



Our 2012

Storybook

COMMUNITY BENEFIT 2012 | 2013



ST JAMES
PARISH HOSPITAL

LARGE ENOUGH TO SERVE, SMALL ENOUGH TO CARE.

Our Yellow Brick Road to Success in 2012



We are so glad you are a part of our story. It's with our community in mind that we determine how and where to grow. Please enjoy all of the **different** stories that make up the past year at your hometown hospital.

Mary Ellen Pratt

Mary Ellen Pratt
Hospital Administrator



Board of Commissioners

Whitney Poirrier, Chairman
Roland Waguespack, MD
Wilbur Reynaud
Wayne Waguespack
Floyd Marshall

\$5,566,472

Cost of Investments and Improvements

(capital expenditures & expansion projects)

Expansion & Equipment Summary:

David Reynaud Medical Plaza

Progressive Care Unit

Dr. Ward Turner Memorial Healing Garden

Microbiology Technology

Digital Portable Ultrasound

Private Inpatient Gym

* fiscal year ended March 31, 2013



There's No Place Like Home

The past year of expansions, investments in technology and service line growth have made us **PROUD To Call St. James Parish Hospital Home.**

In 2012, we opened a state-of-the-art **medical plaza** and new **progressive care unit**. Aligning with our vision to be the community's first choice for healthcare needs, the goal of the Progressive Care Unit was the ability to treat sicker patients locally. Since opening, we've treated an average of **1-2** patients each day, easing the burden of travel on families. The goal of the medical plaza was to accommodate and attract new physicians that would bring more services to our area. Since opening David Reynaud Medical Plaza in August 2012, we've welcomed **3** new physician clinics and our medical staff of 118 physicians continues to grow.

Our promise to be "**large enough to serve**" represents our ongoing goal to offer our community cutting-edge technology and a growing service line. We may be small in size but our focus on improving technology is very big. In just one year, we invested in more than **\$95,000** worth of laboratory equipment in order to offer microbiology services to our patients. Our lab now performs urine and blood cultures in-house, which benefits our patients

and physicians with faster turnaround times and reduced risks of error. In addition, our radiology department welcomed a **\$190,000** digital, portable X-ray machine, which offers easier mobility and produces instant, on-the-spot images.

Finally, as in our slogan "**small enough to care,**" we believe it is important to invest in improvements that heal the mind, body, and soul. Last winter, we completed our new **healing garden**. This serene setting offers a beautiful, relaxing space for our patients and visitors to enjoy while eating, praying, doing therapy, or simply taking a break from the hospital room. "Small enough to care" also represents our special ability as a smaller hospital to provide one-on-one care. We've expanded this benefit with the addition of a new **inpatient gym** that allows us to offer our inpatients private attention and more personalized therapy to help them heal faster.

These goals all work together to help us meet our mission to offer **excellent, quality, and compassionate care, close-to-home.**



24-Ho UR eMeRGEn Cy Ro o M

25-beD aCUTe CaRe UnIT

Progressive Care Unit

Ca RDio PUI Mo n a Ry seRVICes

cardiology

Respiratory Therapy

Sleep Disorders Center

f UI I s eRVICe I a b o Ra To Ry

clinical laboratory

Blood Bank

Drug Screenings

Pathology

Microbiology

Wo Un D Ca Re Cen TeR

Our Ha t-Full OF Trea

Ra DIo I o Gy seRVICes

Bone Density Exams

CT Scans

Diagnostic Radiography

Digital Mammography

Fluoroscopy

mri

Nuclear Medicine

Ultrasound

ReHa bil ITaTion seRVICes

Physical Therapy

Occupational Therapy

Speech Therapy

skIl I eD ReHa b/sWInG beD seRVICes

sURGI Ca I seRVICes

endoscopy

General

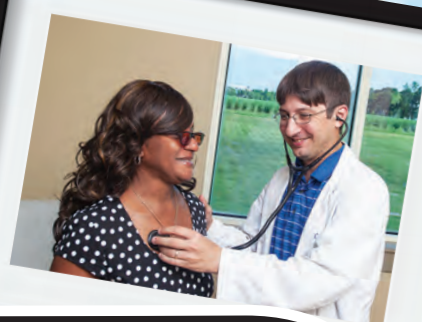
gy n

Urology





5



A Dab about *Skilled* Rehab

did you know that we provided skilled rehab/swing bed services for patients who need special services or longer term care before they will be ready to return home? with access to a 24/7 er, specialists, and a low nurse-to-patient ratio, we give your loved ones top-rate care locally to ease the burden of travel on you.

