



Pathways

TO EXCELLENCE

2018 Annual Report to the Community



Pathways TO EXCELLENCE

The service district hospital for west St. Tammany and surrounding areas, St. Tammany Parish Hospital commits to grow with the population it serves, to ensure we can continue to deliver on the promise of world-class healthcare close to home. True to that mission, 2018 was a year of growth in our focus on the patient experience, maintaining the health of our community and improved clinical outcomes for the families and patients we serve.

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01

GROWTH IN OUR

Commitment to our Community

As the service district for western St. Tammany, our hospital was created to provide our district a hospital, local healthcare, research and training related to healthcare and promotion of our community's good health. We work closely with the parish and our fellow service district for eastern St. Tammany to promote prevention including immunizations and screenings for early disease detection.

COMPASSIONATE COMMUNITY CARE
WITH NO COMPENSATION

\$20 MILLION

FOUNDATION VOLUNTEERING



+250
HOURS

Healthcare has a **\$964.7 million** economic impact in St. Tammany Parish, a **9.5%** share of the region's GDP. Our 2,400 employees represent nearly **20%** of healthcare workers in St. Tammany Parish.

STPH + EMPLOYEE DONATIONS TO
CHARITIES WITH ALIGNED MISSIONS

\$60,000

MEDIA FOCUSED ON COMMUNITY HEALTH
AND WELLNESS

52 RADIO & 12 TV SHOWS



Increased Services for Our Community

In 2018, STPH collaborated with START, a nonprofit organization dedicated to providing healthcare to all who need it, to open a Federally Qualified Health Center at 1505 N. Florida Street in Covington, which for 20 years housed the STPH Community Wellness Center.



START FQHC continues services formerly available through CWC with the same familiar staff, plus offering affordable health services with a special focus on low-income, uninsured and under-insured individuals.

"We welcome START as the next improvement in community wellness for our patients," Kerry Milton RN BSN MHA, chief nursing officer of STPH, said at the fall launch of the venture. "Our collaboration with parish government was an excellent solution to the loss of a public health unit in 2000, and now patients have improved access to healthcare as START launches this FQHC."

START added primary care, psychiatric care, substance abuse services, behavioral health counseling and assessment to existing services at the center, including WIC (Women, Infants and Children Food Supplement Program), immunizations, Medicaid applications and pregnancy testing.

Charities aligned with the mission of STPH and supported philanthropically in 2018:

- American Heart Association
- Boys and Girls Clubs (Covington)
- Bras for a Cause
- Christwood
- Coquille Recreation District
- Covington Food Bank
- Covington Lions Club
- Covington Youth Soccer
- Exchange Club
- Great 100 Nurses
- Hospice Foundation of the South
- Mandeville Night Out Against Crime
- Mandeville Soccer
- NAMI St. Tammany
- New Heights Therapy Center
- Northshore Birth Options
- Northshore Community Foundation
- Rich Mauti Cancer Fund
- Special Olympics
- STARC
- St. Tammany West Chamber
- Washington Parish Fair
- West St. Tammany YMCA
- Youth Service Bureau
- Schools and school programs engaging in health, fitness, wellness or good nutrition and life choice projects





GROWTH IN

Partnerships

Collaborating for our Community

Partnerships help us grow. Partnering with community physicians since 1954 formed the bedrock of our success as the Northshore's leading healthcare resource, leading to launch of the St. Tammany Quality Network in 2013. Partnering with Mary Bird Perkins Cancer Center in 1998 formed the foundation on which we launched St. Tammany Cancer Center with MBPCC and Ochsner Health System. Partnering with Ochsner in 2014 formed the clinically integrated platform from which we grow our services and improve access to care.

Partnering with our patients, congregational leaders and community leaders helps to improve the overall health of our population going forward.



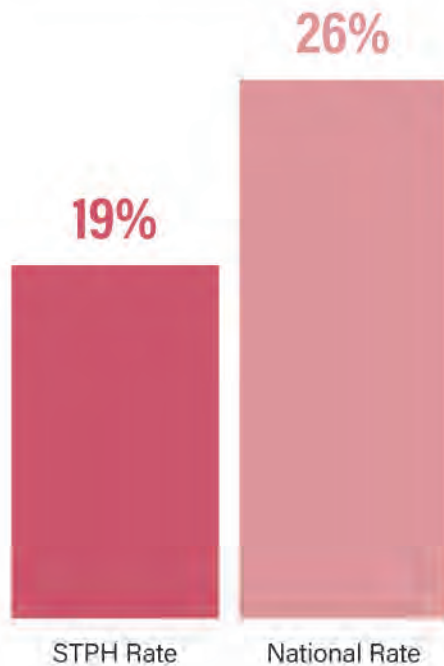
St. Tammany Quality Network



2018 was a transitional year for St. Tammany Quality Network as we continue the goal of developing a highly efficient and effective care delivery model that stresses exceptional patient outcomes. In partnership with Ochsner Health Network, a patient-centered healthcare model is evolving to focus not only on acute care, but also on preventative care and health maintenance. The STQN board of managers and operating committees continued to develop and implement strategies to attain these outcomes.

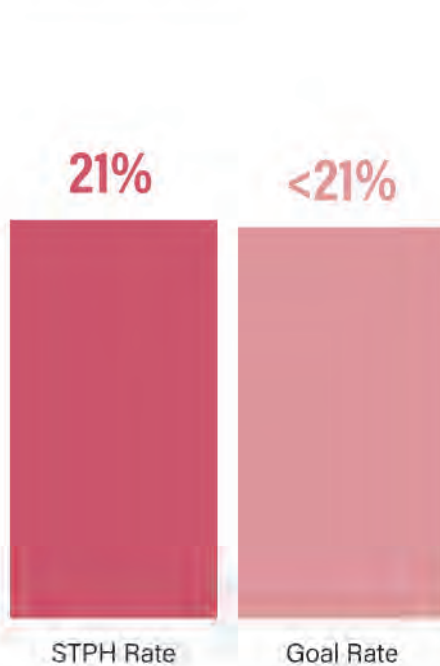
MATERNAL CHILD SERVICES C-SECTION RATE FOR 2018

Outpacing the National Benchmark



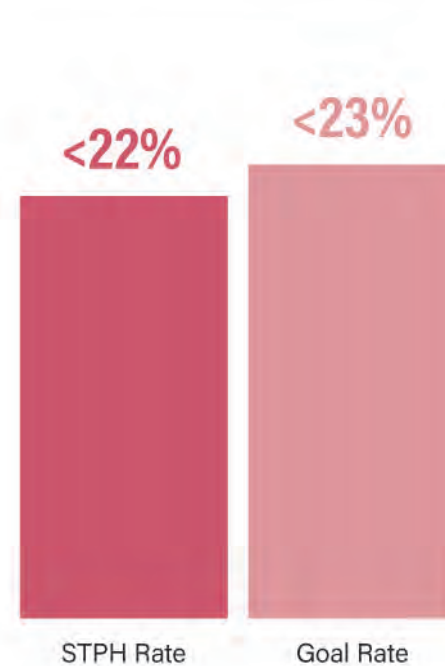
CHRONIC OBSTRUCTIVE PULMONARY DISEASE READMISSION RATE

Reaching Our Goals



CONGESTIVE HEART FAILURE READMISSION RATE

Striving for Excellence





STPH and Ochsner: Partners in Success



In 2018, more patients were treated close to home and had coordinated access to nationally recognized specialists in areas such as neurosciences, pediatric cardiology, cancer care and women's health services than any prior year.

