret weapon is: our colleagues at all levels who make us more than just a health system. "Man, I was blessed, there's no doubt about that – blessed with the right people," Covington-area resident Irvin Keller said in July as he reflected on his heart valve replacement surgery. "It's so much like a family at that hospital."



STHS's Home Health and Hospice building was destroyed by a tree during the storm. After working out of a conference room in Ida's immediate aftermath, the operation has since been temporarily relocated to the STHS Palliative Care office at 1010 S. Polk St. (Photo by Melissa Hodgson / STHS)

“They were laser-focused on our mission of caring for our family, friends and neighbors in our community.”

— Joan Coffman, STHS president and CEO

WEATHERING THE STORM

St. Tammany Health System has weathered its share of storms, so of course it was ready for Hurricane Ida, which slammed south Louisiana on Aug. 29, 2021, the 16th anniversary of Hurricane Katrina.

Throughout the storm and its aftermath, the health system's two emergency rooms remained open, as did the rest of its Covington hospital. That's just what locals have come to expect.

“We were running on generator power for four days after the storm, and two of our facilities received significant damage – to say nothing of the personal losses so many of our staff experienced,” President and CEO Joan M. Coffman said. “But they didn't miss a beat. They were laser-focused on our mission of caring for our family, friends and neighbors in our community. Colleagues slept on cots in conference rooms. They pumped gas into other colleagues' cars. Members of our leadership team stepped up to work shifts in our cafeteria's food service line.

“There are a lot of reasons St. Tammany Health System is No. 1, but without question, the dedication and doggedness of our care team is at the top. They are St. Tammany, and they never stop inspiring me.”



With gas lines impossibly long after the storm, STHS colleagues helped pump gas from the hospital's reserves into the cars of critical personnel immediately after the storm. Within days, hospital leadership arranged for a full tanker from Lavigne Oil of Baton Rouge to help keep colleagues' tanks full. (Photo by Mike Scott / STHS)



STHS colleagues operated a complimentary laundry service at the Covington hospital to help keep their fellow colleagues pressed and clean in the days after Hurricane Ida. (Photo by Mike Scott / STHS)



Ida's winds ripped a portion of the roof from the Covington building housing STHS's Express Care walk-in clinic as well as St. Tammany Pediatrics. Express Care has since returned to a portion of the building, while the pediatrics practice is operating out of the St. Tammany Physicians Network clinics in Mandeville and Madisonville. (Photo by Mike Scott / STHS)



STHS colleagues await vittles from a food truck visiting the health system's Covington hospital post-Ida at the invitation of St. Tammany Hospital Foundation. Those colleagues who were essentially living at the hospital for the week after the storm were also given complimentary meals daily by the cafeteria team. (Photo by Mike Scott / STHS)



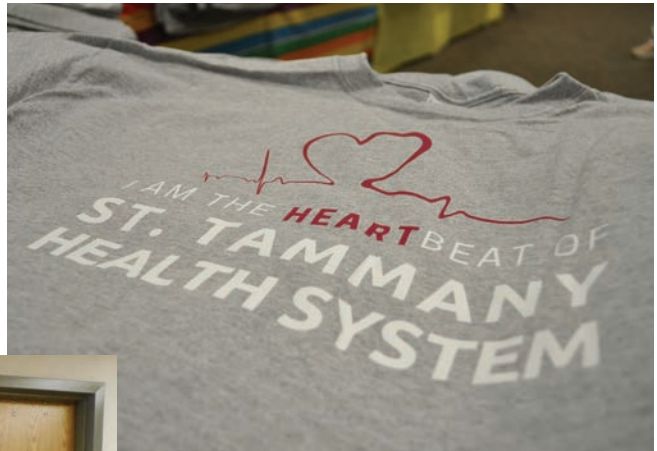
With gas lines impossibly long after the storm, STHS arranged for a fuel delivery from Lavigne Oil of Baton Rouge to help keep colleagues' tanks full. (Photo by Mike Scott / STHS)



A tribute by St. Tammany Hospital Foundation to the work of STHS colleagues managed to survive the storm, if barely. (Photo by Mike Scott / STHS)



The staff at the health system's standalone Emergency Department, shown here hunkering down during the storm, and at the main hospital Emergency Department didn't stop working during Ida or its aftermath. (Photo by Rebecca Wood / STHS)



During Hospital Week 2021, St. Tammany Health System leadership gave each colleague a T-shirt emblazoned with the words 'I am the heartbeat of St. Tammany.' (Photo by Tim San Fillippo / STHS)



St. Tammany Health System Director of Rehab Services Bert Lindsey played Santa Claus, Lead Nursing Supervisor Shelly Galaforo was Mrs. Claus and Physical Therapist Assistant Adam Rohr became the Grinch for the health system's holiday luncheon. The trio made their way to various units in the hospital to spread holiday cheer. (Photo by Tim San Fillippo / STHS)

INVESTED IN OUR WORKFORCE

In November 2021, the St. Tammany Health System Board of Commissioners approved a \$6 million workforce strategy, called Invested in You, aimed at retaining the exceptional workforce for which the health system is known, as COVID-19 workforce impacts were affecting employers locally, regionally and nationally.