SERVING 28,510

(patient visits)

Save a Trip, Save Time—
Check out our clinic service line:

- cardiology
- dermatology
- gastroenterology
- surgery
- nerve conduction studies
- oncology
- psychiatry
- urology
- wound care

ts

Technology,
specialists,
services galore...

*we pride
ourselves on
offering you
more and more!*

*One doc, Two doc, Red doc, Blue doc—
New Physicians, plenty in stock!*

we are proud to say our growing medical staff has over 118 wonderful docs in stock!

- **Rachel bezdek**, OB/gyn
- **kenneth Gaines**, neurology
- **Ifeanyi lwuchukwu**, neurology
- **Harold McGrade**, neurology
- **Claire Roberts**, radiology
- **stuart schultz**, OB/gyn
- **James viglianco**, general surgery

**new PHysICIans WHO Have InDePenDenT
ClInICs aT sT. JaMes PaRIsh HosPITaL**

- **I aura Campbell**, oncology
- **Ryan Jacob**, general surgery
- **Ryan Matherne**, dermatology

SERVING YOU

is what we love to do!

676	Inpatient Admissions
12,792	ER Visits
94,405	Diagnostic Tests
676	Surgeries
10,131	Rehab Visits
3,574	Clinic Visits

Oh, the places you'll go...

Contact the Hospital: 225-869-5512

Contact the Medical Plaza: 225-258-5930



GOLDEN TICKET

\$95,401

(cosT of s creenings, educaTion and wel l nesseevenTs)

*There's no need to candy-coat how much
our community means to us.*

The SWEET Taste of SUCCESS

In 2012, attendance in educational programs at the hospital increased 16 percent, and we are committed to increasing this statistic. f or more information about the events and educational programs offered by the hospital, visit www.sjph.org, "like" the hospital on **f acebook**, or look for calendars in the parish's local newspapers.

Ingred ient s:

\$26,449	hospital cost
600	l adies
662	employee hours
60	volunteer hours

direct ions

1. f ill the boat Club with a sea of pink ladies.
2. educate them about how to reduce the risk of breast cancer, the importance of different screening methods, and how to find support if needed
3. Celebrate survivors and strengthen sisterhood.
4. serve a delicious meal and entertain with a hilarious comedian.
5. Collect donations for local susan G. komen for the Cure.



6. save l ives through awareness!

This one event raised
Mo Re THan \$3,500
for our local susan G.
komen affili te.

in 2012, St. James parish hospital devoted
1,374 employee hours to

eDUCaTInG o UR Co MMUn ITy,

reaching more Than **26,305***

(*Total attending all newsletters mailed is T).

At St. James Parish Hospital, we believe that being proactive and educated is the **golden ticket** to better health and well-being. Our commitment to the community extends beyond offering quality healthcare to heal patients.

Knowledge Is Sweet

eDUCaTional eVenTs*:

- **Heart Healthy Seminar (\$4,392 = Hospital Investment)**—This FREE event in February attracted a record-breaking **130** attendees and offered a presentation by cardiologist and independent clinic physician Dr. Darrin Breaux, a healthy meal, and free screenings.
- **Senior Picnic and Health Fair (\$2,872 = Hospital Investment)**—Each May, the hospital partners with the parish's elderly program to offer this FREE event. Last year, more than **200** seniors were treated to an educational vendor fair, free screenings, live music, and lunch. The hospital provided free cholesterol, blood pressure, bone density, and grip strength screenings.
- **Men's Health Seminar (\$944 = Hospital Investment)**—Held in September, this event offered lunch, free screenings, and a presentation on men's health by Lutchter Family Clinic Physician Dr. Cullen Omond.
- **Pink Ribbon Ladies' Night Out (\$26,449 = Hospital Investment)**—Last October, our popular Pink Ribbon Event offered more than **600** ladies a night of breast cancer awareness education and entertainment.
- **Diabetic Seminar (\$1,098 = Hospital Investment)**—Held in November, our dietary director and Dr. Cullen Omond educated the audience at our last Diabetic Seminar. Attendees participated in free screenings and were treated to a diabetic-friendly lunch.

Classes:

- **First Aid/CPR Classes**—At a cost of **\$8,633**, the hospital offered **52** classes throughout the year to employees, students, and community organizations such as schools and local industries. Classes provided at the hospital include Heartsaver CPR, Healthcare Provider CPR (BLS), and First Aid/CPR (including pediatric).
- **Puberty Classes**—Last year the hospital offered puberty classes in the spring and fall educating **64** students. In the company of a parent or adult, the students received instruction on growth and development changes. Boys classes (age 10-14) and girls classes (age 9-13) are held separately.
- **Safe Sitter Classes**—The hospital invested **\$2,667** in Safe Sitter Classes in 2012. These two-day classes are held in the summer and teach boys and girls age 11-13 how to run a safe business and handle emergencies when caring for children.
- **Breast Self-Exam Classes**—In 2012, the hospital offered breast self-exam classes to **18** women. Classes utilize silicon models to teach women the latest techniques for monthly breast self-exams.

Co MMUn ITy eDUCaTion :

- **Diabetes Support Group**—The hospital hosts a monthly educational meeting covering topics such as nutrition and stress management for people with diabetes and their family members. In 2012, **8** were held at a total cost of **\$1,300**.
- **Senior Center Visits**—Year-round, the hospital's Education Coordinator visits centers in Lutchter, Romeville, and Welcome to offer blood pressure screenings and education. Last year, **21** presentations were held educating a total of **704** seniors at a hospital investment of **\$2,144**.
- **Care Connection**—The hospital's quarterly newsletter offers educational articles and health-related news. In 2012, each newsletter was mailed to more than **24,000** homes in and around the community.



* Hospital investment includes staff hours and supplies minus revenue.

Spreading Our Wellness Web

Last year, St. James parish hospital provided more than **2,761** screenings at an investment of over **\$22,000**.

We facilitated opportunities to help our community get proactive by offering screenings during events and health awareness months throughout the year. In addition, the hospital provided screenings at several health fairs and for organizations such as **senior centers, industries, and the parish government**.

Internal Wellness Initiatives

In 2012, St. James Parish Hospital led several internal wellness initiatives, including a campaign to become tobacco-free. St. James Parish Hospital's tobacco-free marketing won a Louisiana Hospital Association (LHA) Pelican Award, and CEO Mary Ellen Pratt was chosen to present

the hospital's successful campaign at an LHA wellness event. Most impressively, **24 percent** of employed tobacco-users quit smoking following the campaign.

St. James Parish Hospital also hosted several vaccination PODs (points of distribution), offering employees free vaccinations and practicing drills for new methods of dispersion that could be essential during emergency outbreaks. During last year's drills, **88** employees received free vaccines.

The hospital's wellness committee, Team HEAL (healthy eating, active living), also facilitated several wellness initiatives in 2012, including two weight-loss challenges in which employees lost a total of over **430** pounds. The team also works with dining staff to market The Wellness Café, which offers healthy meal options to employees and visitors.



Beyond the Hospital

Last year, several outside organizations hosted wellness opportunities at the hospital, offering free screenings and support for healthy lifestyles to the entire community. Weight Watchers meetings hosted at the hospital have helped local members lose more than **2,300** pounds. The hospital also hosts public boot camp classes led by a certified personal trainer. The popularity of the classes initiated an increase to five classes a week. In addition, the hospital hosted the Lion's Club, which offers free exams annually to the community.

