Strategic Growth for our Community

Collaboration among the STPH Board of Commissioners, executive leadership, architects, engineers and construction professionals keeps our community hospital strong. In 2017, we completed one strategic growth plan and launched another.

The 2012–17 strategic plan for growth developed private patient rooms inside the hospital and expanded the emergency department to better address the growing volume of patients, including a specialty area for pediatric emergencies. The larger department set an all-time high for patient volume.

With the completion of one three-year growth project came the launch of another. The 2017–20 strategic growth plan began in fall 2017 with parking expansion that will enable later patient care space expansion.

In addition to the specialty pediatric section of the expanded emergency department at main campus, our hospital also expanded pediatric care into the service district by converting the Madisonville primary care practice to pediatrics. The care team now includes pediatricians Jennifer Miles MD, Linda Keefer PhD MD, Robert Faucheux MD and Margie Strong MD, as well as Nurse Practitioner Perry Russell APRN.

New physicians and nurse practitioners helped to improve access for patients to more convenient hours in primary care and more surgical capacity in general and orthopedic care. Nurse practitioners Jennifer Thomas APRN, Max Martell APRN and Patrick Wainright APRN offer primary visits in Mandeville, Covington and Folsom early and late in the day to better accommodate patient needs. Shannon Haas MD in Mandeville and Jacob Daigle MD at Northlake Surgical Associates, joined the team of physicians in St. Tammany Physicians Network.

Also in 2017, the leadership of our hospital addressed the loss of emergency services to the south and east of us by opening the STPH Mandeville Emergency Department. This full-service emergency facility inside the city limits of Mandeville treats emergency health situations from broken bones to heart attack and stroke. A department of St. Tammany Parish Hospital, the Mandeville ED is staffed by STPH employees, and the emergency medicine specialists providing physician services onsite are the same board-certified physicians serving in the STPH main campus emergency department.

With the completion of one three-year growth project came the launch of another. The 2017–20 strategic growth plan began in fall 2017 with parking expansion that will enable later patient care space expansion.

All this growth is a direct response to existing or anticipated needs of the residents of the western wards of St. Tammany Parish and surrounding areas. As the hospital grows, our mission remains the same. In 2017, STPH gave $30,000 to charities whose missions align with ours and $20.9 million in compassionate care to patients who have little or no insurance support for medical care.
HOSPITAL GROWTH IN PATIENTS SERVED

The population of our parish reached 260,000 in 2017. As the population of west St. Tammany grows, the volume of patients we care for increases.
Collaboration Works: findings show significant quality improvements.

From 2016 to 2017, there was a 30 percent reduction in the Medicare readmission rate and a 21 percent decrease in antibiotic stewardship.
Collaborating with Physicians

St. Tammany Parish Hospital has a long history of collaborating with local physicians to the benefit of west St. Tammany patients and families. 2017 brought even closer alignment with the physician community.

- Quarterly board/medical executive/CEO meetings
- Annual board/medical staff leadership meetings
- Annual Healthstream medical staff satisfaction survey
- Executive team members attend medical staff and medical executive meetings
- St. Tammany Quality Network—263 physician members—81 percent of whom are independent and/or contracted with STPH

St. Tammany Quality Network

Our mission is to align key physicians and St. Tammany Parish Hospital in a patient-centered, healthcare delivery system that is accountable for quality of care and cost of care. A member of Ochsner Health Network.

STQN holds value-based and/or shared savings agreements with:

- Blue Cross
- Humana Medicare Advantage
- United Health Care

STQN also participates in three narrow network products:

- Blue Cross-Ochsner Employees
- Humana Total Care Commercial
- STPH EPO

QUALITY IMPROVED, RISKS REDUCED

ANTIBIOTIC STEWARDSHIP

21% FROM 2016 TO 2017

MEDICARE READMISSIONS RATE

30% FROM 2016 TO 2017
Clinical Collaboration: Shared Governance

St. Tammany Parish Hospital is recognized by the American Nurses Credentialing Center as a Pathway to Excellence designated hospital due to its shared governance structure. Collaborating with bedside care professionals in decision-making and business strategy strengthens the hospital and ensures strategic growth initiatives directly benefit patient care.

In 2017, shared governance committees achieved considerable success in blood culture contamination, central line management, fecal microbiota transplants, improving lactation care, intake and output, mitomycin, obstetric hemorrhage, pre-admission testing, pressure injury prevention, sepsis and transition of care.