“As a board, we hear from our community all the time that St. Tammany is different from other health systems,” Board Chairman John Evans said. “When people say they feel special, like family, that comes from how they are treated in our hospital. We have to do what it takes to make sure this workforce feels supported and valued. That’s what Invested in You means.”

The Invested in You campaign included targeted incentives and salary adjustments to keep market-sensitive job classifications competitive, particularly in relation to travel and agency offers designed to entice highly skilled and valued employees away from established employers such as STHS.

“This commitment to our most valuable assets, our colleagues, is our way of ensuring the people who make St. Tammany special, the colleagues who embody our values, remain with us long-term,” STHS President and CEO Joan M. Coffman said.



St. Tammany Health System Nurse Anesthetist Parker Ellis' Monday morning got off to a fast start May 9, 2021, when he found himself in the middle of a dramatic incident involving a school bus full of elementary school children and a bus driver having a seizure. (Photo by Tim San Fillippo / STHS)

How luck, training helped an STHS colleague save a school bus driver

By Mike Scott, msscott@stph.org

Quick thinking by a St. Tammany Health System nurse anesthetist, along with a lot of luck and perhaps a little divine intervention, helped save the life of a beloved Madisonville school bus driver who suffered a medical emergency in May 2021 while driving a bus full of elementary school children.

“That was a total God thing,” Parker Ellis said a day after the event. “There’s a whole bunch of different factors that, if any one of them would have gone differently, it really would have been a tragedy.”

For bus driver Ronnie Kass, it all started while he was picking up Lancaster Elementary School students in the Bedico Creek subdivision to bring them to school around 7:30 on Monday, May 9.

Suddenly, Kass felt unwell, his body trembling. Thinking fast, he pulled the emergency brake, bringing the bus to a sudden stop. He then fell into a seizure.

And that’s where Ellis, a certified registered nurse anesthetist at St. Tammany Health System – who just happened to be in the right place at the right time – comes in.

“Coincidentally enough, he pulled the brake right in front of my driveway, and when I happened to be coming around the corner to pull into my driveway,” Ellis said. “... I could see him leaning over and making a jerking motion, but, honestly, it looked like he was picking up something off the floor.”

When one of the children on the bus lowered a window and began waving out of it, Ellis realized something was wrong.

He climbed aboard the bus to find Kass slumped over in his seat and seizing.

“At that point, the kids were pretty hysterical,” Ellis said. “Basically, the only thing holding Ronnie up from a foot off the ground was a seat belt. He was blue. He wasn’t breathing.”

Opening the front door of the bus from the inside, Ellis told the students – who had already called 911 – to disembark and wait on the lawn of one of his neighbors.

Before administering CPR, Ellis performed a “jaw thrust” maneuver on Kass, intended to clear the airway of the tongue. “It’s something we do in anesthesia,” he said.

To Ellis’ relief, it worked. Although Kass remained unresponsive, he began breathing.

After using the bus’ two-way radio to notify dispatch to send another bus to pick up the children, Ellis and his neighbor took Kass off the bus to await an ambulance, which arrived soon thereafter.

They brought him to St. Tammany Health System’s main hospital campus in Covington. By sheer happenstance, Ellis just so happened to be working a shift later that day, giving the two a chance to visit – and giving the then-conscious Kass a chance to meet the man who saved his life.

“Nothing like that has ever happened to me, and chances are it will never happen again,” Ellis said. “But I was very happy and very fortunate to have the knowledge and the skill set I do have. I hope it never happens again, but if it does, I’m ready. Hopefully, it was a once-in-a-lifetime deal.”



STHS President and CEO Joan Coffman, center left, and Chief Nursing Officer Kerry Milton, center right, meet with members of the all-volunteer St. Tammany Hospital Guild and the five recipients of the guild's fall 2021 staff scholarships. The scholarships, funded partly through sales from the guild-run gift shop in the hospital lobby, are issued twice annually and are worth \$1,500 each. (Photo by Mike Scott / STHS)

CREATIVE SOLUTIONS

The workforce shortage that hit the nation during and after the COVID-19 lockdown continued into 2021, but rather than wringing their hands, St. Tammany Health System's Sterile Processing Department did something about it.

In mid-2021, they launched an apprenticeship program aimed at training entry-level job candidates to become Sterile Processing specialists. By the end of the 12- to-16 week program, four graduates joined the hospital's surgical perioperative full-time team, identifying and sterilizing the necessary medical instruments for the Surgery Department and other procedural areas.

According to STHS Director of Sterile Processing Michelle Milner, who championed and implemented the program with AVP-Surgical Services Nancy Ledet, it is a unique one.

Usually, Milner said, incoming Sterile Processing specialists are paired with an experienced tech to learn the ropes. The new STHS program, however, also trains them in basic medical terminology and basic anatomy, in addition to instrument identification and sterilization techniques.

That includes dedicated classroom time with hands-on access to instruments – something not available in online training courses – as well as instruction from the International Association of Healthcare Central Service Material Management textbook and workbook.

“Additionally, the apprentices will rotate through all specialties in the Operating Room to observe cases so they can better understand the impact their roles have on overall patient care,” Milner said.

Upon completion of training, they will be promoted to the position of Sterile Processing Specialist and will have a year to obtain their professional certification, although Milner said the STHS program is designed to set them up for success – and even advancement in the health system if they choose to pursue that route.