St. Tammany Parish Hospital formed a strategic partnership in 2014 with Ochsner Health System with a commitment to improve clinical integration, allow more patients to receive care on the Northshore and reduce the overall cost of care. STPH and Ochsner saved and changed more lives together in 2018; the partnership expanded access to care in west St. Tammany Parish through collaboration, investments and key improvements.

In 2018, more patients were treated close to home and had coordinated access to nationally recognized specialists in areas such as neurosciences, pediatric cardiology, cancer care and women's health services than any prior year. By sharing best practices, integrating technology such as a single EPIC medical record, telemedicine, digital hypertension, BrightMatter, and jointly investing in new physicians and programs, the STPH and Ochsner partnership continues to expand patient services and resources in west St. Tammany Parish with a focus on quality and value.

In 2018, St. Tammany Parish Hospital partnered with Ochsner and Slidell Memorial Hospital to bring long-term acute care, skilled nursing and rehabilitation services together in one location on the Northshore at the former heart hospital in Lacombe. Opening in 2019, this facility will be the first of

its kind in the parish and bring a world-class level of care to residents and jobs to the local workforce.

Since 2014, the partnership has grown the number of neurosurgeries provided by 208 percent. There has been a 66 percent growth in the number of Ochsner TeleStroke patients who received critical intervention to avoid the devastating effects of a stroke at STPH. There has been a 27 percent increase in cardiac care provided by heart failure specialists in clinics bringing comprehensive cardiac care to the residents of west St. Tammany Parish. Children and their families have received nationally ranked care at the joint pediatric subspecialty clinic in Covington with a 223 percent growth in pediatric visits.

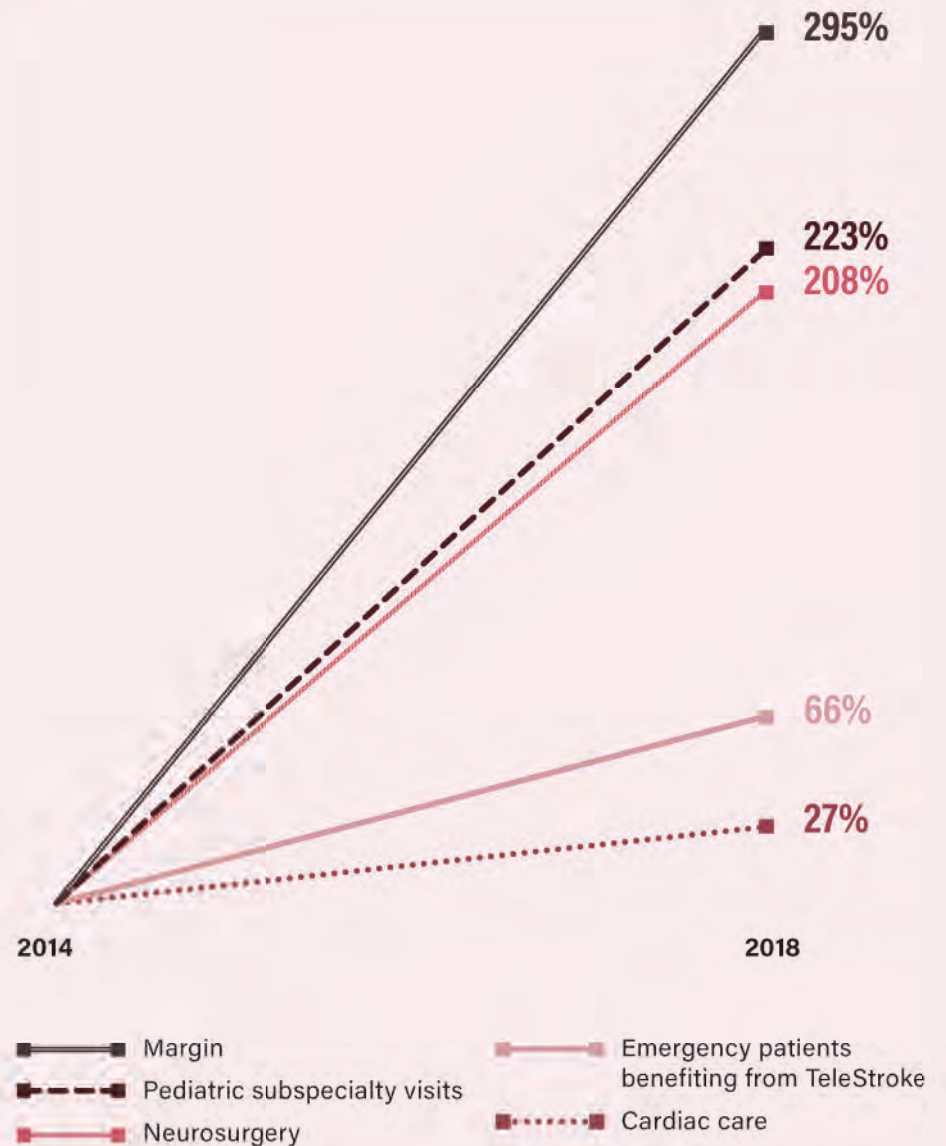
Due to joint investments, more cancer patients can receive care on the Northshore, and onsite financial counselors have been added to provide patients with access to grants to cover medications, co-pays for treatment and assistance with obtaining medical coverage when a new cancer diagnosis is received, and a patient is uninsured or underinsured.

The partners grew in 2018 to employ more than 2,000 Ochsner team members on the Northshore and 2,300 STPH colleagues throughout the service district. The joint operating agreement between STPH and Ochsner has seen a 295 percent margin growth since the partnership began, enabling significant reinvestment to further our mission to care for residents of west St. Tammany and surrounding areas.

Since 2014, Ochsner has invested \$26 million in construction on facilities in west St. Tammany Parish and added an additional 124,000 square feet of space. STPH has invested \$30 million in construction on facilities and additions, renovating 29,000 square feet and adding 38,500 new square feet of facilities.

In 2018, STPH and Ochsner along with SMH launched Blue Connect Network for St. Tammany Parish Sheriff's Office employees to provide cost savings and improved clinical coordination and access for services at St. Tammany Parish Hospital and its Blue Connect partner facilities.

ST. TAMMANY PARISH HOSPITAL GROWTH 2018 COMPARED TO 2014



St. Tammany Cancer Center

St. Tammany Cancer Center is the result of partnerships with leading cancer care providers in our region. Together, STPH, MBPCC and Ochsner along with aligned oncology specialists achieved great success in 2018.

STCC successfully renewed accreditation with commendations from the American College of Surgeons Commission on Cancer as a Comprehensive Community Hospital Cancer Program. Thanks to funding through St. Tammany Hospital Foundation, STCC added a music therapist to its care team, seeing inpatient and outpatient oncology patients as well as those in hospice. In its first year, the program achieved more than 450 patient visits in hospice, medical oncology and outpatient infusion.

STCC improved efficiency of tumor conferences in 2018 via use of Oncolens conference management software. STCC is Louisiana's first, and one of the first in the country, to initiate this program. Close to 100 patients were placed on clinical trials at STCC, surpassing volumes from prior years. Clinical trials in a community setting offer patients treatment that has the potential for being better than what is considered standard therapy.

Low Dose CT lung cancer screenings in 2018 reached record volumes, with more than 160 patients meeting screening criteria and taking advantage of the only available early screening for lung cancer. The majority of lung cancers are diagnosed at very

late stages where treatment options are limited and long-term survival is greatly reduced. Cancer screening can detect lung cancer at earlier stages expanding options for treatment and improving long-term survival.