Blood culture contamination rates above the three-percent national benchmark can result in unnecessary treatment. A multidisciplinary team of emergency department nurses, phlebotomists and laboratory staff improved STPH processes based on national best practices, and in 2017, the blood culture contamination rate fell below 2.5 percent and registered an all-time low of 1.3 percent.

Zero healthcare associated infections is the goal at STPH. By instituting Centers for Disease Control (CDC) and Association for Professionals in Infection Control and Epidemiology (APIC) national best practices, STPH mitigated infection risk in our patients with central lines. In 2017, updated central line maintenance kits were initiated and compliance rose to 85 percent. Central line infections approached zero, with only two reported facility-wide by yearend, well below the national benchmark.

Fecal microbiota transplant was in use at STPH prior to 2017, but occurrence of Zika virus escalated the need for collaboration in this endoscopic procedure. A process improvement team was involved with product selection, securing new equipment, modifying policies, educating staff and optimizing the process by eliminating the need for individual donors and related evaluation, testing, scheduling and expense.

Baby Friendly Hospital Initiative is a national breastfeeding accreditation. In pursuit of this designation in 2017, STPH women’s and children’s staff developed a new infant feeding protocol, improved breastfeeding assistance, early breast milk expression and community breastfeeding outcomes.

Collaborating with bedside care professionals in decision-making and business strategy strengthens the hospital and ensures strategic growth initiatives directly benefit patient care.
**SHARED GOVERNANCE COMMITTEE SUCCESS**

**BLOOD CULTURE CONTAMINATION**

Contamination rate registered an all-time low of **1.3%**

**CENTRAL LINE INFECTION**

Only **2** cases reported facility-wide by yearend, well below the national benchmark.
2017 AWARDS AND RECOGNITION

St. Tammany Parish Hospital consistently earns local, regional and national recognition for safety, quality and patient experience. While no other hospital in the region rivals the achievements of this community hospital, these awards pale in comparison to the endorsement of our own neighbors, employees and physicians. Overwhelmingly, these groups say they would recommend St. Tammany Parish Hospital to their loved ones, and that is our true reward.

Leapfrog: Awarded A for Safety four times in a row and named a Top General Hospital for 2017 (one of 45 nationwide)

Healthgrades: Awarded for patient safety excellence and outstanding patient experience (every year since 2009)

Women’s Choice: Awarded in eight categories (Top 100 Hospitals in America for Patient Experience, plus patient safety, heart care, stroke centers, cancer care, breast centers, obstetrics and orthopedics)


CareChex: Check Plus Plus highest quality rating for overall hospital care, overall medical care, overall surgical care, gall bladder removal, general surgery, major bowel procedures, orthopedic care, pulmonary, stroke care and vascular surgery; Check Plus high quality rating for bariatric surgery, cancer care, cardiac care and surgery, gastrointestinal care, pneumonia, spinal fusion and trauma
Perhaps the strongest example of collaboration as a strategy for success is St. Tammany Parish Hospital’s partnership with Ochsner Health System. 2017 marked the third anniversary of the partnership’s launch, and the achievements are some of the most important advances in care STPH experienced all year.

Our partnership goals mirror the Triple Aim of the Institutes of Health Improvement: simultaneously improve care and population health while reducing overall costs of care. Three years in, we and our partner are proud of the progress on all three aims.

Our population health efforts are focused on post-acute strategy. In 2017, we announced plans for Ochsner Health System, St. Tammany Parish Hospital and our fellow service district hospital for the eastern half of the parish, Slidell Memorial Hospital, to jointly operate services that address the care continuum beyond hospital stays. As the planning and development of 2017 will bear out, you will see services under construction and opening in 2018–20 for post-acute services including inpatient rehabilitation, long-term acute care, skilled nursing care and even behavioral health support.

Expansion of primary care occurred on both halves of the partnership, with expanded hours, new physicians and nurse practitioners as well as new providers, including the introduction of urgent care in Mandeville and Covington.

We have also collaborated to add specialty care, including neurology, neurosurgery including adding Bright Matter® technology, pediatric specialties, cardiology specialties, gastroenterology, urology and infectious disease.

Since inception of the partnership with Ochsner, we have consolidated resources in interventional cardiology, sleep lab, Coumadin clinic, infusion clinic and post-discharge clinic. We relocated OHS resources into the service district to better utilize St. Tammany Parish Hospital for OB/GYN, neurosciences (349 patients able to stay local in 2017), cardiothoracic surgery, pediatric sub-specialties, orthopedics and rehabilitation.