“Our hope is that this program will act as a pipeline to feed interest in other opportunities throughout the organization,” Milner said. “This entry-level position may spark interest that prompts them to pursue other careers such as surgical techs, radiology techs and nurses.”

GUILD, STHS MEDICAL STAFF BUILD FOR THE FUTURE THROUGH EDUCATION

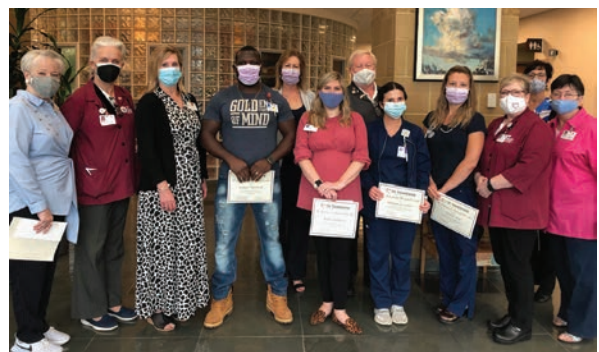
Fourteen St. Tammany Health System employees received a total of \$23,000 in scholarships in 2021 from the St. Tammany Hospital Guild and the health system's Medical Staff Committee.

The guild, an all-volunteer organization that raises money for the hospital through various means – including operation of the hospital's gift shop – awarded 10 2021 scholarships to health system employees pursuing education to further their medical careers. Each of the guild scholarships are worth \$1,500.

Additionally, the Medical Staff Committee awarded four nursing scholarships – two in the spring and two more in the fall – worth \$2,000 each.



Members of the St. Tammany Health System leadership team and the all-volunteer St. Tammany Hospital Guild award \$1,500 scholarships to health system nurses, front row from left, Grace Taffaro, Danielle Edwards, Angela Gottschalk, Heather Toohey and Sarah Wellmeyer. (Photo by Mike Scott / STHS)



The recipients of the 2021 St. Tammany Hospital Guild spring scholarships, pictured holding certificates and surrounded by STHS and guild representatives, are, from left, Kemar Harrison, Katie Leonhard, Hannah Gonzalez and Alaina Wall. Not pictured is 2021 recipient Emily Elder. (Photo by Jan Budenz / STHS)



St. Tammany Health System nurses Martha Everett, front left, and Stephanie Fuller receive \$2,000 scholarship awards from members of the health system's Medical Staff, including, from left, Dr. Arlette Delcham, AVP-Critical Care Teresa Krutzfeldt, Dr. Joseph Landers and Dr. Daniel Ilie. (Photo by Mike Scott / STHS)



Pictured at the STHS Medical Staff's spring 2021 scholarship presentation are, from left, STHS Chief Nursing Officer Kerry Milton, Chief Medical Officer Dr. Patrick Torcson, scholarship recipient Lilliam Terrell, scholarship recipient Brent Blazeovich, Dr. George Bensabat and STHS President and CEO Joan Coffman. (Photo by Jan Budenz / STHS)

STHS LEADERSHIP AND GOVERNANCE



STHS Executive Team

The members of the executive leadership team at St. Tammany Health System bring with them a variety of skills, specialties and talents, but all with the same common goal: to position and support the health system’s highly trained team of care providers so they can continue delivering world-class healthcare to the people of St. Tammany Parish through teamwork, trust, compassion, quality and innovation.



STHS Board of Commissioners

St. Tammany Parish Hospital Service District No. 1 — St. Tammany Health System — is governed by an eight-member Board of Commissioners, six appointed by the St. Tammany Parish Council to staggered six-year terms, one elected by the medical staff to a one-year term and one nonvoting member, the parish president or designee. The St. Tammany Health System Board of Commissioners meets once a month and governs hospital operations.

ACHIEVEMENTS



If you've visited our main Covington campus in the past year, or any of our numerous satellite locations throughout western St. Tammany Parish, you might have noticed something new as you pulled in. As part of our ongoing campus beautification work, we added banners to the light poles in our parking lots to add a little pizzazz and also to trumpet the litany of awards, accreditations and distinctions our team has earned. We'd need to add more poles if we were to include them all, but we invite you to check out those that made the cut. Not only are they a testament to the world-class healthcare you'll receive at any St. Tammany Health System facility, but they're also a fitting tribute to the hard work of the men and women who have dedicated themselves to keeping St. Tammany healthy.

‘WE’RE GOING TO NEED A BIGGER TROPHY CASE ...’

A partial listing of the accolades earned by St. Tammany Health System and its colleagues in 2021:

In March, The STHS Women’s Pavilion was reaccredited by the **National Accreditation Program for Breast Cancer Centers**, making it one of only five programs in the state to receive such recognition. ...

In April, St. Tammany Health System earned a **five-star overall rating** from the Center for Medicare and Medicaid Services in its 2021 ratings. It was one of only six Louisiana hospitals to earn the five-star ranking and the only one in the Greater New Orleans metro area, according to Becker’s Hospital Review. ...

Also in April, STHS once again earned a spot on Women’s Choice Award’s list of **Best 100 Hospitals for Patient Experience** in its size category. ...

The American College of Cardiology recognized STHS for its demonstrated expertise and commitment in treating patients with chest pain, reaccrediting it in spring 2021 as a **Chest Pain Center with Primary Percutaneous Coronary Intervention**. The ACC also awarded the health system’s Chest Pain program with a **Silver Performance Achievement Award** for 2021. ...

