

ANNUAL REPORT—FISCAL YEAR END 2015

CONVENIENT
A+ HOSPITAL
EXCEPTIONAL
QUALITY
SHORT WAIT
CLEAN
FAST

EXCELLENT
VERY INTELLIGENT
HELPFUL
5-STAR
CLEAN

FAST
SMOOTH FLOW
ADVANCED EQUIPMENT
EXCELLENT PHYSICIANS
PLEASANT

5-STAR
QUALITY
CLEAN
HEARTFELT DOCTORS WHO CARE
CARING
ADVANCED EQUIPMENT
COMFORTABLE
KNOWLEDGEABLE STAFF
CHEERFUL
5-STAR

CLEAN
EXTREMELY FRIENDLY
A+ HOSPITAL
ATTENTIVE

*Bringing
Life to Our*

HEARTFELT
CONVENIENT
CONCERNED
DOCTORS WHO CARE
QUALITY
CLEAN

Community

GENTLE
EXTREMELY FRIENDLY
SHORT WAIT
A+ HOSPITAL

WONDERFUL CARE
FAST HEARTFELT
CONVENIENT 5-STAR

QUALITY
KNOWLEDGEABLE STAFF
CONVENIENT
5-STAR
HEARTFELT
THE BEST

5-STAR
KNOWLEDGEABLE STAFF
EXCELLENT
HIGHEST QUALITY
GENTLE
SHORT WAIT
HELPFUL
COMPASSIONATE
FAST

CLEAN
THE BEST
EXCELLENT PHYSICIAN
ADVANCED EQUIPMENT
SHORT WAIT

COMFORTABLE
GENTLE

EXCELLENT
DOCTORS WHO CARE
A+ HOSPITAL
5-STAR

**Actual patient comments from surveys*



ST JAMES
PARISH HOSPITAL

LARGE ENOUGH TO SERVE, SMALL ENOUGH TO CARE.

“My husband and I entered the Emergency Room at St. James Parish Hospital because he was experiencing tightness in his chest. He was quickly assessed, and it was determined he was having a heart attack. Within four hours, he was being moved from the Cath Lab to the ICU at Ochsner with two stents, and he was back at work on Monday. I commend the personnel for their immediate actions, which I’m sure were instrumental in giving us such a remarkable outcome.

“But this wasn’t our first experience with your expertise and quick response. A few years ago, I was rushed to your ER with a major headache. It was determined that I had a ruptured brain aneurysm. Once again, the staff quickly communicated the information to Ochsner, and in no time I was on a helicopter headed for surgery. Your rapid response is one of the reasons I am still here today. Thanks again for being part of the team that is *providing us more tomorrows!*”

—Patient Testimonial



Planting

The Seed

2015



SINCE OPENING OUR DOORS in 1955, we have welcomed new physicians, services, technology, and facilities, all aimed at offering you high-quality, compassionate care.

When blueprints were drawn for David Reynaud Medical Plaza, hospital leadership ensured there would be opportunity for future *growth*. Our state-of-the-art medical plaza began serving patients in 2012, and in only two years, every empty office was filled, creating the need for an off-site annex. Most recently, we opened our first clinic on the West Bank.

Each new addition *plants the seed for growth* that will forever benefit our community. Our Annual Report offers detailed information about how we've *grown* and *cultivated* your community hospital in order to continue serving you for years to come.

We look forward to a bright future and working together to **"provide you more tomorrows."**

Mary Ellen Pratt

Mary Ellen Pratt, CEO

Garden of Achievement

St. James Parish Hospital and its employees have earned numerous accolades, including:



The Centers for Medicare & Medicaid Services' 5-Star Quality Rating

Becker's Hospital Review 50 Rural Hospital CEOs to Know

Louisiana Life Patient's Pick

Gold Aster & Best of Show LHA Pelican Marketing Awards

2015 Studer Group Healthcare Organization of the Month

Louisiana Life Top Hospital

Avatar Best-in-Class Employer

**2015 Clinics,
Physicians
on Staff,
Employees**



20 Total Clinics



140 Physicians



188 Employees

We welcomed

**6
new
clinics
in 2015.**

“I am excited not only about serving St. James Parish through my medical expertise, but also about joining such a wonderful community. Dr. Donepudi is a beloved physician—well-known for his compassion and service—and I promise to offer current and new patients that same level of personalized care.”