For the community, STCC hosted "Spot It" to educate professionals in the cosmetology industry on how to spot skin lesions that may be concerning for skin cancer when working with clients. More than 35 cosmetologists attended the program with at least two participants after the program identifying lesions that needed physician review.





03

GROWTH IN

Capabilities

Equipping our Team for Success

synaptive

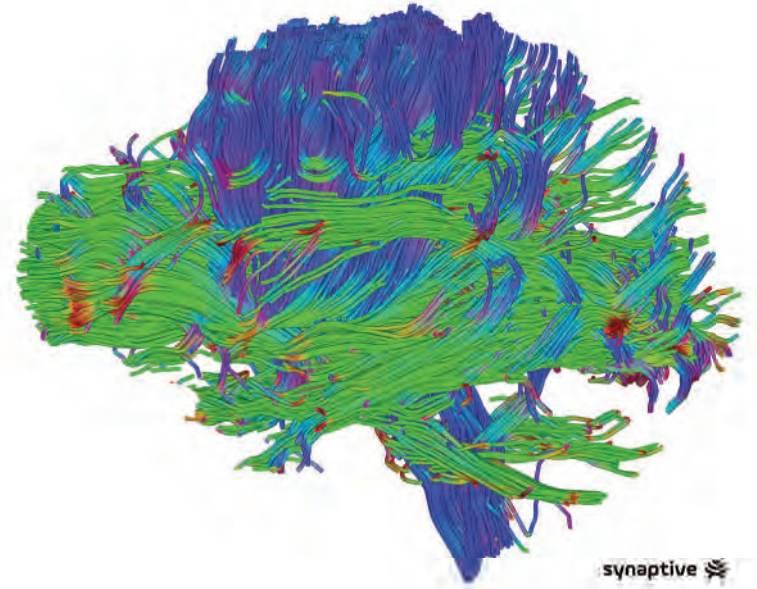
BrightMatter™ gives surgeons a dynamic 3D visualization of the brain that may allow for less invasive surgery and potentially safer surgical routes.

Elevating the Neurosciences

St. Tammany Parish Hospital added Synaptive Medical's Modus V™ innovative robotic technology to its neuroscience program, enabling neurosurgeons at the Covington hospital to perform complex brain and spine surgery procedures, including some that may previously have been considered inoperable.

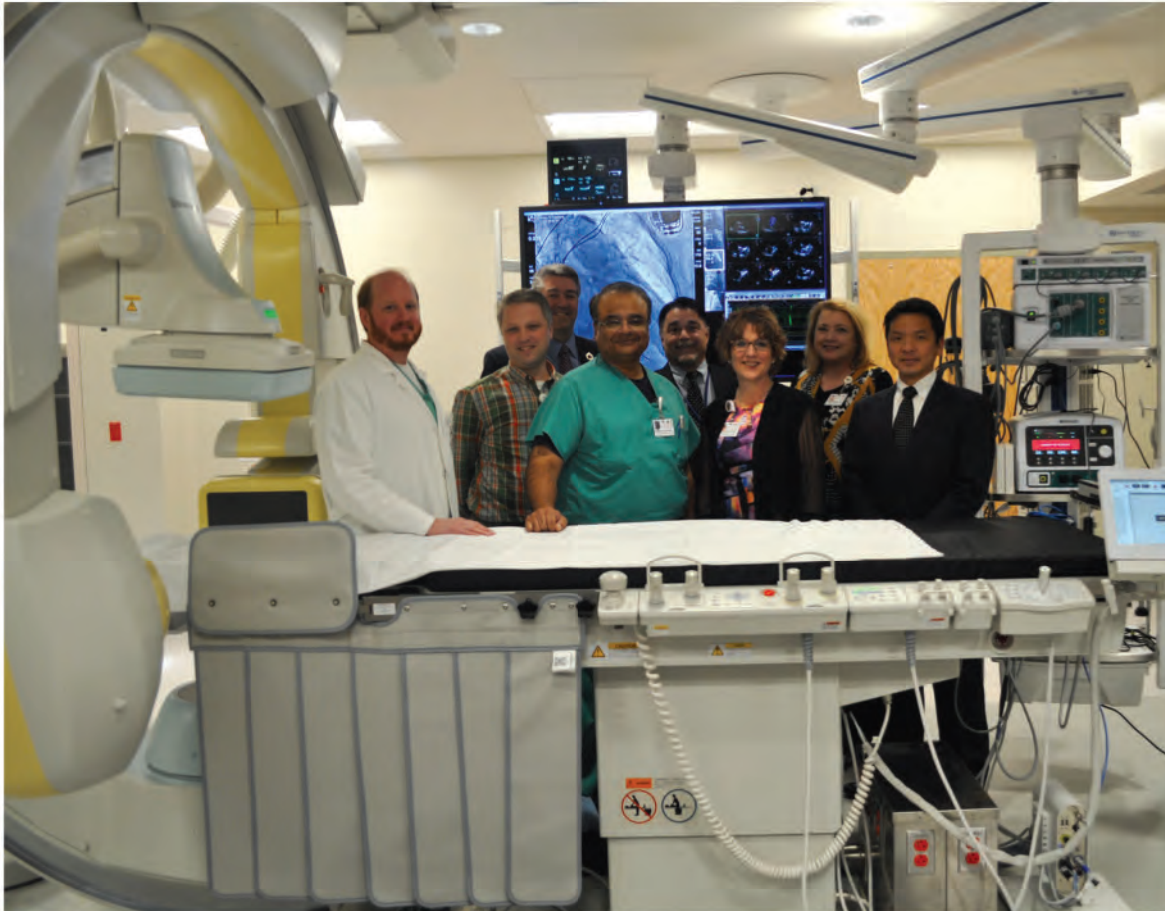
Synaptive's BrightMatter™ technology enables surgeons to tailor their surgical approaches for each patient at St. Tammany by using advanced algorithms that automate the processing of MRI data. The neurosurgeon uses BrightMatter™ to map the best possible approach to the tumor, attempting to avoid damaging structures responsible for critical functions such as speech, movement, vision and memory. This functionality gives surgeons a dynamic 3D visualization of the brain that may allow for less invasive surgery and potentially safer surgical routes. For patients, less invasive procedures may lead to reduced complications and faster recovery times.

Modus V, the newest system to be integrated at St. Tammany, is an automated robotic arm with high-powered digital microscope that provides an unprecedented view of patient anatomy. Using the most powerful optics available on the market today and



robotic technology originally developed for the International Space Station, Modus V™ allows surgeons to perform less invasive procedures with more precision.

For patients who are scheduled to have minimally invasive spine surgery at St. Tammany Parish Hospital, the neurosurgeon uses Modus V™ to visualize the soft tissue during decompression to ensure nerve roots are completely free from pressure. This results in very small incisions, exceptional outcomes and reduced recovery times.



Revolutionary Cath Lab Biplane

In 2018, STPH was first in the United States to purchase the Trinias B12 MiX by Shimadzu, a biplane unit for the newly built fourth cath lab. Expansion of the lab enables STPH and Ochsner to provide more heart care close to home in our facility than ever.

The synergy between the Shimadzu Trinias and STPH-OHS medical care providers committed to providing the highest quality medical treatment and interventions leads to better patient-centered care. Featuring new software and hardware, the new MiX package enables our heart specialists to perform even less invasive procedures with the lowest possible radiation, saving and improving lives.

