

Community

ANNUAL REPORT TO THE COMMUNITY
2011 | 2012

benefit



For over 57 years,

St. James Parish Hospital has been committed to not only offering the community quality care, but also to offering education (**over \$172,000 in Community Health Improvement Services**) and healing our patients through care and compassion (**over \$4 million in uncompensated care**). We make decisions with our community in mind and take pride in bringing services and technology home (**nearly \$500,00 invested in equipment**) to increase both safety and convenience for our patients.

This year, it was extremely important for us to share internal information in an effort to be more transparent and demonstrate just how much—(**over \$4.8 million in total expenses**)—helping our community means to us.



Mary Ellen Pratt

Mary Ellen Pratt
Hospital Administrator

Board of Commissioners



Whitney Poirrier
Chairman

Roland Waguespack, MD



Wilbur Reynaud

Wayne Waguespack



Floyd Marshall

Julian B. Foreman, MD



* REPORT COVERS FISCAL YEAR BEGINNING APRIL 2011
AND ENDING MARCH 2012.

Investing in Your Health

YEAR AFTER YEAR, St. James Parish Hospital *invests* in technology and equipment aimed at offering patients cutting-edge services close to home. Capital expenditures are made after much research in order to offer patients the **highest quality** and **safest tests** available. Each year, the hospital reinvests about **\$500,000** in these improvements.

Within the last three years, St. James Parish Hospital has made significant investments in your health that made new services available to this community. Some of these investments included a state-of-the-art MRI (magnetic resonance imaging) and **Telestroke Technology**. This allows stroke patients to be instantly accessed by an off-site neurologist and treated on-the-spot.

This fiscal year, St. James Parish Hospital welcomed **Digital Mammography** to our community, completely revolutionizing this screening by making results faster, clearer and easier to transfer to physicians.

In addition, the hospital invested in capital expenditures that increase patient safety. **CPOE** (computerized physician order entry), a tool necessary to convert to electronic health records, was implemented with the goal of increasing accuracy of physician orders. The hospital also introduced **bedside medication carts**, which help increase safety during medication administration. In addition, the hospital invested in patient beds which reduce the likelihood of falls.

GROWTH & EXPANSION

St. James Parish Hospital is consistently growing and working toward the hospital's vision to be "the community's first choice for healthcare needs."

Last year, the hospital proudly broke ground on a **\$5.7 million** project which included a **Medical Plaza** to house independent specialist clinics and Lucher Family Clinic, and a 5-bed **Progressive Care Unit** to facilitate a higher level of monitoring and allow more patients the opportunity to heal at home. In addition, the area of land in front of the hospital was acquired for future growth.

\$482,614

=

SJPH Investments
in Capital Equipment
last year.



I haven't had a
mammogram

in about 30 years. Before, it was so stressful and painful, so when I was referred to take one at St. James I was afraid. The lady who performed my mammogram made it so comfortable and promised that it wouldn't be painful or stressful. I told her, 'Oh, I'm going to be excited to take another one next year. I will refer all of my friends here.'

—Digital Mammogram Patient,
Patient Satisfaction Survey
(edited for length)



Radiology staff with the new digital mammography equipment.

\$5,735,991 = *Cost of expansion
projects last year*

At YOUR Service 26,

ST. JAMES PARISH HOSPITAL is committed to serving the community by expanding service offerings and consistently striving to make your visit *high quality, safe and friendly*. Last year, the hospital completed over 26,000 registrations and helped give thousands of people the opportunity to be tested and treated right here at home.