*—Jarelle Scott,
MD, MPH*





43% INCREASE

in Surgeries

- Colonoscopies and EGDs
- Gallbladder surgery
- Hernia repair
- Cataract surgery
- Bladder surgery
- Breast biopsies and mastectomies
- Carpal tunnel surgery
- Minor bone and joint surgery
- Foot/podiatric surgery
- Outpatient injections and infusions
- Orthopedic procedures
- Hysterectomies
- Laparoscopic tubal ligation
- Diagnostic laparoscopy
- Cystoscopy
- Endometrial ablation
- Essure permanent birth control procedure
- Large loop excision of the transformation zone (LLETZ)
- Myomectomy
- Vocal cord stripping
- Laryngoscopies
- Bilateral tubes
- Tonsil and adenoid procedures
- Nasal cauterization
- Ear, nose, and throat foreign body removals

2014
2015

Producing for Patients

St. James Parish Hospital now owns:

- Three family practice clinics
- A surgery clinic
- A urology clinic



600% INCREASE IN VISITS TO HOSPITAL-OWNED CLINICS Since 2011



In February, **St. James Urgent Care** will be opening from 5-10 p.m. Monday through Friday in David Reynaud Medical Plaza.

A Rich Foundation For Growth



Growth has a special meaning at St. James Parish Hospital. It means more physicians, new services, and greater access so that more of our patients—family members and friends—can receive high-quality care right here at home.

For years, we worked to find the right full-time surgeon who could meet the *growing* needs of our community. With the opening of St. James Surgical Specialists, under the direction of Charles McGaff, MD, we were able to take the first step in fulfilling this need. In addition, the hospital opened St. James Urology Clinic and welcomed Clay Boyd, MD, permanently to our

growing family. Both previously with independent clinics, Dr. McGaff and Dr. Boyd are now able to see more patients more often.

In 2015, the hospital also acquired the St. James West Bank Clinic, which was under the direction of Sarat Donepudi, MD. Dr. Donepudi served the community selflessly for 35 years, and upon his retirement helped welcome Jarelle Scott, MD, MPH, family practitioner.

Last fiscal year, the hospital also purchased the St. James Parish Hospital Annex to house more specialists as our clinics continue to *grow*.

Awarding Commitment



Gold Seal of Approval

We earned Joint Commission accreditation, which is recognized nationwide as a symbol of quality and safety and reflects our commitment to meeting strict performance standards.

5-Star Quality

Last year, we were one of only three full-service hospitals in the state to earn a 5-star quality rating from the Centers for Medicare & Medicaid Services (CMS).



Organization of the Month

We were recognized as a 2015 Studer Group Organization of the Month for achieving “remarkable quality results and helping to positively change the face of health care.”



100% of our physicians agree that we are committed to high-quality care.

—Avatar Physician Satisfaction Survey

Reaping a Quality Crop



As health care changes, hospitals are constantly challenged to provide the highest-quality care at the lowest possible cost—the *best crop at the best price*. We are committed to rising to this challenge for our patients and are proud to have earned several awards based on this commitment.

Last year, St. James Parish Hospital partnered with several organizations in an effort to improve patient safety across the nation. A focus on quality saves lives and reduces costs. We not only met but exceeded our goal to “reduce harm” by implementing best practices

and consistent processes that helped us reduce falls, medication errors, and readmissions.