The new imaging process is 16-bit and has 3D imaging capability for vascular structures, which gives better resolution, and it is able to image with less radiation. The new technology has a 58" high resolution monitor that allows our heart specialists the most advantageous views with more clarity.

Outside of the x-ray system itself, the new fourth cath lab was designed with today's advanced procedures in mind. The room has an integrated electrophysiology system and can perform advanced intra-cardiac arrhythmia ablations. Hospital leadership also approved installation of an intravascular ultrasound system and a headset communication system that allows better communication between the specialist and the care procedure team.

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Expanded Pediatrics

For parents and children in St. Tammany Parish, the best resource for comprehensive pediatric, child and family healthcare is St. Tammany Parish Hospital and our partner Ochsner Health System. With significant investment in pediatric facilities, equipment, staff and specialists, STPH has the caring team and resources to deliver on our promise of world-class pediatrics, close to home.

In 2018, the STPH Pediatric Emergency Room experienced its first full year of operations, seeing more than 5,000 young St. Tammany patients in need of immediate assistance. The unit will become a 24/7 operation in 2019. Slated to open in 2019, STPH embarked in 2018 on an ambitious construction project to convert its inpatient pediatric unit into a hybrid unit for both inpatient pediatrics and pediatric intensive care (PICU Level II).

In 2018, STPH and Ochsner committed new pediatric resources to grow the pediatric capabilities in west St. Tammany. STPN-Madisonville became an exclusive pediatric clinic, with pediatricians Jennifer Miles, Linda Keefer, Rob Faucheux and Margie Strong, as well as pediatric nurse practitioner Perry Russell. Ochsner added pediatricians in Mandeville and Covington, and both partners improved access to specialized pediatric therapy resources in west St. Tammany.

Ochsner and St. Tammany both invested in expanded pediatric subspecialty care, with STPH Bone & Joint Clinic expanding pediatric orthopedic clinic space at their current location across from Flower Estates, and OHS expanding the depth and breadth of pediatric subspecialties offering clinics in Covington by relocating the Pediatric Subspecialty Clinic to larger space down the street from Bone & Joint.

Nursing Performance Improvement

As the community hospital for western St. Tammany and surrounding areas, STPH strives to deliver the best possible patient experience with the latest safety and quality best practices in place. It's our responsibility to maintain the good health of our community, the third healthiest parish in the state, according to the Robert Wood Johnson Foundation.

STPH nursing staff along with the dedicated physicians throughout our community work as a team to ensure the good health of our community.

Inside the hospital, in medical offices throughout the district and in patients' homes through home health, hospice and palliative care, STPH is connected to the good health of Northshore families.

In 2018, nursing professionals at STPH achieved success in clinical initiatives focused on improving mothers' and babies' health, reducing community- and hospital-acquired conditions and improving the overall health of our population.



"St. Tammany Parish Hospital is well known locally as the best place to have your baby, and now we have confirmation nationally; we're the place to learn best practices for breastfeeding your baby."

Baby-Friendly Initiative

Baby-Friendly USA recognized St. Tammany Parish Hospital as a Designated Baby-Friendly birth facility in 2018 for our optimal level of care for breastfeeding mothers and their babies. Baby-Friendly USA Inc., is the U.S. authority for the implementation of the Baby-Friendly Hospital Initiative (BFHI), a global program sponsored by the World Health Organization (WHO) and the United Nations Children's Fund (UNICEF).

"We are honored to be named among America's leading baby-friendly facilities," Cindy Ingram, STPH director of women's and children's services, said.

"St. Tammany Parish Hospital is well known locally as the best place to have your baby, and now we have confirmation nationally; we're the place to learn best practices for breastfeeding your baby."

Based on the Ten Steps to Successful Breastfeeding, this prestigious international award recognizes birth facilities that offer breastfeeding mothers the information, confidence and skills needed to successfully initiate and continue breastfeeding their babies.

In 2018, there were only 539 Baby-Friendly Designated facilities in the United States, 16 in Louisiana.

Mother's Milk Project

Our Neonatal Intensive Care Unit worked with the Mothers' Milk Bank of Louisiana at Ochsner Baptist (the only Milk Bank in Louisiana) to introduce this exceptional resource to at-risk neonates in our community in 2018. Risk of necrotizing enterocolitis (NEC) is decreased by as much as 77 percent in preterm infants exclusively fed expressed breast milk. Other significant short- and long-term beneficial effects of feeding preterm infants donor human milk include lower rates of sepsis, improved feeding tolerance leading to attainment of full enteral feedings. Introduction of this program increased patient satisfaction by providing an evidenced-based nutritional alternative to formula and by providing a bridge for mothers who are working on achieving their own milk supply.

Pre-eclampsia

In 2018, nurses from STPH New Family Center collaborated with Ochsner and other partner hospitals to develop an educational program for the maternal-child nursing staff on high blood pressure in pregnancy and pre-eclampsia, a condition of high blood pressure that develops during pregnancy or shortly thereafter. Pre-eclampsia has increased in the United States and can lead to long term health problems. STPH nursing staff participated and actively engaged with the initiative, and following recommendations of American College of Obstetricians and Gynecologists (ACOG), the team introduced best practice care for elevated blood pressures in pregnancy and preeclampsia by instituting new protocols in participating hospitals, including STPH.

REDUCING PATIENT RISK

ZERO

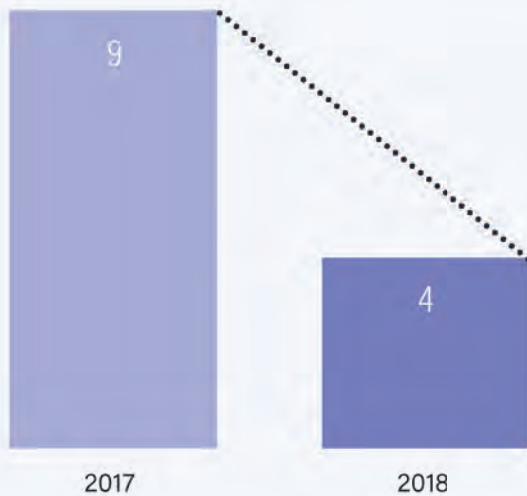
Catheter-associated urinary tract infections for five consecutive months

ZERO

Central line-associated blood stream infections for four consecutive months

CATHETER ASSOCIATED UTIs DECREASE 2018 COMPARED TO 2017

Goal is zero



STPH decreased urinary catheter associated infections by 50% in 2018 by using non-invasive alternatives to indwelling catheters and removing urinary catheters when no longer medically needed.

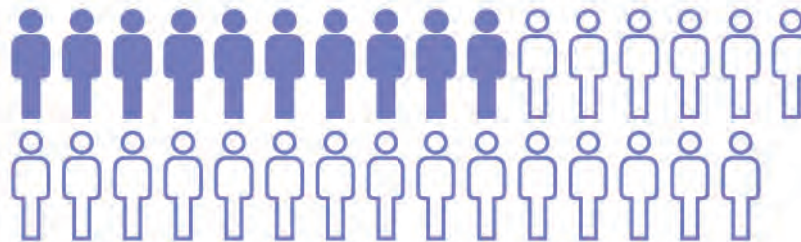
Achieving Zero Harm

Achieving Zero Harm from infections was once again a continued focus for STPH in 2018. The Nursing Quality Council chose to mitigate infection risks related to urinary catheters, central lines and peripheral lines used in patient care. The team studied their processes and instituted improvements. As a result of the PI efforts, there were only four urinary catheter-associated infections in 2018, a 56 percent decrease in hospital onset infections and 35 percent decrease in urinary catheter usage through innovative process change and individual nurse accountability.