93,100
(diagnostic tests)

= Times we performed
necessary tests to
get you on your
way to healing

11,695
(Emergency Room visits)

= Times we were
there for families
during emergencies

9,328
(rehab visits)



= Number of out-of-town
trips we saved our
rehab patients

576
(inpatient admissions)

= Times we treated
patients like our
own families

SERVICE DEPARTMENTS

- » Acute Care
- » Emergency Room
- » Cardiopulmonary
- » Laboratory
- » Radiology
- » Rehabilitation
- » Skilled Rehabilitation Unit
- » Surgery
- » Sleep Disorders Center
- » Wound Care Center



671 = Patient Visits at SJPH THIS YEAR



SPECIALTY CLINICS

In addition, the hospital works to bring specialists into our community. Last year, Specialty Clinics had **4,000** visits. Patients saved over **104,728 round-trip miles** and **161,120 minutes** by taking advantage of the opportunity to see their specialists *right here* in the parish.*

- » Cardiology
- » Gastroenterology
- » Nerve Conduction
- » Psychiatry
- » Surgery
- » Urology
- » Wound Care

**Calculated by number of clinic visits and based on the estimation that the above clinics are at minimum 13 miles and 20 minutes from St. James Parish Hospital in Lusher.*




DID YOU KNOW...

St. James Parish Hospital has increased teleservices such as “telecardiology” and “teleradiology” which reduces costs and provides faster results for patients. In addition, the hospital offers advanced “telestroke” technology in the ER.



David Reynaud Medical Plaza
opened summer of 2012.





\$4,173,453

= Uncompensated
Care Last Year

Service from the Heart




ST. JAMES PARISH HOSPITAL provides millions of dollars worth of uncompensated care each year. Last year, 11 percent of the patients the hospital cared for were uninsured.

St. James Parish Hospital's mission to provide "compassionate care" to the community extends from hands-on healing to financial services. The hospital assists qualifying patients with up to 100 percent of hospital bills through the hospital's CARE-AID Program which grew over 22 percent last year and has reached nearly **\$1 million**. CARE-AID assists patients based on financial need and poverty guidelines.

Another portion of uncompensated care is the hospital's Bad Debt Expense, which was nearly 9 percent of gross revenue last year, totaling more than **\$3.3 million**. This consists of uncollected payments from patients who are able but unwilling to pay.



DID YOU KNOW...

In 2012, about **one out of every four** patients cared for in the SJPH Emergency Room was uninsured.

\$949, 607

= CARE-AID PORTION OF UNCOMPENSATED
HEALTH CARE COSTS LAST YEAR





Survivor lap during 2012 Relay for Life.



(Above) Nurses deliver baskets with goodies for patients on Easter. (Below) Parish Health Fair & Senior Picnic.

GIVING BACK

As impressive as the *thousands of dollars* and *hundreds of hours* donated by the hospital to help those in need is the fact many hospital employees volunteered their own time and made personal donations to the causes listed below. St. James Parish Hospital's most valuable resources are the employees that treat patients like family and consistently work to make the community a better place.

PASSION IN NUMBERS

- » Relay for Life® (American Cancer Society)
 - \$2,500 sponsorship / \$5,679 raised by hospital,
 - \$162,000 raised overall
 - 1,000 attendees, 5 employee committee members, 16 employee team members
- » Race for the Cure® (Susan G. Komen)
 - \$500 sponsorship / \$5,005 raised by hospital /
 - \$110,000 raised overall
 - 5,000 attendees, 2 employee committee members
- » Parish Health Fair & Senior Picnic
 - \$5,321 co-sponsorship & free screenings cost
 - 300 attendees—free cholesterol, blood pressure, and bone density screenings
- » United Way
 - \$4,513 generously donated by employees



Offering cholesterol screenings at the Parish Health Fair.

A Commitment to

\$172,156 = Cost of Community Health Improvement Services

*HEALTH & WELLNESS AND LIFESAVING EDUCATION

“I cannot emphasize enough the importance of routine PSA screenings. I had no previous symptoms, and had I not taken the PSA test at St. James Hospital, I still would not know that there was a potential killer inside my body.”