St. Tammany Health System infectious disease guru **Dr. Mike Hill** was named a 2021 Health Care Hero by New Orleans CityBusiness for his work during the COVID-19 pandemic. ...

STHS once more earned the attention of **U.S. News & World Report**, being named among high performing hospitals for 2021-22 for back surgery, as well as treatment of COPD, heart attack, heart failure and kidney failure. ...

Fitch Ratings upgraded STHS’s issuer default rating, bumping it to ‘AA-’ from ‘A+’. ...

STHS’s New Family Center once more earned **The Gift Shining Star** designation from the Louisiana Department of Health in recognition of the quality of its maternity services. ...

President and CEO **Joan Coffman** was named among New Orleans CityBusiness Women of the Year. ...

STHS’s Emergency Department became a **Geriatric Emergency Department**, as designated by the American College of Emergency Physicians. ...

The American Association of Cardiovascular and Pulmonary Rehabilitation renewed accreditation of the **cardiac and pulmonary rehabilitation program** at STHS. ...

STHS’s standalone Emergency Department in Mandeville received Press Ganey’s 2021 **Guardian of Excellence Award** for placing in the 95th percentile or above for patient experience. ...

The health system’s **Coumadin Clinic** was recognized by the Anticoagulation Forum for its commitment to providing the highest level of care to patients taking antithrombotic medications. ...

Seven STHS physicians were named to Louisiana Life magazine’s 2021 list of the state’s top doctors: surgeon **Dr. Jacob Daigle**, pediatrician **Dr. Robert Faucheux**, family medicine practitioner **Dr. Mark James**, pediatrician **Dr. Linda Keefer**, family medicine practitioner **Dr. Nathalie Kerkow**, pediatric orthopedist **Dr. McCall McDaniel** and cardiologist **Dr. Paul Stahls III**. ...

St. Tammany Quality Network Business Development Manager **Erin Strain** was named to Edge of the Lake magazine’s “40 Under 40” list for 2021. ...

In October, the U.S. Department of Defense saluted St. Tammany Health System with its **Above and Beyond Award** and STHS Director of Anesthesia and Surgery Chris Connell with its **Patriot Award**, in recognition of their flexibility in accommodating the commitments of colleagues who serve in the armed forces. ...

For the 12th period in a row, STHS in November received an **A for patient safety** from the independent watchdog Leapfrog Group. ...

Also in November, Press Ganey recognized STHS’s standalone **Emergency Department in Mandeville** for achieving the 95th percentile or above nationally for patient experience. ...

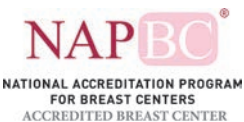
In December, STHS’s **TAVR heart valve replacement program** was accredited by the American College of Cardiologists.

2021 KEY ACHIEVEMENTS AND ACCREDITATIONS

Since 1954, St. Tammany Health System has been the premier place for delivery of comprehensive and trusted healthcare on the Northshore. That's true now more than ever.

But don't just take our word for it. St. Tammany Health System consistently earns local, regional and national recognition for safety, quality and service excellence. Find a sampling below.





U.S. News & World Report

- High performing in Heart Failure Care
- High performing in COPD Care
- High performing in Spinal Fusion
- High performing in Heart Attack Treatment
- High performing in Kidney Failure Treatment

Press Ganey

Guardian of Excellence Award

Leapfrog Hospital Safety Score

A fall 2021 A-grading period marks 12th consecutive semester

Center for Medicare and Medicaid Services (CMS)

5 Stars for Overall Hospital Quality Star Rating

Healthgrades

- Outstanding Patient Experience
- Five-Star recipient:
 - Pacemaker Procedures
 - Treatment of Pneumonia
 - Treatment of Respiratory Failure
 - Treatment of Stroke
 - Hip Fracture Treatment

Quantros (formerly CareChex)

- Top 10% in Nation for Cardiac Care Excellence
- Top 10% in Nation for Interventional Carotid Care Excellence
- Top 10% in Nation for Overall Hospital Care Excellence
- Top 10% in Nation for Overall Medical Care Excellence
- Top 10% in Nation for Cardiac Care Patient Safety
- Top 10% in Nation for Interventional Carotid Care Patient Safety
- Top 10% in Nation for Overall Hospital Care Patient Safety
- Top 10% in Nation for Overall Medical Care Patient Safety

Women's Choice Awards

- Highest Safety Ratings
- America's Best Comprehensive Breast Center
- America's Best Stroke Center

Women's Choice Awards, America's Best Hospitals for:

- Cancer Care
- Heart Care
- Obstetrics
- Minimally Invasive Surgery
- Orthopedics
- Patient Safety

Accreditations

- American Academy of Sleep Medicine (AASM)
- American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR)
- American College of Emergency Physicians (ACEP)
 - Geriatric Emergency Department
- American College of Surgeons
 - National Accreditation Program for Breast Centers (NAPBC)
 - Verified Trauma Center, Level 3
- American Diabetes Association (ADA)
- American Heart/Stroke Association (AHA or AHA/ASA)
 - Advanced Certification for Primary Stroke Center (AHA and Joint Commission)
 - Stroke Quality Achievement Award/Get with the Guidelines Stroke Gold
- Baby Friendly Birth Facility
- Gift Shining Star
- International Board of Credentialing and Continuing Education Standards Certified Autism Center (CAC)
- Joint Commission
- NICHE (Nurses Improving Care for Healthsystem Elders)
- American College of Cardiology
 - Accredited Chest Pain Center



