

# care

## CONNECTION

Summer 2021

19-year-old Jniya Jones receives her second dose of the COVID-19 vaccine.

Vaccines are now offered through St. James Urgent Care, located in the Medical Plaza Expansion.

## LOOKING BACK

From our first COVID patient to our first vaccine—we summarize our ongoing effort to respond to a pandemic.



## HERE TO SERVE

We continued providing the quality care our patients deserve, while also managing a pandemic, offering new services and implementing more policies to keep our staff and patients safe. Our team stepped up, because they are truly here to serve—no matter what that means.

I've always been proud to work at St. James Parish Hospital, but today I feel honored to work alongside such resilient, dedicated, compassionate staff. Thank you for continuing the fight we started in 2020.

Mary Ellen Pratt, FACHE, CEO

*Mary Ellen Pratt*



# Caring

We've cared for

# 695

COVID patients through our hospital, ER, Urgent Care, and Clinics. Our longest length of stay was **28** days and ended with a happy homecoming.

\*Confirmed positive cases only. We have also treated thousands of patients with COVID/flu-like symptoms.



Our staff made the decision to leave their families, expose themselves to a new disease, work longer hours, and learn new roles because they care.

\*Statistics gathered March 2020 - April 2021



When day cares and schools closed, our Human Resources Team opened a free healthcare day care down the street from the hospital. Hospital employees provided a total of **368** hours of day care for **35** days so that our hospital team could respond to the pandemic.



## TIMELINE

3.3.20

We held our first emergency management meeting to discuss and prepare for the possibility of COVID-19 in St. James Parish. We've continued to meet for over a year to review, implement, and update policies, review national trends, and monitor local and hospital data. Our emergency team is committed to planning and preparing in order to best care for our community.

3.13.20

Our first COVID patient was admitted. Since then we've treated 110 inpatients, some requiring weeks of care.

3.18.20

We successfully completed our first telehealth visit. During the pandemic we offered Family Practice, Urgent Care, and Physical Therapy virtual visits.

3.29.20

CNBC reported that St. James Parish was one of the hardest hit counties in the nation.



# g for our *Love*



**8,268**  
*Telehealth  
Visits*



Within a week, our IT team set up software and trained physicians. Virtual visits are still being offered as an option for patients in our family practice clinics and Urgent Care.

## Keeping You Safe

- We reduced visitors, set up entryway screenings, closed entrances and redesigned waiting areas.
- We closed nonessential services (*now open*) and began offering telehealth visits.
- Our clinic staff offered drive-through COVID testing.
- Our Maintenance Team installed additional air-scrubbers and made temporary updates to our ER and inpatient units.
- We implemented an employee health monitoring process.
- Our Housekeeping Team implemented new infection prevention protocols.
- We allowed “window visits” and used iPads to keep patient families informed.

## Teamwork Makes the *Dream Work*



- When surgeries were postponed, nine surgical team members were cross-trained to care for COVID patients.
- Our Clinic Staff and ancillary teams learned to perform infection prevention housekeeping duties and worked nights to help on the COVID unit.
- Staff from our Business Office, Radiology Team, Medical Records, Rehab and Security Teams ran our screening tables at entryways.
- Employees from multiple departments cared for children in our day care in between regular shifts.
- Team members from Nursing, Accounting, Patient Access, Diagnostics and Therapy learned a new role in supply chain management.
- Our Dietary Team and Administrative Assistants created processes to manage food donations in order to ensure staff working days, nights and weekends were treated (*thank you again to our community!*).
- Nurses began offering “bundled care” which involved doing tasks outside of their typical scope to reduce exposure risks to other departments.
- Our Employee Health and Quality Team worked together to create a 24/7 employee monitoring process to track and monitor employee wellness.
- Our Pharmacy Team managed new medications and led efforts to organize multiple vaccine shipments with varying storage requirements.



## 4,743 Vaccines and Counting

We staged 17 vaccine PODs (*points of distribution*) on both sides of the parish and continue to offer COVID-19 vaccines through our Urgent Care and clinics. **Call 225.258.2040 to schedule a vaccine.**

\*Includes first and second doses.



**7.29.20**

Our first rapid COVID-19 test was administered. Since then, we've validated a 2nd test and carried out thousands of tests for our community.

**12.17.20**

We gave our first COVID-19 vaccine. As of June, about 35% of St. James Parish residents were fully vaccinated with nearly 39% having at least one dose — landing us within the Top 10 parishes with the most vaccinated residents (one dose).

**12.23.20**

We administered our first Monoclonal IV Antibody Treatment to a COVID patient. Since then 70 patients have undergone the treatment and none have required hospitalization.

**TODAY**

In some ways, today looks a lot like yesterday. We are still fighting a pandemic—treating COVID patients, administering COVID tests and offering COVID vaccines, but now we are more educated, better prepared, and even more determined to win the fight.

# community

## Moving Mountains



Supply and PPE management (personal protective equipment) during the pandemic was a huge undertaking. Our materials team and support staff worked to manage the massive amount of supplies being purchased and donated.

**8,541** Units of PPE moved

**10,000+** units of COVID-19 supplies processed

**8** staff members cross-trained to manage greater demand

- The supply-chain department tripled in size to keep up with new demands.
- Employees worked seven days a week and cross-trained staff from other departments.
- A custom PPE Burn Rate Calculator was created to monitor usage and inventory, which was critical to ensuring staff had what they needed to care for COVID patients.
- Critically-ill COVID patients also required many new supplies. Clinical staff not only cared for patients, but also helped educate the Materials Team on the necessary supplies for us to provide the higher level of care patients needed.