—Prostate Cancer Survivor
Clyde Dooley

ST. JAMES PARISH HOSPITAL extends access to health care by providing health education, free screenings, and wellness opportunities to the entire community. Last year, the hospital proudly screened, educated or heightened healthcare awareness for 61,465* people at an expense of more than **\$172,000**.

WORKING TOWARD WELLNESS

St. James Parish Hospital provided a total of 1,188 free prostate specific antigen (PSA) and cholesterol/chem profile screenings, utilizing more than 300 staff hours at a cost off **\$22,018**. Several of these blood tests unveiled serious health issues that patients were unaware of before participating in the screenings.

In addition, the hospital provided thousands of dollars in supplies and hundreds of hours to offer screenings for St. James Parish employees, the St. James Parish School Board, parish-wide senior centers, and several health fairs in the community.

WHEN IS ONE WORTH \$172,000?

- » If one father **extends his life** by committing to a healthier lifestyle after an abnormal screening
- » If one sister found out she had cancer **before it was too late**
- » If one mother without insurance had **access to a screening that saved her life**

**A person is counted for each event he or she attends or each educational mailing he or she receives.*

(Below) The Radiology Department performing free bone density screenings.
(Right) Visitors at a Health Fair receive health information and free screenings.



Health & Wellness

FREE SCREENINGS PROVIDED BY SJPH AT NO COST TO THE COMMUNITY

- » Cholesterol & chem profile
- » PSA
- » Bone density
- » Grip strength
- » Blood pressure
- » Mammograms
(supplemented by Komen grant)



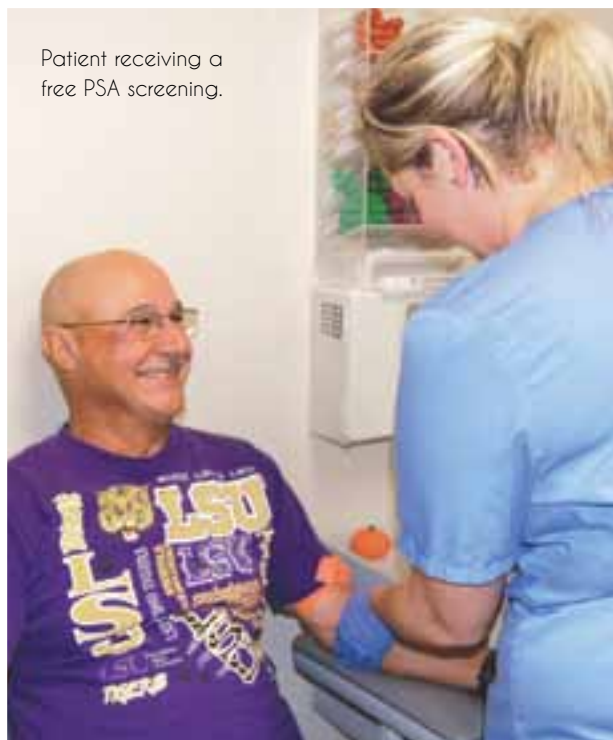
DID YOU KNOW...

St. James Parish Hospital also led wellness efforts by starting a local Weight Watchers group and introducing The Wellness Café. Weight Watchers® meetings are open to the entire parish on Thursday afternoons

at the hospital. ***In its first five months, the group lost an impressive total of 1,100 pounds!***

The Wellness Café, open from 11 a.m. to 1 p.m. on Mondays and Thursdays in the Hospital Dining Room, takes the guesswork out of healthy eating by serving low-fat, delicious, and nutritious menu items from entrée to dessert.

Patient receiving a free PSA screening.



Hospital employees celebrate their weight loss.

(Right) Employees doing free screenings at the Parish School Board Employees Health Fair.



Lifesaving

EDUCATION & AWARENESS



109

=
Educational
Events

Offered in 2012



DID YOU KNOW...