We also assess the quality of our care through Core Measures that monitor the use of proven best practices found to reduce the risk of complications and prevent recurrences of certain conditions. Most hospitals are required to report this data for public viewing through the Centers for Medicare & Medicaid Services’ national website, hospitalcompare.hhs.gov. St. James Parish Hospital achieved scores greater than state or national averages for **87%** of Core Measures.

87%

National Quality Measures

87% of our scores were better than state or national averages.*
**CMS Core Measures fiscal year end 2015*



Weeding Our Garden

We work hard to weed out the likelihood of patient harm by implementing best practices:

- Team huddles with different departments
- Follow-up phone calls
- Communication boards
- Updated discharge process
- Ongoing patient education
- Signage to reduce falls
- Identifiers on high fall-risk patients





“My wife has been in four hospitals since her stroke. St. James Parish Hospital is by far the best of all these. Many hospitals can do the same work—but only a few do it with love and care as St. James does.”

—Press Ganey Patient Satisfaction Survey



Harvesting Success



Two measures of success at St. James Parish Hospital are happy patients and happy employees. In 2015, we not only achieved but exceeded several of our goals in regard to satisfaction. We *reaped* a number of rewards, such as the *Louisiana Life* Patient's Pick Award, the Studer Group Excellence in Patient Care Award, and recognition as an Avatar Best-in-Class Employer. But, what makes us happy is working to make you happy.

In order for us to reach that goal, our patients must be treated by happy people who are committed to our mission of providing excellent care. In our last employee survey, the percentage of employees who agreed that they were satisfied with their jobs surpassed not only national averages but the previous "best-in-class" norm. In addition, our 2015 employee turnover was lower than the national average.

It's not simply compassionate care that makes our patients happy, but also quality, service, and outcomes. We have worked extremely hard to increase our inpatient satisfaction scores and sustain those increases. Our inpatients now rank us within the top 5-10% of hospitals for keeping them informed, controlling their pain, and quickly getting them the tests and treatments they need.

In our Emergency Department, we understand that patients are coming to us in a time of need and distress. Our goal is to treat them well and help them as quickly as possible. The average score for "likelihood to recommend" our ER was 87.2, and our turnaround time—the total time it takes for patients to be seen and discharged—is over one hour quicker than the national average.

The Cream of the Crop

Inpatient Satisfaction



We rank within the **TOP 10%** of hospitals nationwide.



Speed + Quality

We see and discharge our Emergency Room patients **ONE HOUR** faster than the national average.

89%
of our patients
are willing to
recommend
our hospital.

—April 2015 CMS
HCAHPS Survey





Sowing the Seeds of Health



Access and education are both essential to *sowing the seeds* of health in our community.

Last fiscal year, St. James Parish Hospital entered into a clinical affiliation with Ochsner Health System, which allows for more comprehensive cardiac coverage in our community. Inpatients have greater access when in need, and we now have more dependable cardiology coverage in the ER and offer more outpatient appointments.

Telemedicine utilizes telecommunication technology so that doctors and specialists can consult from a distance. What does this mean for you? When minutes count, we

can now offer faster care following a stroke. In 2015, our use of telestroke technology increased by **123%**, and we were able to treat **47%** of telestroke patients right here at home.

In 2012, we invested in a Progressive Care Unit (PCU) to enable us to treat sicker patients locally. Since last year, our PCU days have increased by **51%**, and we have been able to admit more ER patients locally.

