PHASE 1: DONE

STPH Emergency Department Expansion Marks Major Milestone
For the second year in a row, the St. Tammany Hospital Foundation finished first in raffle-ticket sales in St Tammany Home Builders Association’s 2014 “Raising the Roof for Charity” Raffle House fundraiser for local charities.

The foundation received a share of the ticket proceeds to support pediatrie advancement at St. Tammany Parish Hospital for its first-place finish. Its award represents the largest share of nearly $100,000 raised for four Northshore charities through this year’s event.

Hospital employees, volunteers and foundation board members together sold 790 of the $100-a-piece raffle tickets, which was 227 more than the second-place charity partner for 2014. Sales by foundation board members accounted for nearly 230 of all tickets sold. Tillman Stogner of Double D Meats in Bogalusa was the board’s top-selling member, while the No. 1 sales outlet at STPH was the hospital Guild’s Gift Shop. The top community seller was Stone Creek Health Club and Spa.

“I commend the 27 hospital and community outlets who participated on behalf of the foundation in the 2014 charity ticket sales competition,” said Laurie McCants, chairwoman of the foundation board of trustees and managing partner of Honda of Covington, which also served as a ticket outlet. “Outlets for ticket sales stretched throughout western St. Tammany Parish and from Bogalusa to Metairie, McCants said.

Chuck Ahmad of Skell won the 2014 Raffle House in Covington’s Terrabella Village.

In addition to the mural, she frequently played guitar and sang with children and other patients in the center’s waiting room. She also constructed a butterfly mobile to hang from the ceiling above the baby scale.

“My love for music and the healing arts is a result of my upbringing in Covington,” said McCants, chairwoman of the foundation board of trustees and managing partner of Honda of Covington, which also served as a ticket outlet.

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Chuck Ahmad of Skell won the 2014 Raffle House in Covington’s Terrabella Village.

Natalie Phillips understands art’s power to heal. The Loyola University music therapy student recalls the comforting pleasure of making a yarn-and-bead doll during an extended hospitalization as a young girl.

“Art moves your mind to a better place and eases the stress of treatment and illness,” said the 21-year-old Mandeville resident. “It’s powerful.”

Phillips spent the summer of 2014 working to bring soothing power to patients and families at St. Tammany Hospital Foundation’s Community Wellness Center as a volunteer intern for its Healing Arts initiative.

The St. Tammany Hospital Foundation’s decade-old program promotes the link between art and healing through projects such as artwork and special lighting in patient rooms, water elements and creative use of space such as the meditation garden at the Women’s Pavilion of St. Tammany Parish Hospital.

Pulling from her understanding of art therapy, Phillips painted a rainforest mural on a wall in the Community Wellness Center and Parenting Center conference room that depicts animals exercising and eating fruit. The image underscores the center’s focus on healthy living.

Phillips’ internship resulted in the first Healing Arts project at the STPH Community Wellness Center.
Angels of Light 2014
A Celebration of Life
Annual Event Helps Hospice Provide Comfort,
Meaningful Moments to Patients, Families

The St. Tammany Parish Hospital lobby will glow Thursday,
Dec. 11 during the Angels of Light ceremony to benefit St. Tammany
Hospital Hospice.

The event is the main fundraiser for hospice, which provides
care and comfort to terminally ill patients and their families through
a range of services.

“We provide care any place a patient lives,” said Paula Toups,
hospice administrator. “We are not there to cure, but to keep patients
comfortable and improve the quality of their lives.”

Those services include palliative care to manage pain and disease
symptoms, 24-hour-a-day nursing support for patient caregivers and
grief counseling for surviving family members. Hospice cares for
patients with late-stage cancer, heart and lung disease, dementia, Parkinson’s disease
or any other terminal illness, whether
patients are at home, in a nursing home, an
assisted-living facility or in the hospital.

That care often includes helping
patients achieve meaningful personal
goals. Hospice’s team of nurses, social
workers, chaplains and volunteers has
arranged a photography session for a patient whose family did not
have a family portrait.

“The longer we have people under our care, the more we can do
for them,” Toups said.