Together we have preserved existing west St. Tammany jobs plus added 32 Ochsner jobs and 151 St. Tammany Parish Hospital jobs in the service district.

**Ochsner Partnership: Going Further Together**

<table>
<thead>
<tr>
<th>PRIMARY CARE VISITS</th>
<th>SPECIALTY VISITS</th>
<th>TOTAL INCREASE IN VISITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>31,428</td>
<td>34,099</td>
<td>51,164</td>
</tr>
<tr>
<td>32,916</td>
<td>38,825</td>
<td>56,892</td>
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**PERCENTAGE INCREASE FROM 2016 TO 2017**

- **4.7%**
- **14%**
- **11.2%**
Our partnership goals mirror the Triple Aim of the Institutes of Health Improvement: simultaneously improve care and population health while reducing overall costs of care.

THREE YEARS IN, WE AND OUR PARTNER ARE PROUD OF THE PROGRESS ON ALL THREE AIMS.
Collaborating to Beat Cancer

St. Tammany Parish Hospital has collaborated with Mary Bird Perkins Cancer Center since 1998, growing and modifying the relationship through the years to respond to west St. Tammany families’ needs for cancer care close to home. 2017 marked the first full year in which STPH, Ochsner and Mary Bird collaboratively delivered care in St. Tammany Cancer Center. The level of care available in the service district now is unrivaled, bringing more advanced cancer care closer to home than ever before.

A highlight of the Breast Multidisciplinary Team in 2017 was National Accreditation Program for Breast Centers accreditation, making St. Tammany Parish Hospital one of only five NAPBC accredited facilities in the state.

St. Tammany Cancer Center hosts recurring conferences in which cases are discussed and recommendations made based on each patient’s clinical presentation. Patients can be assured that when a case is reviewed, a multidisciplinary review of the case is completed and treatment recommendations are made in accordance with national treatment guidelines. The center also hosts multidisciplinary teams for breast and lung cancer, comprised of physicians, nurse navigators, social workers, dietitians, research nurses, tumor registrars, palliative care specialists, rehabilitation specialists and other allied health professionals. The purpose of both teams is to develop and implement patient-centered processes, clinical procedures and ongoing monitoring activities aimed at ensuring the highest quality diagnostic and therapeutic care. Both teams were able to approve and implement workflows that improve the timeline of the diagnostic evaluation of breast and lung lesions to determine the presence or absence of cancer. A highlight of the breast multidisciplinary team in 2017 was National Accreditation Program for Breast Centers (NAPBC) accreditation, making St. Tammany Parish Hospital one of only five NAPBC accredited facilities in the state.
2017 Year in Review

Community support makes all the difference between good and exceptional: exceptional nurses and physicians, exceptional facilities and services and exceptional care. St. Tammany Hospital Foundation has always believed that Keeping St. Tammany Parish Hospital Healthy, Keeps Our Community Healthy, and in 2017 our donors and supporters did an exceptional job of keeping our hospital healthy.

The foundation is proud to recognize more than 1,470 individuals, hospital employees, businesses, organizations and foundations who made nearly $1.1 million in gifts.

The support of these generous donors enabled the foundation to give $623,944 back to St. Tammany Parish Hospital in 2017 through equipment purchases, employee training and development opportunities, department programs, hospital initiatives and more. In addition, the foundation donated property to the hospital for much needed additional parking at STPH.

2017 support came from a variety of sources, including almost $157,500 from events. The return of fan-favorite Gurney Games was added to the list of signature events, such as the Get Lucky! Golf Tournament, Angels of Light and Monster Mash, which boasted a new title sponsor in 2017 — Metairie Bank Northshore. Third party events from local businesses and organizations raised more than $75,700, including the NHBA Raising the Roof for Charity Raffle House, St. Tammany Women’s Council of Realtors’ Bras for a Cause, Baldwin Subaru’s Share the Love event, Helping Hands Gallery, Ruby’s Kids and St. Tammany Parish Sheriff’s Association.

The yearend appeal mailing, penned by 2017 foundation board chairman, Rock Kendrick, raised more than $46,970 for the unrestricted caring for St. Tammany fund, endowment and the building expansion initiative. Employees demonstrated their commitment to the hospital with 700 employees and physicians raising $90,677 through the WE Care Employee Campaign, bringing their cumulative total to more than $1,247,270 since 2004. The St. Tammany Hospital Guild volunteer group donated an unprecedented $50,000 in 2017, bringing their cumulative support to more than $219,300.