In addition to increasing access to health care for patients who are sick, we work to improve community health through ongoing education and screenings. *Even the healthiest gardens need nurturing.*

FYE 2015 Education & Events



Men

- **Men's health seminar and PSA screenings** (held in September)



Women

- **Pink ribbon breast cancer awareness event** (held in October)



Adult/Senior

- **First aid and CPR classes for healthcare providers and friends and family, covering adult and/or child victims** (held throughout the year)
- **Health Fair and Senior Picnic, offering screenings and education** (held during the summer)
- **Diabetes Support Group free educational program** (held the last Tuesday of each month)
- **Cholesterol and Chemical Profile Screenings** (held at the hospital an entire week in May)
- **Heart Healthy Seminar** (held in February)
- **All three senior centers visited for free screenings and education** (monthly)



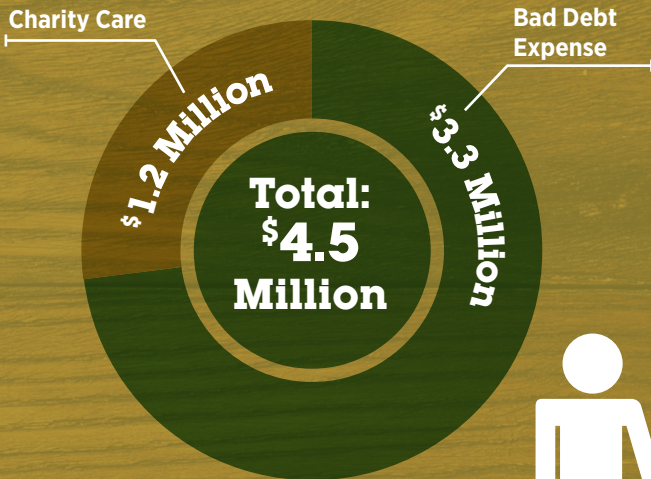
Kids

- **Puberty classes** (held in fall and spring)
- **Safe Sitter classes** (two-day classes held during the summer)



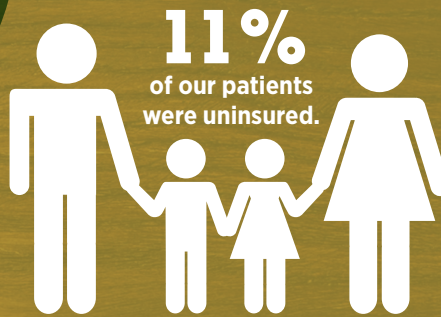
In 2016, we are planning new events and exciting changes to our education lineup.

Total Uncompensated Charges



2,201 Screenings Provided

- ABI (ankle-brachial index)
- Cholesterol
- PSA (prostate-specific antigen)
- Quick EKG
- Bone density
- Blood pressure
- Grip strength
- BMI (body mass index)



Seniors

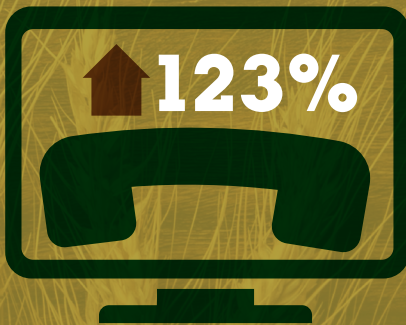
We visit each of the three senior citizen centers in our parish monthly to offer free blood pressure screenings and education about health topics and hospital news.

Implanting Access

\$1,810,504



*Cost of uncompensated care provided by your local hospital

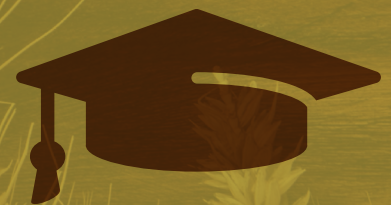
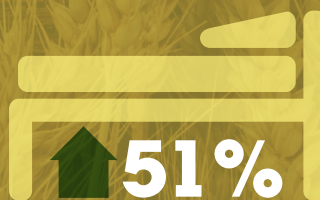


Telemedicine

Advanced equipment allows physicians in remote locations to see and hear patients, monitor their vitals, and diagnose their conditions **without patients having to travel.**

Progressive Care Unit

Our PCU offers advanced monitoring technology and nurses with critical care backgrounds. A **51%** increase in patient days in the PCU means we have been able to **keep more patients here at home**, closer to loved ones and family.