## Analyzing Testing



**3** COVID-related tests our Lab Team validated for local use. We offer two rapid tests and one antibody blood test.

**3,793** COVID-19 diagnostic tests administered by our team (*diagnostic tests determine if a patient has COVID or not*)

**597** Antibody blood tests performed (*COVID antibodies indicate a past infection is likely*)

## Critical Care during a Critical Time

- We turned our Progressive Care Unit—enclosed and separated—into a COVID Unit allowing us to care for highly acute patients close to home.
- Nurses with critical care and ER experience led on-the-spot training to ensure our team was well-equipped to care for sicker patients.
- Our Respiratory Team underwent extensive training to manage the critical needs of COVID patients, learning best practices to manage equipment and often working long hours and extra shifts.
- At one time our hospital went from intubating patients monthly to several patients a day, contracting with specialists from Zephyr Anesthesia to support the critical needs of our patients.



## COVID Communications

We've remained committed to keeping our community informed throughout the pandemic through our local newspapers, Facebook Page, website and COVID info line, in addition to working with parish officials to stage ongoing Facebook LIVE Conferences. Our COVID response has been featured around the world through CBS, Kaiser Health News, The Guardian, and NPR and we are still contacted nationwide to share our success story.



- **1 MILLION+** people have been reached through St. James Parish Hospital's online communications and feature stories.
- **40,000+** visits to our Coronavirus Information Pages via our website [www.sjph.org](http://www.sjph.org).
- **100s of calls (and counting)** have been received by our 24/7 COVID info line 225.258.2090.



## Patient Care News

### Patient Monitoring Technology

St. James Parish Hospital has invested in an upgraded patient monitoring system to electronically monitor inpatients, ER patients, and surgery patients. The hospital's new GE Cardiac Monitoring Technology continuously monitors vitals, such as blood pressure, cardiac rhythms, oxygen levels, and heart rate. In addition to bedside assessments, the system allows physicians and nurses to see patients' vital signs, 24/7, through a monitor at the nurses' station.

Clinicians can customize alarms based on each patient's baseline heart rate, rhythm, clinical condition, treatment

plan, and physician orders. Anytime a patient's vitals are inconsistent with their baseline data, an alert is instantly sent to the patient's healthcare team.

The upgraded technology fully integrates with the hospital's new Cerner Electronic Medical Record, which will be live in late August. Upon implementation, nurses can scan patient armbands, and vitals will be instantly recorded in the patient's electronic record—making this data easily accessible for physicians to monitor and review.

#### Key Benefits

- The system is hospital-wide for acute, ER, and surgery patients.
- The new system can be customized for each patient and offers more patient data.
- Patient vitals are displayed live for constant monitoring when clinicians are not in the patient room.
- The updated GE technology offers increased accuracy and a reduction of unnecessary alarms.



**Our nursing team underwent extensive education and training to ensure competency in cardiac rhythm interpretation.**

## At-Home Sleep Studies Coming Soon

**This fall, we will be offering At-Home Sleep Studies to qualifying patients.**

Sleep studies are used for the diagnosis of obstructive sleep apnea. At-home tests are done unattended in the comfort of your home with less wires and smaller equipment. When the equipment is returned, your data will be downloaded, interpreted, and reported. At-Home Sleep Studies are generally approved for otherwise healthy patients without certain preexisting conditions. Patients with health issues are typically better candidates for hospital-based studies where health professionals are on-site to monitor.

At-Home Sleep Studies are often a more convenient, comfortable, and affordable test for patients. Most insurances cover this test for qualified patients.

#### At-Home Sleep Study Process

1. Make an appointment with a physician to discuss sleeping issues. Your doctor will assess you and order the test if needed.
2. Our Cardiopulmonary Team will contact you to discuss when and where to pick up equipment and how to use it.
3. At bedtime, you will apply the equipment as instructed and sleep with it for 1-3 nights to gather enough data.
4. When the equipment is returned, your data will be downloaded, interpreted, and reported.
5. Your physician will receive the report and discuss results with you.

**Sleep study orders can be faxed to 225.258.2012. At-home studies will be available in the fall.**

**The hospital also welcomed new, upgraded sleep lab equipment for patients requiring a clinician-monitored test in our facility.**







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## New Orthopaedic Clinic

Welcome Dr. Matthew D. Copple

Matthew Copple, D.O., with Orthopaedic and Sports Clinic in Ascension Parish, is a board-certified Orthopaedic Surgeon with nine years of experience.

Dr. Copple specializes in the diagnosis and treatment of orthopaedic conditions, including the treatment of immediate and chronic problems. Dr. Copple sees patients of all ages and is committed to integrating prevention strategies into treatment plans to help reduce the risk of future issues for patients.

**Dr. Copple's primary practice is in Gonzales, but he sees patients in Lutchter every Tuesday. His clinic is located in Suite 1500 in the Medical Plaza. To schedule an appointment, call 225.743.2000.**



### SPECIALTY CLINIC DIRECTORY

Visit us at [www.sjph.org/specialty-clinics](http://www.sjph.org/specialty-clinics) for a current list of specialists seeing patients at St. James Parish Hospital in Lutchter. Independent specialty clinics are located in the Medical Plaza next to 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.



Get the latest updates about our new Electronic Medical Record and Patient Portal coming this fall.

Visit [www.sjph.org/ProjectRefresh](http://www.sjph.org/ProjectRefresh)

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