2012 Screening Summary

CHoles TeRol

1,396

bl oo D PRes sURe

800

PRosTaTe-s PeClf IC
an TIGen (Psa)

191

bone Dens ITy

175

GRIP sTRen GTH

175

Ma MMo GRa Ms

24

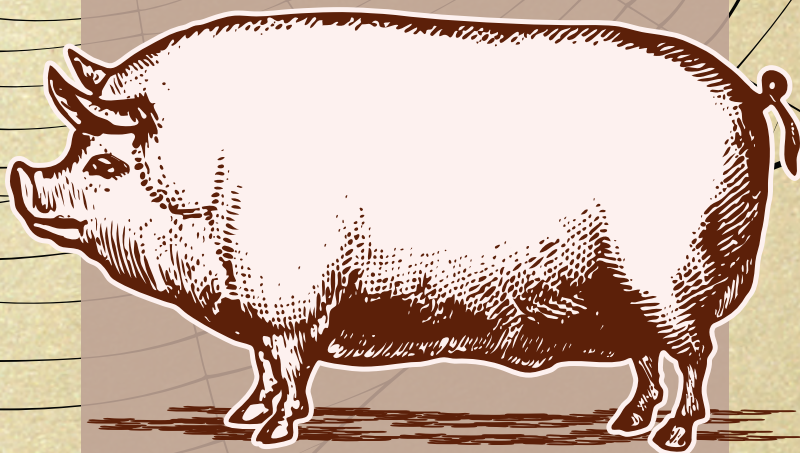
*The hospital was recently awarded a grant from the Bayou r egion a ffiliate of the **susan g. Komen for the cure Foundation**, which funds **40** free screening mammograms, **5** free diagnostic mammograms, and **5** free breast ultrasounds to uninsured and/or underinsured women age 40 or older in st. James parish. if you or someone you know qualifies, call **225.258.5906** for more information.

That's Some Hospital

\$4,934,999 Uncompensated Care

The hospital's mission is to provide quality, compassionate care to all patients. Last year, **11 percent** of the hospital's patients were uninsured and **charity care expenses totaled more than \$1.3 million.**

Total uncompensated care includes the hospital's charity care program, care-a-id, and bad-debt expenses resulting from uncollected payments from patients who are able but unwilling to pay.



our communiTy The Apple of Our Eye

St. James parish hospital and The **seven Facts...**
you might not know about community involvement.

1. **We Relay Year-Round**—The hospital's Relay for Life Team leads fundraisers throughout the year to raise money for the American Cancer Society, earning **\$5,754** in 2012. In addition, several employees serve on the Relay committee. Last year, the parish's Relay earned **\$150,303** and was ranked within the top **10** in the nation.
2. **We Race for a Cure**—Annually, the hospital sponsors the Race for the Cure to raise money for the Susan G. Komen Foundation, which offers grants that directly impact our community through free screenings. Last year's Bayou Region Race earned **\$130,000** for the cause.
3. **We Support Wellness at All Ages**—In 2012, the hospital sponsored several races including the parish's only race over the Veteran's Memorial Bridge and the 4-H Fun Run, which attracts parents and students in the community.
4. **We Unite for the Community**—Hospital employees voluntarily donate money to support the local United Way campaign. In 2012, employees raised **\$4,188** for this noble cause, which helps fund programs such as workshops to assist low-income high school dropouts with career planning.
5. **We Support Smiles**—Last December, the medical plaza was a drop-off site for supplies donated to Lara's Gowns for Smiles, a program started by a community member who sews brightly colored, fun hospital gowns for patients at Children's Hospital.
6. **We Play to Find a Cure**—In 2012, the hospital sponsored a marksman shooting team to support the Louisiana Hemophilia Foundation—a nonprofit organization aimed at finding a cure for rare blood disorders.
7. **We Donate to Save Lives**—Throughout the year, the hospital works with the Blood Center to market and host quarterly Blood Drives saving hundreds of lives.