St. Tammany Health System President and CEO Joan Coffman and Director of Anesthesia and Surgery Chris Connell show off the awards bestowed upon them for their support of their employees who serve in the military. (Photo by Nancy Ledet / STHS)

Stars, stripes and St. Tammany Health System

By Mike Scott, mscott@stph.org

The U.S. Department of Defense in 2021 saluted St. Tammany Health System and STHS Director of Anesthesia and Surgery Chris Connell, honoring both with awards for their consistent support of employees who serve in the military.

In October, Connell was presented with the Patriot Award in recognition of his flexibility in accommodating the commitments of the four service members in his 30-person department.

Additionally, St. Tammany Health System President and CEO Joan Coffman accepted the Above and Beyond Award on behalf of the health system as a whole. The Above and Beyond Award recognizes employers who exceed legal requirements with regard to employees who serve.

Both were awarded through the Department of Defense’s Employer Support of the Guard and Reserve program, or ESGR, which promotes cooperation and understanding between reservists and their civilian employers.

“Honestly, to me, it’s the least we can do,” Connell said. “All of our reservists make so many sacrifices, including giving up their own time to train, to defend our country and protect our freedom. I’m privileged to work alongside them, and our department is proud to help them.”

He added that the award was particularly meaningful since he was nominated for it by a member of his team, Certified Registered Nurse Anesthetist Larry Bates, who is a service member.

“We’re always throwing stuff at him that we have to participate in with the guard or Reserve,” Bates said. “Chris always helps us unhesitatingly, never complains about it, always supports us 100%. It’s one less stress for us.”

A BANNER YEAR

COVID-19 notwithstanding, 2021 was a banner year at St. Tammany Health System – and in more ways than one.

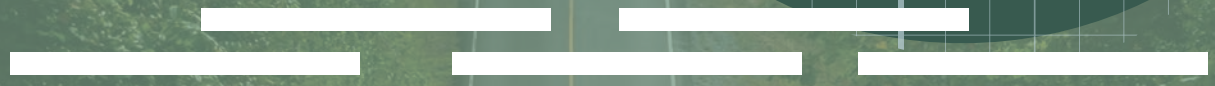
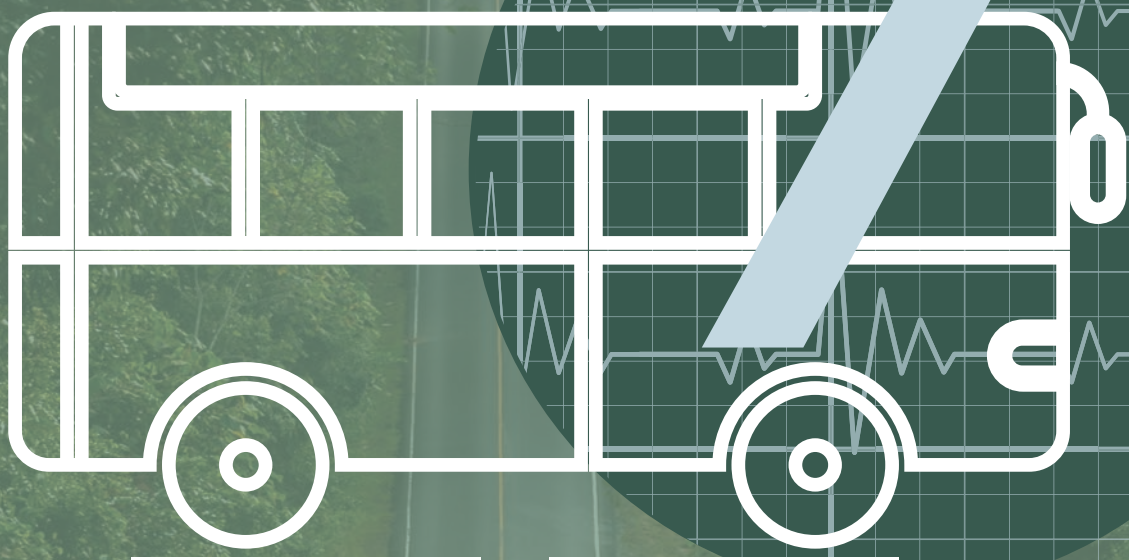
In an effort to both beautify and unify its numerous campuses throughout western St. Tammany Parish, as well as to trumpet the litany of accolades earned by its dedicated team of caregivers, St. Tammany Health System installed some 50 sets of pole banners in its parking lots.

Here's a sampling.



FOUNDATION

7



THE FOUNDATION OF OUR SUCCESS

Dear friends,

As we look back on the past year, we are reminded of how much our world has changed in the past 24 months, and we are deeply proud of our St. Tammany Health System team and our community for rising to the many challenges with resilience and grace, and for the unwavering support of our mission.