Toups encourages patients and families to explore hospice care early
so they can benefit from its array of services, including the opportunity
to build a close rapport with nurses and other care providers before

“Angels of Light is a beautiful way any member of the
community can support our Hospice while making a meaningful
gift of their own,” said Nicole Sheehy, St. Tammany Hospital
Foundation specialist.

The evening will include holiday
music, a harpist, refreshments and the
lighting of the Hospice Tree for Life
in recognition of care provided to all
hospice patients.

Tribute Angels hanging from the tree
will honor or memorialize special friends
and family members. Tribute angels can
be purchased for a minimum gift of $10.

The event’s focus on celebrating the
lives of loved ones reflects St. Tammany
Hospital Hospice’s goal of improving the
quality of life for terminally ill patients.

For more information about the Angels of Light
event or to purchase a Tribute Angel, call
985-898-4171 or visit stthfoundation.org/angels.

How to Participate

The 2014 Angels of Light ceremony
will be held at 5:30 p.m. Thursday, Dec. 11 in
the St. Tammany Parish Hospital main lobby.

The evening will include holiday
music, a harpist, refreshments and the
lighting of the Hospice Tree for Life
in recognition of care provided to all
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ROAD TO RECOVERY

Ian Anderson began inpatient rehab
within days of a heart attack-related stroke
that prompted a nearly three-month stay at
St. Tammany Parish Hospital in the spring
of 2013. Anderson’s speech was largely
unaffected by the stroke, but numbness and
loss of movement on his left side left him
unable to walk.

Anderson, 73, realized the long process of recovery he faced
during his first days at the hospital. He now walks with a walker, but continues
to rely mostly on a wheelchair. He types at his home computer with
only his right hand.

However, he credits twice-daily rehab sessions focused on speech,
physical and occupational therapy at STPH with helping him regain
enough strength and mobility to return home and to part-time work
as a dredging consultant.

“Starting rehab immediately is critical to retraining your brain to
communicate with your muscles,” Anderson said.

STPH continues to build on its reputation for excellence in treating
stroke patients that includes post-stroke gains in function that surpass
state and national rates. It most recently received the American
Heart Association/American Stroke Association’s Gold-Plus Quality
Achievement Award, which is based on patient outcomes as well as
compliance with research-based guidelines
to speed recovery and reduce death and
disability among stroke patients.

That award means STPH, which is
the only Northshore hospital to receive the
Gold-Plus award this cycle, has complied
with best practices for two years while
meeting five additional measures of the quality of stroke care. Those
best practices include effective emergency use of the clot-busting drug
tPA to preserve brain function in stroke patients.

“It’s the gold standard in stroke care,” said Louise Dill RN, head of
inpatient rehabilitation nursing.

The hospital’s commitment to providing the best care to stroke
patients will culminate in its application to The Joint Commission as
a stroke-certified facility in the coming months.

“Our goal is to help patients return home, and that guides our care
from the time they come to the hospital,” Dill said.

For Anderson, the rehab that started at STPH is part of an ongoing
process that includes outpatient therapy sessions each week. He
continues to make progress despite arthritis in his hip.

“If you keep going, you will progress,” said Anderson’s wife, Buddy. “The
important thing is to never give up.”
St. Tammany Parish Hospital marked a milestone in its multiphase Emergency Department and 3 North expansion with the September opening of a new ambulance entrance and its new ED and trauma rooms.

Completion of the first phase of the nearly $21 million construction project occurred during a steady rise in patient-satisfaction ratings for the Emergency Department, which saw a 7 percent increase in patients during the first seven months of 2014.

Patient satisfaction — already in the top 10 percent for emergency rooms, according to a national benchmark — has continued to improve since the expansion began in late 2013.

“We’re seeing more emergency patients as we also improve patient care and patient satisfaction,” said Chief Nursing Officer Kerry Milton BSN MHA.

The growing number of patients underscores the project’s necessity, which will expand the Emergency Department by 8,600 square feet on 11th Avenue, add 10 emergency beds and create specialized, high-need treatment areas for pediatric, geriatric and mental health patients.

Meanwhile, 21 new private rooms will open in the surgical/medical patient tower known as 3 North when that separate but simultaneous element of the expansion is complete in 2015.

