

# care

## CONNECTION

Spring 2018

## SPRING INTO Wellness

*“Our no-cost Annual Medicare Wellness Visits have helped us form relationships and touch lives.”*

In just a few short months, we've helped diagnose hearing problems, dementia, breast cancer, leukemia, colon cancer, and more in our community.

We saw a wonderful opportunity to better support the aging in our community and recently became an Accountable Care Organization, holding us to high quality standards and goals for better managing the health of our Medicare patient base. During this transition, we hired Registered Nurses to assume the role of Care Coordinators. Through Annual Wellness Visits, our Care Coordinators form ongoing relationships with our traditional Medicare patients, which helps us better manage chronic conditions and allows us the opportunity to recommend certain no-cost screenings on a patient-by-patient basis.

*Learn More* →





## WELCOME TO SPRING!

IN THIS ISSUE, we are covering wellness inside *and* outside of the hospital. When it comes to community wellness, we are proud to continue promoting Annual Medicare Wellness Visits for our primary care patients. We are also excited to offer low-dose CT lung cancer screenings, which can help long-term smokers.

When it comes to internal wellness, we can now say “statistically” that our team is very *healthy* when it comes to feeling connected. We are happy to share our team’s survey results, and we are so proud of their positive assessment of the way we provide service.

Stay well,

*Mary Ellen Pratt*

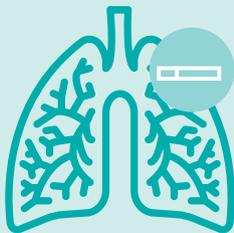
Mary Ellen Pratt, FACHE, CEO

## Congrats, Mary Ellen!



### LOCAL LUNG CANCER SCREENINGS

► Many insurance plans cover a lung cancer screening for long-term smokers (*past and present*). Contact your primary care physician’s office to see if you meet the criteria.



- Age 55-77 (Medicare)
- Age 55-80 (private insurance)
- 30 years of smoking at least a pack a day or equivalent



## Let’s Picnic *for Health*

Each year St. James Parish Hospital partners with the St. James Parish Elderly Services Team to host a Health Fair and Senior Picnic, offering the community easy access to health and wellness resources. This year’s event will be on **Wednesday, May 16**, from **9 a.m. to 1 p.m.** at the **West Bank Reception Hall** in Vacherie.

Attendees will have the opportunity to participate in a valuable Health Fair that attracts vendors from around the state. In addition to taking home goodies and information, attendees are invited to participate in free screenings provided by St. James Parish Hospital and several fun activities throughout the day. Each visitor is also treated to a catered lunch.

## NO-COST SCREENINGS CAN ADD A **LITTLE SPRING TO YOUR STEP**

Many Medicare patients have already taken advantage of their Annual Wellness Visit. Besides earlier diagnosis of serious conditions, Annual Wellness Visits and associated screenings help your caregivers better understand your changing health in order to recommend small changes to your care plan, medications, and lifestyle that can keep you safer and healthier.

Traditional Medicare patients of **Lutcher Family Clinic**, **Poche Medical Clinic**, and **St. James West Bank Clinic** are offered several no-cost screenings during their Annual Wellness Visit. Screenings are based on patient history and benefits. If patients choose to participate, our Care Coordinators will assist with scheduling.

### NO-COST SCREENING SUMMARY

- Mammogram (breast cancer)
- Colonoscopy/Cologuard (colon cancer)
- Hemoglobin A1C (diabetes)
- Diabetic eye exams
- Lung cancer screenings
- Vaccines (flu and pneumonia)

Care Coordinators will acquire a detailed health history to help patients determine other possible risks and patient needs, in addition to helping schedule screenings.



Schedule your Annual Wellness Visit by calling **225-258-2066** or **225-258-2067**.