A Fairy Tale Ending During a Disaster

did you know st. James parish hospital remained opened for our patients during hurricane isaac in 2012?

inpatients were treated to uninterrupted care, including daily therapy services, and our

emergency room staff cared for patients throughout the disaster. The new medical plaza housed the national guard, and regional emergency response meetings were held in the hospital's board room.

The Fairest of Them All

st. James parish hospital continually gives back to the community through sponsorships, advertisements, and employee involvement in local organizations. The hospital supports local **schools, churches, the parish government, industries, nonprofits o ganizations**, and more.

Community Involvement & Sponsorship Summary

american cancer society
relay for life sponsor

4-h fun run & lion's club
Bridge run sponsor

newspapers in
education sponsor

river region chamber golf
Tournament sponsor

st. James parish senior
picnic sponsor

st. peter chanel golf
Tournament sponsor

sports scene player of
the week sponsor

susan g. komen race for
the cure sponsor

woman's day at the
chamber sponsor

Our One True Love

we enjoy supporting our community and love to touch patients' lives through care and compassion. hospital committees work together to offer our patients quality care and beyond through year-round patient activities.



PaTlen T aCTivITy sUMMa Ry:

- Birthday celebrations, movie days, bingo, and more!
- christmas cookie decorating workshop
- easter baskets with toiletries for inpatients
- easter flower vases delivered to inpatients
- halloween goodie baskets for inpatients
- king cake decorating workshop for inpatients
- red, white, and blue July 4th dessert party
- student christmas caroling for patients
- surprise santa visit with gifts for inpatients
- valentines' day flower vases delivered to inpatients, as well as flowers and apples for outpatients

A Wonderful Place to Work

St. James parish
hospital not
only supports

The community by offering a **growing** service line allowing patients to be cared for locally, but also **nourishes** the parish by positively impacting its economic health.



As

the hospital grows, so does the group of employees who work, live, and spend in St. James Parish.

Our Healing Hearts

- 188 employees
- 64 percent of employees from St. James Parish
- 27 new employees
- \$7,890,251 in salaries paid



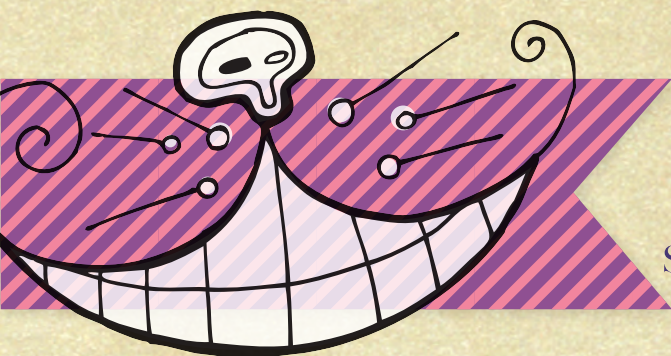
Hospital Highlights

- Ranked No. 2 in revenue class by Quorum Health Resources
- iVantage HealthStrong™ Award for Excellence in Patient Satisfaction
- Mary Ellen Pratt, CEO, awarded as the River Region Chamber's 2012 Leader of the Year
- Three Louisiana Hospital Association (LHA) Pelican Awards
- LHA Best of Show Pelican Award
- Michael Gary, RN, selected as Top 100 Nurse
- Contina Ledoux-Brumfield, RN, awarded as Patient Champion from the State Emergency Nurses Association

Wonderful Things in Store!

In the coming year, we plan to grow and expand as the needs of our community change. In the next fiscal year ending in 2014, the hospital has budgeted for more than **\$800,000** worth of investments in capital, equipment, and expansions, including plans to complete two new physician office spaces within the medical plaza.





We look forward to
bringing more
services home to you.



\$98,436 INVESTED IN EMPLOYEE EDUCATION

Blossoming Leaders

we realize that in order to meet our objective to offer patients the best care possible, we must **cultivate** our caregivers and **nurture** our leaders.