That means patients and visitors will continue to see construction on a regular basis through the rest of this year and much of 2015 as STPH expands to better respond to a growing demand for healthcare, including emergency services.

The most visible change will be the late 2014 opening of a temporary Emergency Department walk-in and patient drop-off area on the east side of the hospital, said Randy Willett, STPH project manager.

Public parking for the ED will shift to the lot across 11th Avenue when the temporary walk-in entrance opens before the end of 2014, Willett said.

The next major phase of the project — expansion of the ED itself — will begin as soon as the temporary walk-in entrance is complete. That phase is expected to take roughly one year, Willett said.

Through it all, the Emergency Department will continue to operate at full capacity.

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Heart to Heart Vol 10: No 4 Fall 2014

patients through precise, individualized adjustments in dosage and other standards,” said Les Bascle, inpatient operations manager for radiology.

“Stringent education and training physicians and technicians meet image quality is excellent, and Pavilion meet national standards for patient safety.

Cordes Outpatient Pavilion, Mandeville Diagnostic Center and Women’s Pavilion of STPH’s commitment to the safe use of medical imaging includes its voluntary accreditation by the American College of Radiology (ACR) in computed tomography — better known as CT or CAT scans — and nuclear medicine.

ACR accreditation for those imaging methods requires a rigorous review to verify that equipment and protocols at the hospital, the Paul D. Cordes Outpatient Pavilion, Mandeville Diagnostic Center and Women’s Pavilion meet national standards for patient safety.

It also means radiation doses fall within established safety standards, image quality is excellent, and physicians and technicians meet stringent education and training requirements.

“We want our patients to know that we voluntarily meet those higher standards,” said Les Bascle, inpatient operations manager for radiology.

Radiologists make imaging decisions based on medical necessity and the nature of a patient’s illness or injury. Meanwhile, the amount of radiation exposure from medical imaging — if any — varies by procedure.

• Nuclear medicine

This type of procedure involves the use of very small doses of radioactive isotopes that can be injected into the patient, ingested or inhaled as part of the diagnosis and treatment of a disease, including cancer.

• CT scan

This is a brief, targeted X-ray that creates detailed 3-D images of a patient’s internal organs to allow a physician to better detect and treat a range of medical conditions.

• Ultrasound and magnetic resonance imaging (MRI)

These scans do not involve the use of any radiation to create detailed images of internal organs and tissue.

Mammography, meanwhile, requires a tiny dose of radiation. The Women’s Pavilion of STPH also is ACR-accredited and, like other mammography providers, must adhere to strict, federal standards for dose, image quality and other facets of care, including staff expertise.

“Our patients have peace of mind knowing they are receiving high-quality mammograms from trained personnel using minimal radiation,” said Pam Ballard, pavilion manager.

Bascle encourages patients to discuss their concerns about radiation safety with their physician and ask whether the benefits of a specific procedure outweigh any potential risk.

“People always have questions about radiation safety, so they should feel comfortable asking those questions,” he said.

Scrubs-a-Dub-Dub

New Technology for Proper Hand Hygiene Creates Even Stronger Infection Safeguard

The Centers for Disease Control and Prevention calls proper hand-washing a “do-it-yourself vaccine” for its proven ability to prevent infection and illness.

“It’s the No. 1 method to stop the spread of infection,” said Leslie Kelt, head of infection prevention at St. Tammany Parish Hospital.

That’s why STPH has acquired Hygiena, a new tool to highlight and measure hand hygiene among hospital staff who frequently contact patients. The hospital already has exceptional compliance with clean hands, so the new equipment serves as one more safeguard to ensure top quality care.

The handheld instrument acquired through a recent grant from the St. Tammany Hospital Foundation provides almost instant feedback to hospital employees about hand hygiene, said Terry Johnston, STPH infection preventionist.

Employees’ hands are swabbed and tested before and after they wash their hands to give them a quick comparison of the impact of proper hand hygiene on their hands. Within 15 seconds, the state-of-the-art luminometer provides a numeric reading of a molecule called adenosine triphosphate, or ATP, as a measure of hand cleanliness.