We are proud to recognize the 1,620 individuals, STHS colleagues, businesses, organizations and foundations who made contributions totaling \$870,114 in 2021. The generosity of these supporters is part of the more than \$21.7 million in total contributions made in support of the healing work of our health system since the inception of St. Tammany Hospital Foundation. Amazing!

Gifts from our business and individual donors enabled the foundation to grant \$584,869 to St. Tammany Health System in 2021, funding equipment, team education and training opportunities, department programs, health system initiatives and more. These disbursements allowed for essential training for forensic pediatrics, support efforts for patients in need like the cancer center's therapeutic food pantry and transportation assistance programs, music therapy supplies, patient education materials, staff trainings in EVS, safety measures like AED kits for offsite facilities, and so much more.

In addition to support from the community and grateful patients, our healthcare heroes stepped up to the plate in more ways than one with 818 colleagues and physicians raising nearly \$115,000 through their annual One Heartbeat Employee Campaign.

Even amid a pandemic, the foundation and its board were able to create a sense of community and coming together safely with special events in 2021. We want to extend our sincere gratitude to the many corporate sponsors, individual donors and community volunteers who turned out to support these efforts. It was a year of records and exceeded goals! We put our dancing shoes on for a glitzy '70s-themed soiree at THE Gala 2021, which raised a record \$203,197 in support of programs at St. Tammany Cancer Center, a campus of Ochsner Medical Center. The 33rd Monster Mash presented by Metairie Bank raised \$89,210 for the important work of the STHS Parenting Center. The Get Lucky! Golf Tournament broke a record, raising \$62,067. Finally, Angels of Light, which was dedicated to the memory of Mr. and Mrs. Craig Maloney, raised \$25,860 to benefit St. Tammany Hospice.

We see what's playing out nationwide and have experienced the same challenges as many organizations in the nonprofit sector. Our board has been determined to meet these challenges head-on so we can be there for our health system as it continues to grow. In this spirit, we engaged a consulting firm in 2021 to study our fundraising program and help us to create a strategy for sustainable growth. We look forward to implementing these strategies as we partner with our donors in the years to come.

Thank you to all who partnered with us this past year to make an impact on healthcare on the Northshore. We sincerely appreciate the trust you put into our organization to put your dollars to work.

In gratitude,



Will Trist
2021 Chairman, STHF Board of Trustees



Nicole Suhre, CFRE
Executive Director, STHF

SHAKE, SHAKE, SHAKE ...

THE Gala 2021, themed “Step Into Your Dancing Shoes,” was held Nov. 4 at Tchefuncta Country Club – and it was, in a word, groovy.

Once again presented by HUB International, the event – St. Tammany Hospital Foundation’s signature annual fundraiser – saw attendees donning their finest disco duds and shaking their booties for a good cause.

By the end of the night, more than \$203,000 was raised for local cancer care, an event record.

That’s something worth dancing about.



LITTLE GRANT | BIG IMPACT

Community donors make impact with small and large gifts, as every unrestricted gift to the foundation is split 75% to endowment and 25% unrestricted. In 2021, the STHF Board of Trustees released \$136,737 from this “Caring for St. Tammany” fund to 26 departments for patient- and colleague-centered equipment and initiatives through the Little Grant, Big Impact program.

GUILD GENEROSITY

The St. Tammany Hospital Guild made a gift of \$18,744 in support the process for St. Tammany Pediatrics and STHS Bone and Joint Clinic to become Certified Autism Centers, as well as to support an upcoming pediatric art installation. This donation brings the Guild’s cumulative giving to more than \$375,000 since 2003.



(Photos by Chuck Billiot for St. Tammany Hospital Foundation)

STHS COLLEAGUE SUPPORT

The STH Foundation Gratitude Blitz was a 2021 endeavor to show support, provide treats and give gifts meant to impact pandemic-weary STHS colleagues in every department, on every shift. Grateful patients, families and community supporters donated money and in-kind gifts to make this generosity possible. To assist colleagues whose homes were damaged by Hurricane Ida, the Colleague Benevolent Fund granted \$117, 200, including special distributions from a \$10,000 Vizient grant and \$5,098 the LHA Research and Education Foundation grant for our STHS Healthcare Heroes.



MONSTROUSLY FUN

Monsters big and small turned out in October for the 33rd annual Monster Mash, the local not-so-scary Halloween shindig thrown in Bogue Falaya Park. More than 2,500 people turned out to show off their costumes, explore the Monster Maze, play on inflatables and, of course, to load up in the Trick-or-Treat Village. In all, nearly \$90,000 was raised to support the work done at the St. Tammany Parenting Center.



(St. Tammany Hospital Foundation photos)

SUPPORTING CANCER CARE, CLOSE TO HOME

In June 2021, St. Tammany Cancer Center, a campus of Ochsner Medical Center, opened its doors to cancer patients in our community, bringing with it leading-edge technology, access to advanced treatments, oncology specialists and research capabilities never before seen on the Northshore. St. Tammany Hospital Foundation proudly supported this cancer center partnership between St. Tammany Health System and Ochsner Health in 2021 with fundraising initiatives benefiting both patients and programs.

That included an ambitious project by the foundation's Healing Arts Committee to collect and install 21 original works of art on all three floors of the new cancer center. Working collaboratively with our partner Ochsner Health, the Healing Arts Committee prioritized using talented local artists' works that added to the healing environment of the building, resulting in a stunning, one-of-a-kind installation that enhances the overall experience for patients, visitors and colleagues of the center.