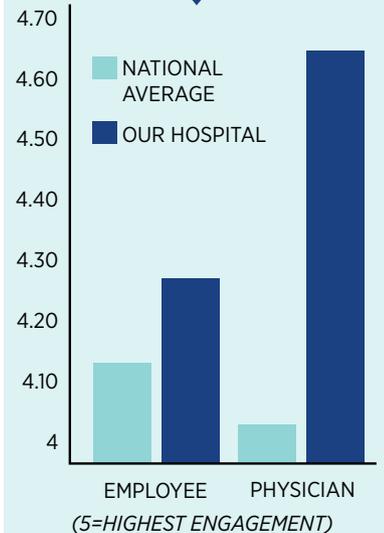
Our team is one of the most engaged in the US, compared to:

**1.2 million** hospital workers nationwide  
(employee survey)

**73,566** physicians nationwide  
(physician survey)



### ENGAGEMENT



## TAKING CARE OF OUR TEAM TO TAKE BETTER CARE OF YOU

Statistics prove that highly engaged employees and physicians provide higher-quality care.

St. James Parish Hospital invests in employee and physician surveys every two years with the goal of assessing and improving our team's engagement. We want our employees and physicians to be committed to our organization. We recognize that when our team is loyal, our patients receive better care.

An employee or physician is "engaged" when he or she feels supported, connected, and important to the organization. Alignment measures how closely staff, particularly physicians, work together with hospital leaders. In today's ever-changing healthcare environment in which hospitals and their teams are held to rising standards, engagement and alignment are extremely difficult for hospitals to attain. For this survey, St. James Parish Hospital chose to employ Press Ganey—the largest healthcare satisfaction survey vendor—which compared our hospital to over 2,000 facilities across the nation.

### OUR RESULTS

We are extremely proud to report that the hospital earned engagement scores well above the national average on both the employee and physician satisfaction surveys. Our employee engagement ranked in the **80th percentile**, while our physician engagement and alignment ranked in the **97th** and **99th percentiles**, respectively. Each score indicates that our team engagement is among the highest in the nation.

We will continue to work to maintain an engaged team and look forward to utilizing feedback from both surveys to continually improve.

### WHAT'S THE CONSENSUS?

Both our employees and physicians agreed that they would stay working with us if offered a similar position elsewhere. (Our scores on this question were statistically higher than the national average.) But, what are we most proud of?

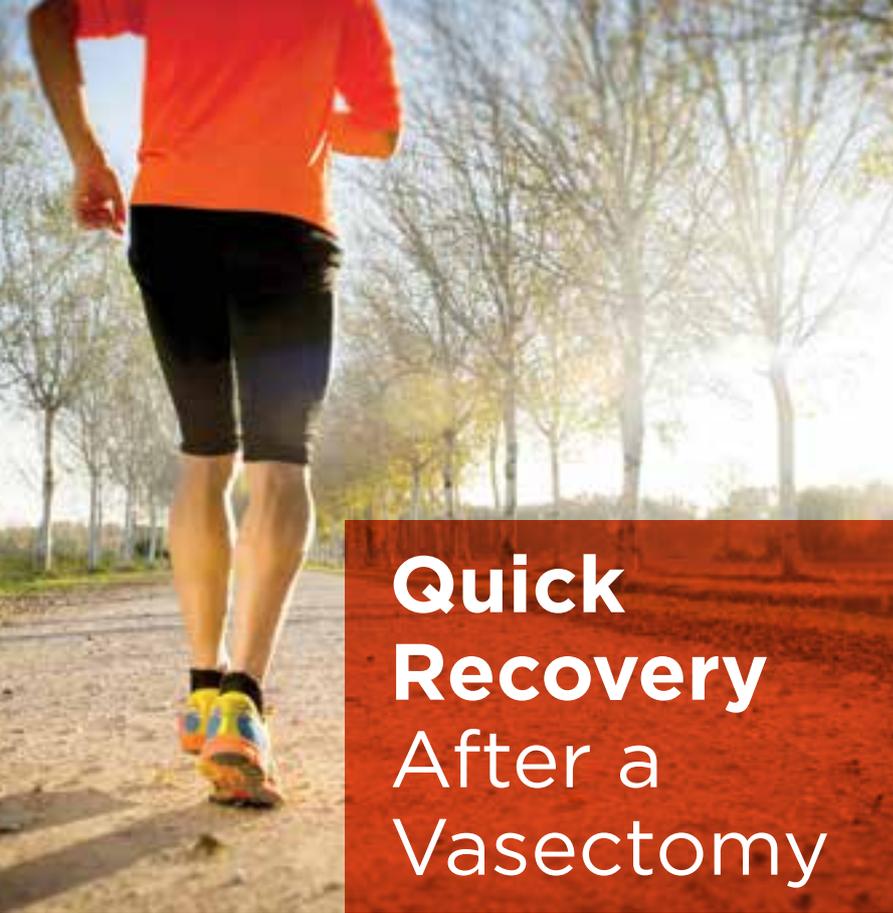
When it came to the highest-ranking organizational questions, BOTH our employees and physicians agreed on two important points:

- **Our organization cares about its patients.**
- **Our organization makes every effort to deliver safe, error-free care.**

safety

quality

We are proud to say our team believes we are living our mission to provide excellent, quality, and compassionate care to our community.



# Quick Recovery After a Vasectomy

A “no-scalpel vasectomy” is a safer, less invasive procedure to control fertility that even high-risk patients—those on blood thinners or with health conditions—may qualify for.

During the procedure, the patient is treated with a local anesthetic and a small puncture is made to allow access to seal the tube that carries sperm into seminal fluid. The procedure does not require an incision or stitches and allows for faster recovery and return to sexual activity.

Clay Boyd, MD, a board-certified urologist at St. James Urology Clinic—a department of St. James Parish Hospital—has performed thousands of no-scalpel vasectomies and was one of the first in the area to perform this innovative procedure.

Dr. Boyd sees patients in the Medical Plaza conveniently located on the same campus as the hospital. To schedule an appointment, call **225-258-2070**.

## DID YOU KNOW?

- A vasectomy is done during an outpatient clinic visit and usually takes 15–20 minutes.
- A vasectomy leaves the patient unchanged except for the fact that the sperm cord (vas) is blocked.
- The testes still produce sperm, but the sperm are absorbed by the body.
- The level of male hormone and all sexual characteristics remain the same.
- The ability to have an erection is entirely unchanged.

This publication in no way seeks to serve as a substitute for professional medical care. Consult your physician before undertaking any form of medical treatment or adopting any exercise program or dietary guidelines.



St. James Parish Hospital is an equal opportunity provider and employer.



1645 Lutchter Avenue  
Lutchter, LA 70071  
www.sjph.org

PSRRT STD  
U.S. POSTAGE  
**PAID**  
LYNCHBURG, VA  
PERMIT NO. 830

## Upcoming Education

### MAY

- ❖ Diabetes Support Group *May 8, 2 p.m. (Meeting Room)*
- ❖ \$5 Cholesterol & Chem Profile Screenings *May 9–11, three-day event (Register in the Medical Plaza.)*
- ❖ Healthcare Provider/BLS/CPR *May 10*
- ❖ Heartsaver CPR/First Aid *May 15*
- ❖ Parishwide Health Fair & Senior Picnic *May 16, 9 a.m.–1 p.m. (West Bank Reception Hall in Vacherie)*
- ❖ Self-Breast Exam Class *Call to Schedule.*

### JUNE

- ❖ Diabetes Support Group *June 12, 2 p.m. (Meeting Room)*
- ❖ Healthcare Provider/BLS/CPR *June 14*
- ❖ Heartsaver CPR/First Aid *June 19*
- ❖ Two-day Safe Sitter Class *June 21–22, 9 a.m.–3 p.m.*
- ❖ Self-Breast Exam Class *Call to Schedule.*

### JULY

- ❖ Diabetes Support Group *July 10, 2 p.m. (Meeting Room)*
- ❖ Healthcare Provider/BLS/CPR *July 12*
- ❖ Heartsaver CPR/First Aid *July 17*
- ❖ Two-day Safe Sitter Class *July 19–20, 9 a.m.–3 p.m.*
- ❖ Self-Breast Exam Class *Call to Schedule.*

Unless otherwise noted, classes begin at 8 a.m., and classes and events will be held in the Community Education Room at David Reynaud Medical Plaza, next to St. James Parish Hospital. The Meeting Room is in the Hospital.

St. James Parish Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Our facility also provides free language services.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.

To RSVP, visit [www.sjph.org/events](http://www.sjph.org/events). Click the event or class and fill out the online registration form. If you do not have access to a computer, call **225-258-5952**.