C.diff INFECTION DECREASE 2018 COMPARED TO 2017

Goal is zero

MORE THAN A 60% REDUCTION IN C.DIFF INFECTIONS





Bringing it closer to home

Building on the 2017 launch of the Palliative Care Department, STPH in 2018 grew the program to help more terminally ill patients optimize their lives. Palliative care is a medical specialty devoted to the improvement of quality of life for people with serious, life-limiting conditions such as chronic heart failure, dementia, cancer, lung disease and many others. This is done by addressing the many stressors that can accompany such illness, such as pain, fatigue, fear of the unknown, losing independence, or feeling overwhelmed or lost in the medical system. Unlike hospice care, palliative care may be provided alongside aggressive therapies such as hospitalization, surgery, chemotherapy or radiation.

Hospice care is provided for people once aggressive treatments are no longer beneficial, no longer wanted, or the patient is closer to the end of life. Home health care is rehabilitative in nature, helping patients restore their strength and regain their health and wellness after illness, injury, surgery or other intervention.

Also to connect our nursing care more closely with our community, STPH nursing leadership kicked off a congregational health network initiative in 2018 that will introduce grassroots health and wellness support through congregations and other organizations in our service district. The network will serve as a bridge between our healthcare system and faith communities, offering help with lifestyle changes, personal habits, attitudes, faith and well-being. Coordinated by a registered nurse with specialized experience, the program will assist congregations of all faiths to develop a volunteer health program at no cost to participating congregations.

In 2018, STPH nursing leadership kicked off a congregational health network initiative that will introduce grassroots health and wellness support through congregations and other organizations in our service district.

Growth in Numbers

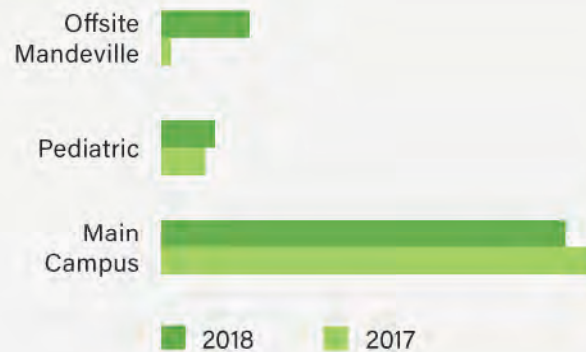
ST. TAMMANY PARISH HOSPITAL GROWTH
2018 COMPARED TO 2017 (PERCENTAGE INCREASE)



BIRTHS 2018 COMPARED TO 2017



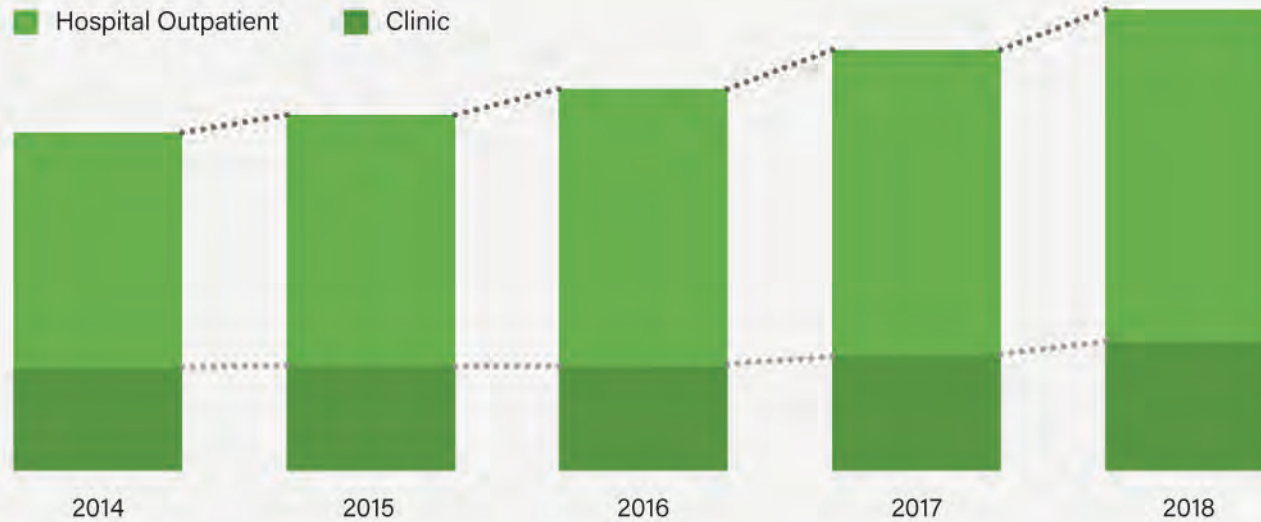
EMERGENCY ROOM VISITS



NEW COLLEAGUES HIRED



5 YEAR OUTPATIENT CLINIC AND HOSPITAL VOLUME



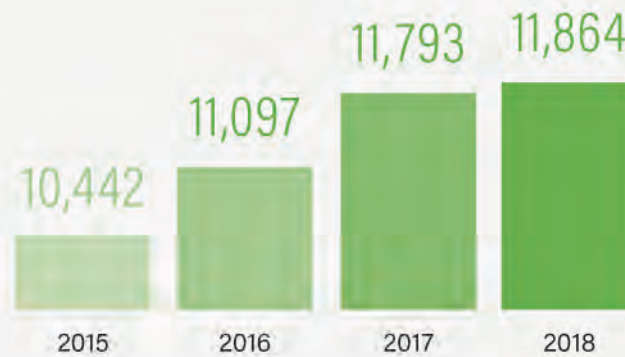
INPATIENT SATISFACTION SCORE
Hospital Consumer Assessment of
Healthcare Providers and Systems

79.9
TOP BOX SCORE
Target 78.8

EMPLOYEE ENGAGEMENT

98TH
PERCENTILE

INPATIENT ACUTE DISCHARGES



EMERGENCY PATIENT SATISFACTION
Hospital Consumer Assessment of
Healthcare Providers and Systems