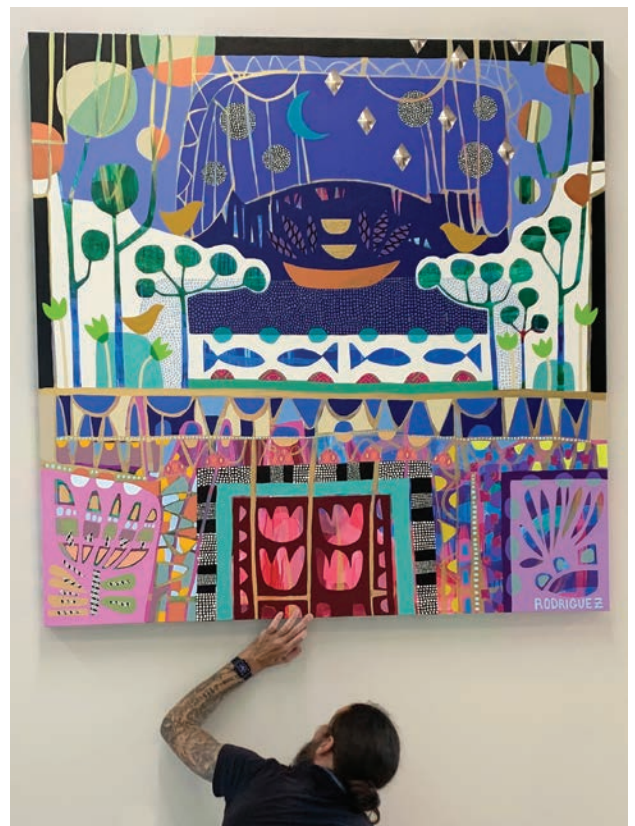
Additionally, grants from organizations such as Capital One and the American Cancer Society made a big impact on patient-focused programs including the cancer center's Therapeutic Food Pantry and Patient Transportation programs.

Then, in October, the foundation launched its first-ever Breast Cancer Awareness Month campaign, a multifaceted initiative dubbed United in Pink that included collaborations with the St. Tammany Parish Sheriff's Office, Mauti Cancer Fund, local businesses, STHS's Be Well Bus, Women's Pavilion and cancer center to raise awareness of our health system's efforts in the cancer care arena.

More than \$22,000 was raised in support of early detection and screening programs as well as patient care at the cancer center.



Among the works of art installed in the new St. Tammany Cancer Center, a campus of Ochsner Medical Center, was a piece by local artist Bernard Mattox that was so big it wouldn't fit in the elevator at the new cancer center. (Photo by Norma Richard / St. Tammany Hospital Foundation)



A painting by Marianne Rodriguez gets an adjustment as it is installed at the new St. Tammany Cancer Center, a campus of Ochsner Medical Center. In all, nearly two dozen original works of art from Northshore artists were acquired to hang in the cancer center as part of St. Tammany Hospital Foundation's Healing Arts Initiative. (Photo by Norma Richard / St. Tammany Hospital Foundation)



Pediatric orthopedist Dr. McCall McDaniel, center, and her staff at STHS's Bone & Joint Clinic show off their autism awareness T-shirts and banner on April 2, which was World Autism Day. (Photo by Jan Budenz / STHS)

AUTISM AWARENESS

The foundation hosted its first-ever Autism Awareness campaign in April of 2021. With the goal of raising funds and awareness of STHS's efforts around caring for patients with autism, campaign components included T-shirt sales, online giving and a "Light It Up Blue" initiative to light portions of main campus and other offsite locations with blue lights during the month of April.

In all, \$16,000 was raised for equipment and supplies for the health system's six pediatric areas that recently received the Certified Autism Center designation.

"With our current knowledge and understanding of autism, it was a top priority to become certified," said STHS's Dr. McCall McDaniel, a pediatric orthopedist at the Bone and Joint Clinic. "This new designation is not only important to the community but to my own family as well. It shows our commitment to implement strategies that will accommodate, support and serve families better while providing quality care."