St. James Parish Hospital's Education Coordinator visits senior centers year-round to provide blood pressure screenings and education on a variety of healthcare topics? **Last year 29 presentations were held at centers throughout the parish educating 1,446 community members.**

ST. JAMES PARISH HOSPITAL is not only committed to health and wellness, but also to education. Hospital-led education seeks to expand awareness, increase knowledge and improve the overall health and well-being of the community. Last year, the hospital hosted **109** educational meetings, classes, and/or events utilizing **1,434** employee hours.

EDUCATIONAL EVENTS AND CLASSES OFFERED FOR ALL BY ST. JAMES PARISH HOSPITAL:

- » Heart Healthy Seminar (February) *86 attendees*
- » Men's Health Event (September) *281 attendees*
- » Pink Ribbon Event (October) *750 attendees*
- » Diabetic Seminar (November) *48 attendees*
- » First-Aid/CPR Classes *261 attendees (combined)*
- » Diabetic Support Group *97 attendees*
- » Celiac Support Group *8 attendees*
- » Puberty Classes *62 attendees*
- » Safe Sitter Classes *22 attendees*
- » Breast Self-Exam Classes *60 attendees*

PASSION FOR PINK

The hospital's largest and most sought after event is its annual Pink Ribbon Ladies' Night Out. Ladies' Night Out is an event held in October to raise breast cancer awareness and celebrate survivorship. The event offers a health fair, educational presentation, survivor testimonials and entertainment.

\$38,923 = Hospital cost of event

674 = Employee and volunteer hours devoted to event

\$5,005 = Money raised on event night and donated to Susan G. Komen

750 = Number of Pink Ladies attending the event

= Priceless opportunity to save lives through awareness



(Above) More than 700 women attend the hospital's annual Pink Ribbon event. (Right) Students of the hospital's Safe Sitter Class practice CPR skills on an infant model.



Economic Impact

\$13,008,569 = Impact of St. James Parish Hospital

THE ECONOMIC IMPACT OF St. James Parish Hospital is extremely *impressive*. Overall, the hospital represents 223 direct and indirect jobs and is responsible for a **\$1.3 million** boost in retail sales.* The hospital's recent construction project was also responsible for a positive economic impact, resulting in 45 direct and indirect jobs and an impact of \$212,874 in local retail sales.

HITTING CLOSER TO HOME

The economic impact of the healthcare industry is impressive, but St. James Parish Hospital's most important achievement hits a little closer to *home*. In 2012 alone, the hospital hired **28** new positions and continued to expand its local workforce ending the fiscal year with $\frac{3}{4}$ of employees living right here in St. James Parish.

74% = Employees living in the parish

34% = Percentage of revenue paid as salaries

\$7,367,306 = Salaries paid in 2012

Truly a people-oriented organization that invests in its human resources, the hospital commits nearly 53 percent of its budget to salaries and benefits.



DID YOU KNOW?

St. James Parish Hospital has an extremely low employee turnover rate of 0.6 percent. A 2011 employee survey ranked the hospital exceptionally higher than national levels in employee satisfaction.

**Healthcare impact numbers provided by the National Center for Rural Health Works.*



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.



“ This hospital is an excellent hospital. I’ve never been to a facility that really takes care of your needs and is compassionate and concerned about you. I just can’t say enough about it. Every time I have to make a recommendation to anybody, I always say you have to go to St. James.

You’ll see the difference.”

—Patient Satisfaction Comment,
2012 Press Ganey Survey



Awards & Accolades

- » Hospital earned **7th consecutive Joint Commission Gold Seal of Approval®** for Hospital
- » Recognized by the American Hospital Association as a **Center of Innovation** for its Telestroke Technology
- » **One of only four** hospitals in Louisiana chosen as a simulation training testing site by LSUHSC School of Medicine, Louisiana Health Works Commission, and the Louisiana Board of Regents. St. James Parish Hospital was the only rural hospital selected.
- » 2011 HCAHPS **Patient Satisfaction** scores higher than national levels