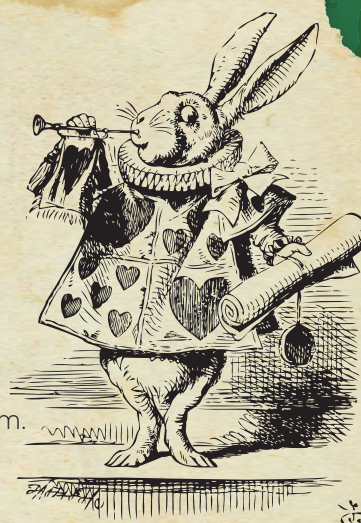
In 2012, nearly \$100,000 was invested in employee education and leadership development.

This investment allows hospital employees to polish their skills as leaders and caregivers, learn the best practices for delivering quality care from top organizations in the industry, and stay-up-to-date on important changes in health care.



Don't Be Late for These Very Important Dates

- 4-h fun run **10.10.2013** / gramercy park / 5:30 p.m.
- heartsaver cpr **10.15.2013** / medical plaza / 8 a.m.
- race for the cure® **10.19.2013** / nicholls / 8 a.m.
- pink ribbon event **10.22.2013** / Boat club / 6 p.m.
- pumpkin patch classic **10.27.2013** / welcome center / 9:15 a.m.
- first aid/cpr **11.13.2013** / medical plaza / 8 a.m.
- healthcare provider cpr **12.12.2013** / medical plaza / 8 a.m.
- heartsaver cpr **12.17.2013** / medical plaza / 8 a.m.



THE FORCE IS WITH US...

Our success as a healthcare organization is Based upon quality and our ability to satisfy our entire **universe** of stakeholders—**patients**, **employees**, and **physicians**. Having the support of all three integral groups makes us an even stronger organization for our community.

PATIENT SATISFACTION SURVEY SUMMARY

(based on latest survey ending June 2013)

93.9—outpatient mean (average) score

90—inpatient mean (average) score

87.7—emergency room mean (average) score



PHYSICIAN SATISFACTION SURVEY SUMMARY

Overall satisfaction at St. James parish hospital—

96% favorable (national average is 80%)

St. James parish hospital is committed to quality—

95% agreed (national average 65%)

Availability of resources at St. James parish hospital—

100% favorable (national average 74%)



Did you guess our stories?

Pages 2 & 3: The Wizard of Oz; Pages 4 & 5: The Cat in the Hat; Pages 6 & 7: Willy Wonka and the Chocolate Factory; Pages 8 & 9: Charlotte's Web; Pages 10 & 11: Snow White; Pages 12 & 13: Alice in Wonderland; and Pages 14 & 15: Star Wars.

EMPLOYEE SATISFACTION SURVEY SUMMARY

i would proudly recommend this organization as a good place to work.

82% a greed

The necessary materials and equipment are available when i need to perform my job.

81% a greed

my supervisor is committed to quality.

84% a greed

SHINING EXAMPLES

... of our Mission to Provide Excellent,
Quality, Compassionate Care

"Nurses were always on top of their game. Very friendly."

—2012 patient survey

"St. James Hospital is the very nicest, cleanest and friendliest hospital I have ever been to. I would trust my life in their hands before any other emergency room throughout the state of Louisiana."

—2012 patient survey

"Compared to the other facilities in the area, I find St. James Parish Hospital to be outstanding in all aspects—friendliness, cleanliness, and the most helpful staff."

—2012 patient survey



2012 Employees of the Quarter

YOUR OPINION MATTERS

if you or a loved one is cared for at St. James parish hospital, you may receive a phone call (outpatient and emergency room patients) or a mail survey (inpatients). **We really appreciate your honest feedback.** if you would like to report a complaint or commend employees for star service, email serviceexcellence@sjph.org.

"I really like going to St. James. I think they're very friendly, very nice. You don't have to wait long for your procedure, and they're really helpful. They answer your questions. I would recommend St. James to anyone."

—2012 patient survey



1645 Lutcher Avenue Lutcher, LA 70071
www.spjh.org

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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.