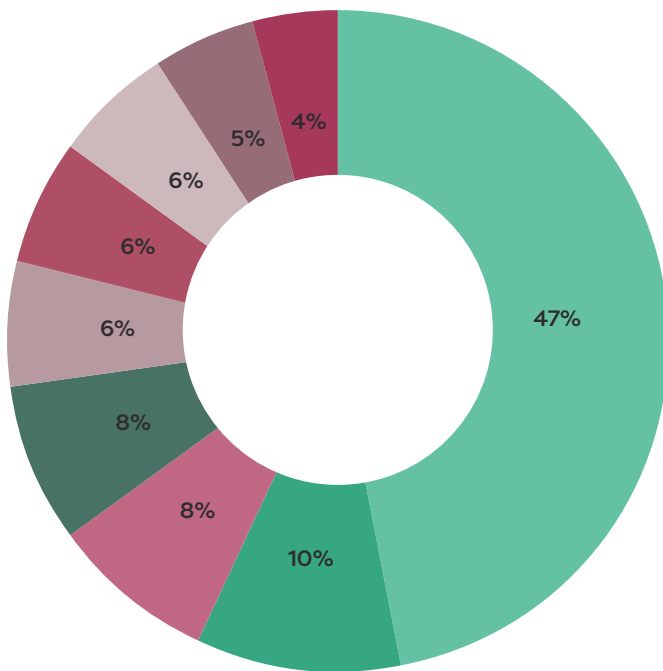
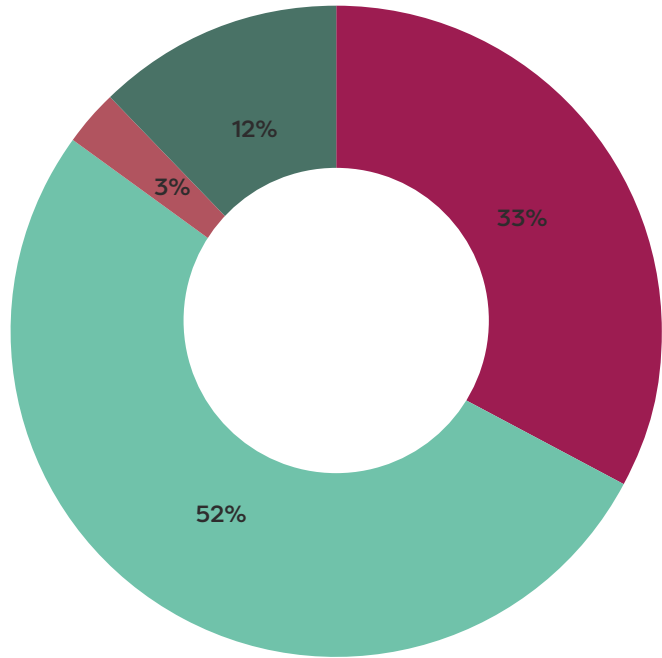


STHS Pediatrics Department Chairman Rob Fauchaux, center, marks World Autism Day with members of the staff at the St. Tammany Pediatrics Clinic. (Photo by Jan Budenz/STHS)

KEEPING ST. TAMMANY HEALTH SYSTEM HEALTHY KEEPS OUR COMMUNITY HEALTHY

Sources of Funding

- Companies 33%
- Individuals & Employees 52%
- Other 3%
- Foundations / Organizations 12%



Stewardship of Gifts

- Cancer Services / Oncology Medicine / Women's Pavilion
- Healing Arts Initiative
- Parenting Center
- Hospice
- Colleague Benevolent Fund
- Endowment / Other Donor Restricted
- Unrestricted Caring for St. Tammany
- Pediatrics
- Graduate Medical Education

The foundation raises funds through a comprehensive development program including corporate partnerships and major gifts, planned giving, bequests and charitable gift annuities, tribute gifts, an annual support program and special events. In doing so, the foundation impacts the healthcare and well-being of the entire Northshore community.



As part of its inaugural United in Pink breast cancer awareness campaign, St. Tammany Hospital Foundation invited members of the public to sign one of two pink-wrapped Sheriff's Office vehicles for \$5 a pop, with proceeds going to local cancer programs. (Photo by Mike Scott / STHS)



With their 2021 parade canceled due to the COVID-19 pandemic, members of the Krewe of Muses instead brought the Carnival spirit to St. Tammany Health System, distributing 100 of their signature hand-decorated shoes to STHS team members. Pictured, from left, are St. Tammany Hospital Foundation Executive Director Nicole Suhre, with Krewe of Muses member Eugenie Suggs, St. Tammany Health System Chief Nursing Officer Kerry Milton, STHS Chief Operating Officer Sharon Toups, and STHS President and CEO Joan Coffman. (Photo by Mike Scott / STHS)



Engineering, art and empathy collided in July in the lobby of St. Tammany Health System's Covington hospital, with the result being a 6-foot 2-inch butterfly sculpture made entirely out of non-perishable canned goods. The cans used in the project were then donated to Northshore Food Bank and the Therapeutic Food Pantry at the newly opened St. Tammany Cancer Center, a campus of Ochsner Medical Center. (Photo by Mike Scott / STHS)

In May 2021, St. Tammany Hospital Foundation was honored to be the first-ever recipient of the Parish President Patricia Brister Legacy Fund from Northshore Community Foundation. The \$2,500 grant was awarded in support of the Be Well Bus mobile screening program.

BOARD OF TRUSTEES



Back Row, left to right: Rock Kendrick; Paul Davis; Joan Coffman; Greg Pellegrini; Will Trist, chairman; Kevin Gardner; Jim Woodard MD; Nicole Suhre, executive director; Mary Lee

Front Row, left to right: Rene Maloney; Darci Senner; Becky Parks; Liz Healy; Norma Richard; Mimi Dossett

OUR MISSION

The St. Tammany Hospital Foundation, a 501 (c) (3) non-profit organization, was established to sustain the healing work of the physicians and staff of St. Tammany Health System. Through the development of philanthropic support, the foundation seeks to fortify the promise to provide world-class healthcare close to home, now and for generations to come.

Our Generous Donors

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St. Joseph's Abbey
St. Tammany Deputy
Sheriff's Association
St. Tammany Hospital Guild, Inc.
The Bank of America
Charitable Foundation, Inc.
The UK Online Giving Foundation
Tracy Gray Ministries
Trinity Counseling Center LLC
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YMCA of St. Tammany





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