Through its generous donors, the foundation impacts the healthcare and well-being of the entire Northshore community. Since its inception in 2003, more than $17.6 million has been donated to the foundation in support of world-class healthcare, close to home.
Breakfast with St. Tammany
In 2017, the foundation hosted its first donor cultivation event. Held at Southern Hotel, 75 current and prospective donors and community leaders joined our Board of Trustees for an intimate breakfast and update on the happenings at St. Tammany Parish Hospital. Dr. Robert Faucheux, STPH pediatrician, and Dr. Sebastian Koga, Ochsner neurosurgeon, spoke on the advancement of pediatric care at STPH and the state-of-the-art advancements and success of our neurosciences program. STPH President and CEO Patti Ellish updated attendees on the hospital’s vision for the future and how we are expanding to meet the needs of our community.

Building a Better Hospital
The Raising the Roof for Charity Raffle House is an annual project of the Northshore Home Builders Association that has benefited the community and local charities since 1994. The foundation was proud to be selected once again as a charity partner in 2017. With the support of our donor base, the foundation earned a $50,000 donation and placed first in the charity competition. Through the years, the foundation has had three opportunities to benefit from the Raffle House for a cumulative donation of $163,500.

A Place of Healing
The Healing Arts Initiative installed two exhibits in its rotating gallery series entitled No Ordinary Moments and A Healing Journey. Each eight-week exhibit was located on the first and third floors of the hospital and showcased works of art that told a story of healing and promotes an environment of peace and tranquility for patients, employees and guests. Each of the talented exhibit artists generously donated a piece of original art for the foundation’s permanent collection.

In addition to the exhibits, the healing arts program featured a first-ever 12-week music therapy program. This highly successful pilot program provided music therapy to patients receiving infusions at St. Tammany Cancer Center.
STEWARDSHIP OF GIFTS 2017

$1,066,173 TOTAL DONATIONS

- ST. TAMMANY CANCER CENTER / MARY BIRD PERKINS / ONCOLOGY $339,325
- ADDITIONAL DONOR RESTRICTED $184,598
- UNRESTRICTED GIVING $187,830
- PARENTING CENTER / COMMUNITY WELLNESS CENTER $132,678
- HOSPICE $118,351
- ENDOWMENT / EBF $46,258
- PEDIATRICS $41,339
- HEALING ARTS $15,794

SOURCES OF FUNDING 2017

$1,066,173 TOTAL DONATIONS

- COMPANIES $565,648
- INDIVIDUALS $283,321
- EMPLOYEES $134,041
- FOUNDATIONS/ORGANIZATIONS $83,163

DONOR BREAKDOWN 2017

1,470 TOTAL DONORS

- EMPLOYEES 783
- INDIVIDUALS 534
- COMPANIES 68
- FOUNDATIONS/ORGANIZATIONS 36
Through its generous donors, the foundation impacts the healthcare and well-being of the entire Northshore community.

Since its inception in 2003, more than $17.6 million has been donated to the foundation in support of world-class healthcare, close to home.
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To serve the individuals and community of western St. Tammany Parish and surrounding areas as a not-for-profit hospital by providing integrated healthcare services such as education and prevention, a full range of diagnostic services, and both inpatient and outpatient care, all of which help to ensure continued good health.

A full-service acute care facility committed to providing world-class healthcare and the latest technology, St. Tammany Parish Hospital delivers today’s life-improving procedures with the utmost care to area residents with emphasis on wellness, preventive care and disease management close to home. STPH is recognized for quality, safety and the patient experience by Leapfrog, Hospital Compare, Healthgrades, CareChex and Women’s Choice. STPH is a self-supporting not-for-profit community hospital; it receives no ad valorem tax funding.

ST. TAMMANY HOSPITAL FOUNDATION

The St. Tammany Hospital Foundation, a 501 (c) (3) non-profit organization, was established to sustain the healing work of the physicians and staff of St. Tammany Parish Hospital. Through the development of philanthropic support, the foundation seeks to fortify the promise to provide world-class healthcare...close to home, now and for generations to come.

Founded in 2003 by a volunteer group of community leaders who recognized that for the hospital to achieve its goals of excellence, it must receive support above and beyond that provided by direct patient services, the foundation exists to provide a comprehensive program of fund development to supplement, enhance and enrich the programs, facilities and services of St. Tammany Parish Hospital.