Education

Last year, we educated

3,676

people through events and classes aimed at improving health in our community.

\$297,727

St. James Parish Hospital employees put their helping hands together to help raise nearly \$300,000 locally for the **American Cancer Society**, **United Way**, and **Susan G. Komen Foundation**.



Granting Access

Last year, a Susan G. Komen Grant allowed us to provide **42 free breast screenings** to local women in need.

Healthy Seedlings

63%

Increase in participation

We sponsor the *St. James Run Challenge* annually to encourage kids to keep moving. In just three years, the number of children earning a medal has grown tremendously.



Planting Wellness

Last year, we partnered to increase access to wellness opportunities in our community:

- Ran a local Ideal Protein Clinic
- Sponsored local races
- Sponsored a running challenge
- Hosted Weight Watchers meetings
- Hosted boot camp classes

Our Roots Run Deep



We are a community hospital that takes pride in supporting our community through partnerships, fundraisers, and volunteerism.

In 2015, we partnered with local pharmacies Gem Drugs and Winn-Dixie to participate in the 340B Drug Rebate Program, in which participants sell outpatient drugs at discounted prices to healthcare facilities that care for uninsured and low-income patients. Nearly 11% of the patients treated at St. James Parish Hospital last year were uninsured, and the cost of uncompensated care we provided was over \$1.8 million. Partnerships such as 340B help our hospital defray these rising costs and stretch scarce federal resources to provide services to more patients.

St. James Parish Hospital also partnered with nonprofit organizations such as the American Cancer Society, Susan G. Komen Foundation, and the Louisiana Hemophilia Foundation through sponsorships, employee fundraisers, and committee involvement. These organizations fund grants, research, and screenings to help people in need of health care and support.

In addition, the hospital spends thousands of dollars locally to support schools, sports teams, wellness events, races, and festivals.

\$69,604

Total 340B savings to the hospital thanks to the help of our community partners. We look forward to expanding this program in the future.

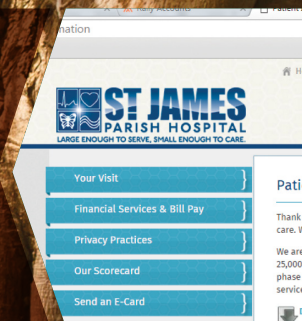


Challenge Met

Kids who completed at least three of four parish races in 2015. Congrats to the children, and thank you to running coaches Susan and Chad Weidert.

*Thank
you,*
**GEM
DRUGS
and
WINN-DIXIE**

Branching Out



Last year, we made investments to become better connected to our community.

We launched a state-of-the-art website that offers fresh, new features for online visitors. Other than the URL—**www.sjph.org**—St. James Parish Hospital's award-winning website was completely revamped. Visitors can quickly and easily search our directory

to find physicians on staff, pay bills, register online for events and classes, and apply for jobs.

We now also send out E-Newsletters to keep our community informed about new doctors, added services, upcoming events, current hospital happenings, and the latest health tips. Subscribe by visiting the News & Events page of our website.

RSVP

Visit **www.sjph.org/events** to register for classes and events. When you sign up online, you will be sent a reminder before the event.



Facebook

Like access to the latest news?
Like us on Facebook.

How Do You Feel

about the

Hospital's
Contribution to the
Community?

**"Very involved
in helping the
community."**

**"Did not realize St. James had
so many programs we could
participate in. Great job,
St. James Parish Hospital!"**

*"I think
they do a
great job."*

**"Outstanding.
Very well
distributed for
good causes.
Keep up the
good work."**

**"I think the
hospital offers
a lot to the
community."**

**"The hospital is
doing a good job
for people."**

**"I feel the hospital's
contribution is wonderful and
absolutely necessary."**

"Awesome."



Win
a 20oz YETI
Rambler!

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5-STAR

*“Let’s continue to
grow together.”*

—Mary Ellen Pratt, CEO

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*Actual patient comments from surveys