73.6
TOP BOX SCORE
Target 72.1

04

GROWTH IN

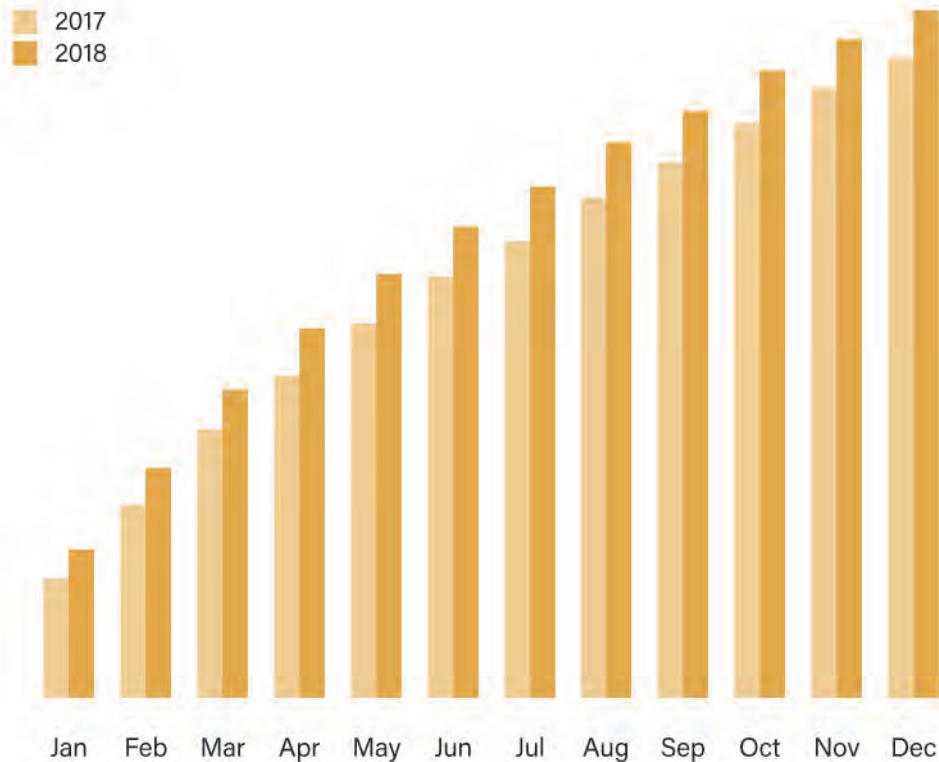
Recognition of our Excellence

What we mean when we say world-class

What a year 2018 was for achieving recognition for our excellence! STPH earned its sixth consecutive Leapfrog A for safety; America's Best by Women's Choice in stroke centers, breast centers, cancer, cardiology, obstetrics, orthopedics and patient safety; Silver Plus recognition from American Heart Association for stroke care; A+ with positive outlook from Fitch rating agency; plus the Vizient Brilliance Award and Baby Friendly designation.

CARING FOR MORE PATIENTS

Unique Patients Year-to-date



Turn the page to see the achievements and national recognitions the exceptional colleagues at St. Tammany Parish Hospital earned together in 2018, focusing on every patient every day and achieving world-class quality, safety and patient experience.

QUALITY AND SAFETY

- 6th Consecutive Leapfrog Grade "A" for patient safety
- Chest Pain Accreditation
- Baby Friendly Designation
- Care Chex: Top 10% Nationally for Overall Hospital, Medical, and Surgical Care
- CMS 4-Star Rating

PATIENT ENGAGEMENT

- Inpatient Global Rating Top Box Score 79.9 (Target 78.8)
- Emergency Departments Combined Top Box Score 73.6 (Target 72.1)
- Recommend this Provider Office (CGCAHPS) Top Box Score 94.7
- Home Health Agency Rating Top Box Score 86.9
- Hospice Agency Rating Top Box Score 83.7
- 80% of Patients Likely to Recommend STPH
- Healthgrades: Outstanding Patient Experience 2009-2018
- Women's Choice: Outstanding Patient Experience 2013-2018

COLLEAGUE ENGAGEMENT

- Employee Engagement: 98th percentile
- Physician Engagement: Overall Rating of the Hospital 87th Percentile
- 142 new Colleagues hired (6.6% increase)

FINANCE

- Exceeded Budget Targets
- Fitch "A+" Bond Rating with positive outlook







05

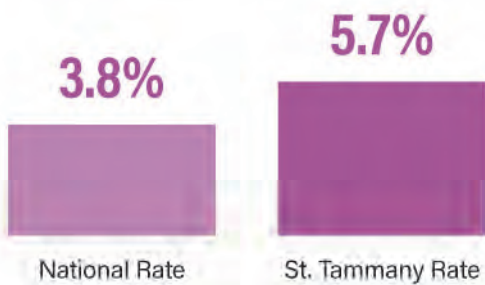
GROWTH IN *Facilities*

Building to Meet the Need

STPH grows with its community. Population growth estimates surpassed 260,000 St. Tammany Parish residents in 2018. Our market projects a five-year growth rate of 5.7 percent (above the U.S. average, 3.8 percent). Our partnership with Ochsner Health System has enabled the hospital to deliver more care close to home than ever. Occupancy has been consistently 85 percent and parking can be 100 percent on busy days.



FIVE-YEAR GROWTH RATE PROJECTION FOR ST. TAMMANY PARISH



Contractors engaged for the three-year strategic growth initiative finished phase one of our expansion project in 2018, broke ground on phase two and set wheels in motion to enable us to complete the entire three-year project as an all-private-room hospital in 2020. Activities in 2018 surrounded financial and architectural planning, parking and construction.

The project began with demolition of buildings and construction of parking lots to enable transition of 220 parking spaces immediately adjacent to the current hospital building to become a construction zone. Inside the current hospital, improvements and expansions for pharmacy, lab and cath lab were also completed in 2018.



Therapy & Wellness Relocates

The exceptional staff of STPH Therapy & Wellness worked with architects to plan the ideal new location for pediatric and adult physical, occupational and speech therapy services. Chamber business leaders, hospital administrators, Ochsner partners, healthcare professionals, architects, contractors, elected officials and patients celebrated with a ribbon cutting October 30, 2018.

Our team of board-certified and state-licensed therapists provide individualized treatment plans in a wide variety of services for our community. In addition to providing therapies for general orthopedic and neurological diagnoses, the STPH outpatient rehab department offers the following specialized services:

- Dry needling
- Certified hand therapy
- Lymphedema management by certified therapists
- Pediatric occupational, physical and speech therapy
- Pre-employment and back-to-work screens through WellnessWorks



With parking and outpatient rehabilitation safely and beautifully relocated, the board, leadership and community leaders could turn their focus to expanding and improving private patient care space on the main campus.

“St. Tammany Parish Hospital continues to anticipate and recognize the needs of our residents.”

–Pat Brister, Parish President



Expansion 2020 Breaks Ground

Employees, volunteers, donors and neighbors joined St. Tammany Parish Hospital executives, board of commissioners and local elected officials to commemorate the hospital's expansion at a groundbreaking ceremony, November 28, 2018.

Speakers included Joan M. Coffman, STPH president and CEO; John Evans, chairman of STPH Board of Commissioners; Mike Binnings, STPH Chaplain; Covington Mayor Mike Cooper and St. Tammany Parish President Pat Brister. The entire Covington council was in attendance, as were mayors from neighboring Mandeville, Madisonville and Abita Springs and the Northshore legislative delegation.

“Today, we are embarking upon the next phase of Expansion 2020,” Joan M. Coffman, STPH president and CEO, announced to the assembled crowd of more than 100. “Our three-year, \$100-million construction project to expand the footprint and improve our environment for critical care, women’s and children’s care, and, ultimately to eliminate semi-private rooms from our hospital campus. We undertake these types of endeavors as central to our mission to provide world-class care close to home for residents of west St. Tammany Parish.”

The 158,839-square foot addition will be four stories tall, and will enable the hospital to retrofit older areas currently serving patients in semi-private rooms.

Ultimately, by the end of 2020, St. Tammany Parish Hospital will offer all private rooms for patient care.

“St. Tammany Parish Hospital continues to anticipate and recognize the needs of our residents,” Pat Brister, parish president, said at the 2018 groundbreaking. “They provide seamless transitions for growth through facility enhancements like this addition, to make not-for-profit community health and wellness patient care paramount.”

The addition will include 30 patient rooms on the second floor with satellite radiology, surgical on-call rooms and support spaces; and 40 acuity-adjustable patient rooms on the third floor as well as an expansion of the Level III NICU. The fourth floor will begin as shell space to enable future growth, and the first floor will house a new administrative suite, enabling the existing administrative and conference areas to be renovated to expand vital support services such as sterile processing and dietary services.

Covington Mayor Mike Cooper noted on the occasion, “Today’s groundbreaking reminds me of the historic moment at midnight in the summer of 2011, seeing the steel girders of the Sky Bridge span Tyler Street. I look forward to the same excitement when the new girders of this four-story expansion are in the Covington skyline.”



06

GROWTH IN OUR

Team

People Make STPH Unique

A new chapter in our hospital's leadership began in 2018. New chief executive and chief medical officers joined the team, as did two new members of the STPH Board of Commissioners.



STPH Executive Team

Standing

Mike Hill MD, vice president of quality and utilization management
 Sandra DiPietro MBA, senior vice president/chief financial officer
 Patrick J. Torcson MD MMM, senior vice president/chief medical officer
 Craig Doyle, vice president/chief information officer
 Margaret Collett RN JD, vice president/chief compliance officer
 Jack Khashou M.Ed MS, vice president of quality network and cancer center

Seated

Carolyn Adema SPHR, senior vice president of human resources
 Sharon Toups FACHE, senior vice president/chief operating officer
 Joan M. Coffman FACHE, president/chief executive officer
 Kerry Milton BSN RN MSHA, senior vice president/chief nursing officer



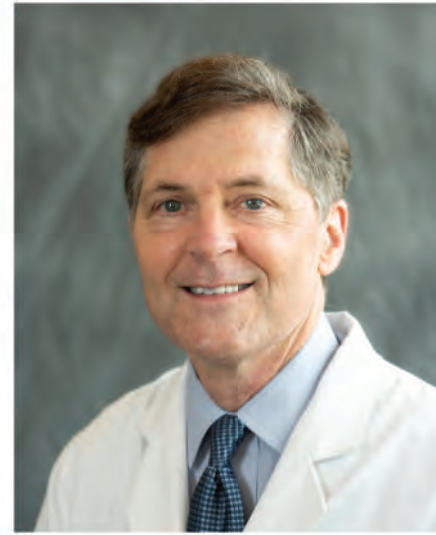
STPH Board of Commissioners, 2018

Standing

Merrill Laurent MD, medical staff representative
 Thomas D. Davis, secretary/treasurer
 James L. Core, vice chairman
 Wilson D. Bulloch III
 John A. Evans PT, chairman
 John "Pizzie" Romano (dec. 2018)

Seated

Mimi Goodyear Dossett
 Sue Osbon PhD



In the 18 years from 2000 to 2018, Patti M. Elish FACHE led STPH, helming such initiatives as the Millennium Project, tripling the size of the hospital, and the hospital's partnership with Ochsner Health System, elevating the level of care in the service district until her 2018 retirement.

Joan M. Coffman FACHE joined STPH as its new president and chief executive officer July 27, 2018. A fellow of the American College of Healthcare Executives (FACHE), Joan previously served as president and CEO of HSHS St. Mary's in Decatur, Ill., a campus of Hospital Sisters Health System (HSHS), a multi-facility healthcare system serving Illinois and Wisconsin since 1875 as the Hospital Sisters of St. Francis.

STPH board and physician members of the search committee cited Joan's demonstrated track record improving quality, safety, patient experience and overall operating performance as factors in their decision, as well as her

demonstrated passion for improving overall health and quality of life in her community while providing exceptional healthcare value in the hospitals she has led.

Originally from New Orleans, Coffman worked with Tenet Healthcare Corp. as Assistant Administrator of Lindy Boggs Medical Center until 2005 in the aftermath of Hurricane Katrina. She also served as Chief Executive Officer of the Louisiana Clinic, a multi-specialty physician clinic in New Orleans. Coffman earned a bachelor's degree from the University of St. Francis and master's degree in business administration from the University of New Orleans.

Coffman's impact at the helm of STPH garnered national attention as she was named among women leaders of hospitals and health systems by Becker's Hospital Review, December 20, 2018.

"Pizzie was a true asset to our hospital,
our foundation, our town and our lives. "

- Joan Coffman, President and CEO of STPH



Another major change in the leadership of STPH was retirement of Dr. Bob Capitelli. Robert Capitelli MD served the medical community of west St. Tammany and our hospital for 35 years, 1983-2018, delivering world-class care to his patients in the private practice of otolaryngology until transitioning from part-time chief medical officer to full-time in 2005, where he served until his 2018 retirement.

Patrick Torcson MD MMM assumed the CMO mantle upon Bob's retirement. Dr. Torcson was well known to the hospital community for his 28 years on the medical staff and his leadership in launching and leading the hospitalist program, St. Tammany Quality Network and St. Tammany Hospital Accountable Care Organization.

Dr. Torcson is a graduate of LSU Medical School and completed Internal Medicine training at the Ochsner Medical Foundation in his hometown

of New Orleans. He also received a Master of Medical Management Degree from Tulane University. At the national level Dr. Torcson is an active member of the Society of Hospital Medicine (SHM) and he is currently serving on the Society's Board of Directors.

And very sadly, 2018 also was the end of a very special era in the life of St. Tammany Parish Hospital. We lost longtime board member John "Pizzie" Romano, a true asset to our hospital, our foundation, our town and our lives. He will be deeply missed, but we celebrate the exceptional life he lived and the contribution he brought to us. In 2018, the board of commissioners also welcomed Wilson D. Bulloch III and Merrill Laurent MD.



St. Tammany Parish Hospital

We serve the individuals and community of western St. Tammany Parish and surrounding areas as a not-for-profit hospital by providing integrated healthcare services such as education and prevention, a full range of diagnostic services, and both inpatient and outpatient care, all of which help to ensure continued good health.

A full-service acute care facility committed to providing world-class healthcare and the latest technology, St. Tammany Parish Hospital delivers today's life-improving procedures with the utmost care to area residents with emphasis on wellness, preventive care and disease management close to home. STPH is recognized for quality, safety and the patient experience by CareChex, Leapfrog, Healthgrades, Hospital Compare, Women's Choice and US News & World Report. St. Tammany Parish Hospital is an independent service district in a clinically integrated partnership with Ochsner Health System. STPH is a self-supporting not-for-profit community hospital; it receives no tax funding.

2018 ANNUAL REPORT

STH Foundation

THE GALA



2018 Year in Review

The generosity of more than 1,780 individuals, STPH employees, businesses, organizations and foundations brought the total amount donated in support of the hospital's world-class healthcare to more than \$18.7 million since inception.

In 2003 a volunteer group of community leaders recognized that in order for the hospital to achieve its goals of excellence, it must receive support above and beyond that provided by direct patient services. By the end of 2004 this group's efforts raised more than \$700,000 from an inaugural group of community, physician and employee donors, and a foundation of support for St. Tammany Parish Hospital was born. This is where our story began.

In 2018, the foundation's story continued as more than 1,780 individuals, STPH employees, businesses, organizations and foundations made gifts totaling nearly \$1.1 million. Their generosity brought the total amount donated in support of the hospital's world-class healthcare to more than \$18.7 million since inception.

Community support enabled the foundation to give back \$722,801 to St. Tammany Parish Hospital in 2018 funding equipment purchases, employee training and development opportunities, department programs, hospital initiatives and more.

Revenue from special events brought in more than \$357,000 with the addition of THE Gala presented by



St. Tammany Hospital Foundation Board of Trustees, 2018

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Carlos Sanchez
Will Trist, vice chairman
Greg Pellegrini, chairman
Nancy Baldwin
Rock Kendrick
Norma Richard
David Touns MD

Seated

Nicole Suhre, executive director
Darci Senner, secretary/treasurer
Mary Lee
Liz Healy

Not pictured

Joan Coffman
Dick Kelley (dec. 2018)
Jennifer Rice
Jim Woodard MD

HUB International and benefitting St. Tammany Cancer Center. This first-time gala, put on in collaboration with Mary Bird Perkins Cancer Center, wowed sponsors and guests with a vintage Parisian circus theme at Southern Hotel in downtown Covington. Other signature events included Gurney Games, the Get Lucky! Golf Tournament, Monster Mash and Angels of Light. Third party events benefitting our foundation from local businesses and organizations raised more than \$66,250, including the NHBA "Raising the Roof for Charity" Home, St. Tammany Women's Council of Realtors' Bras for a Cause, Helping Hands Gallery, Ruby's Kids, Pine View Middle School's Cancer Walk, The Bridal Boutique by Maeme and the St. Tammany Parish Sheriff's Association.

The year-end appeal mailing, penned by hospital Chief Quality Officer, Dr. Mike Hill, raised more than \$37,500 for technology advancements in the upcoming building expansion, as well as the Unrestricted Caring for St. Tammany fund, Honor Red, White & Blue program and endowment. Planned gifts in 2018 accounted for \$40,690 in revenue with another member of our community

added to the Legacy of Caring Society with a posthumous gift in support of hospice care.

STPH family giving exceeded expectations. A record 808 employees and physicians raised \$101,065 through the WE Care Employee Campaign, and the St. Tammany Hospital Guild donated \$45,000 in support of two pediatric heART carts, music therapy and patient room enhancements, bringing their cumulative support to more than \$264,300.

As we close the chapter on 2018, we know that our story has many new and exciting chapters ahead.

St. Tammany Hospital Foundation believes that Keeping St. Tammany Parish Hospital Healthy, Keeps Our Community Healthy. We thank those who supported this mission in 2018 and we look forward to partnering with all those who will become part of our story in the years to come.



The Capitelli Campaign, a physician effort, is a testament to the collaborative nature of our loyal and dedicated physician community.

2018 Highlights

Announcing the Expansion Initiative

In 2018, the foundation announced a \$300,000 Expansion Initiative project aimed at raising funds to outfit the hospital's upcoming addition with state-of-the-art technology that will enhance safety, care and comfort for both patients and caregivers. The initiative was launched in September at a private event where community leaders with a strong interest in the health and well-being of the Northshore community raised an impressive \$55,000 to kick-off the two-year fundraising initiative.

The Capitelli Campaign: Honoring a Healthcare Leader

In December, hospital and affiliated physicians joined leadership and well-wishers from the hospital, foundation and community to unveil the Bob Capitelli Medical Staff Conference Room in honor of Dr. Robert Capitelli's distinguished career. Upon his 2018 retirement, physicians raised funds to name the conference room and commission his portrait for the room. The physician effort, led by Dr. Mike Hill and Dr. Pat Torcson, is a testament to the collaborative nature of our loyal and dedicated physicians and their deep and abiding affection for Dr. Bob.

Delivering Healthcare through Healing Arts

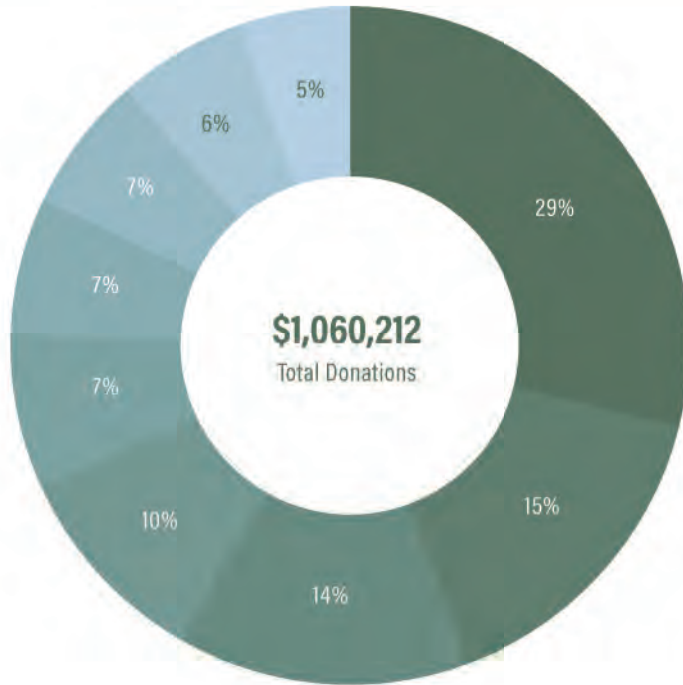
Healing arts has become an integral part of the healthcare delivery model at St. Tammany Parish Hospital. In 2018 the Healing Arts Initiative installed two exhibits in its rotating gallery series, featuring the works of more than 27 local artists, all of whom donated original works of art to the foundation. The generosity of these artists, coupled with donations from the community, has helped to grow our permanent collection to well over 150 pieces of breathtaking original artwork.

Music therapy continues to grow, heal and comfort through grants from the community. This highly successful program is bringing evidence-based benefits such as improved cognitive function and reduced stress and anxiety for hospice and oncology patients with a wide range of illnesses.

A playful water fountain was installed in the healing garden outside of the STPH Pediatric Emergency Room waiting area providing a soothing distraction through a beautiful intersection of technology, the power of design and healing arts.

One of the first healing arts features installed in STPH was an aquarium in the pediatrics unit in the main hospital building. To accommodate the construction project to introduce pediatric intensive care into our hospital, we relocated this beautiful healing arts gift to our Folsom primary care clinic, to the joy of staff and patients of all ages in this wholesome family practice.

STEWARDSHIP OF GIFTS



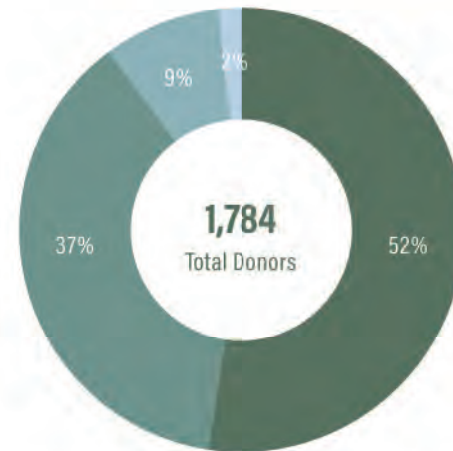
St. Tammany Cancer Center / Mary Bird Perkins / Oncology	\$306,127
Expansion Initiative	\$163,790
Endowment / Additional Donor Restricted	\$147,552
Hospice	\$104,165
Unrestricted Giving	\$78,918
Healing Arts and Music Therapy	\$69,641
Parenting Center	\$69,167
Pediatrics	\$64,887
Employee Benevolent Fund	\$55,966

SOURCES OF FUNDING



Companies	\$427,222
Individuals	\$331,553
Employees	\$137,505
Foundations/Organizations	\$94,139
Other	\$69,793

DONOR BREAKDOWN



Employees	934
Individuals	668
Companies	152
Foundations/Organizations	30

Our Generous Donors

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 Mr. Devin Adams
 Ms. Pamela L. Adams
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Keeping St. Tammany Parish Hospital, Keeps Our Community Healthy

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 Parish Hospital. 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.

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.



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