The screening provides fast, individual results — and an opportunity to review proper hand-hygiene technique. That includes 20 seconds of vigorous pressure as well as soap and water.

“Even briefly touching a folder or a keyboard can have a big effect on hand hygiene, so this provides an opportunity to review how critical it is to wash hands each and every time before any patient contact,” Kelt said.

This device has been in use for about a year to provide feedback to hospital employees from nurses and physicians to physical therapists and support employees who clean or deliver food to patient rooms. To date, about 650 hospital employees have participated.

Most are eager to see their results, Johnston said.

“The fast feedback makes this effective as an infection-prevention tool,” she said.

In time, Kelt and Johnston plan to provide feedback to nearly all 1,800 STPH employees, including medical and support staff at the hospital, its clinics, outpatient facilities and off-site properties.

“This reminds everyone what an important role hand hygiene plays in reducing infections,” Kelt said.

How to Properly Wash Your Hands

• Wet your hands with clean, running water (warm or cold), turn off the water and apply soap.

• Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers and under your nails.

• Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.

• Rinse your hands well under clean, running water.

• Dry your hands using a clean towel or air dry them.

If you don’t have soap and clean, running water...

Washing hands with soap and water is the best way to reduce the number of microbes on them in most situations. If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60 percent alcohol.

Alcohol-based hand sanitizers can quickly reduce the number of microbes on hands in some situations, however, they do not eliminate all types of germs, as hand sanitizers are not as effective when hands are visibly dirty or greasy.

How to use hand sanitizer

• Apply the product to the palm of one hand (read the label to learn the correct amount).

• Rub your hands together.

• Rub the product over all surfaces of your hands and fingers until your hands are dry.
Cardiac Rehab: Phase III

What: St. Tammany Parish Hospital’s Cardiac Rehab Phase III program is designed to help individuals acquire the skills and knowledge needed to work toward a lifetime of heart disease management and prevention. The program is built around the participant’s age, current level of conditioning, physical limitations and health history.

Who: Anyone with a history of heart disease or those with risk factors for heart disease such as diabetes, obesity, high blood pressure or high cholesterol.

When: Monday, Wednesday and Friday afternoons

Where: Paul D. Cordes Outpatient Pavilion, 16300 Highway 1085, Covington

Cost: $35 for orientation; each session is $4

PAD Exercise Program

What: Healthy Steps is a comprehensive exercise training program for people with peripheral artery disease (PAD), also known as peripheral vascular disease (PVD), to improve symptoms and increase their quality of life.

When: Monday, Wednesday and Friday

Where: Paul D. Cordes Outpatient Pavilion, 16300 Highway 1085, Covington

Cost: $35 for orientation; each session is $4

Education

Cardiac Rehab hosts free community classes on topics including early warning signs of a heart attack, preparing for a cardiac emergency, risk factors for heart disease, benefits of exercise, nutrition for a healthy heart, weight management, medications and stress management.

When: Nov. 13 and Jan. 8

Where: Paul D. Cordes Outpatient Pavilion, 16300 Highway 1085, Covington

Cost: Free; lunch is included

For more information, call 985-898-3780 or visit stph.org/cardiacrehab

Making a Move for Heart Health

Exercise, Diet Critical Components for Cardiac Rehabilitation Patients

Yann Stutts had three stents placed in his heart in early 2014 after tightness in his chest prompted a visit to a cardiologist. Trimming and active at 6-feet and 175 pounds, the 70-year-old Stutts was surprised to learn that one of his coronary arteries was almost completely blocked. But he considers himself a lucky man.

“I was fortunate not to need bypass surgery or have a heart attack,” said Stutts, a retired civil engineer who lives in Covington.

St. Tammany Parish Hospital’s cardiac rehabilitation department recently expanded services at the Paul D. Cordes Outpatient Pavilion to give patients like Stutts more opportunity to improve their health.

Recently introduced Phase 3 classes are taught three afternoons a week in addition to the existing morning classes at the West St. Tammany YMCA. The department also now offers three-a-day-week exercise classes for patients with peripheral vascular disease (PVD) and peripheral arterial disease (PAD).

Cardiac rehab at STPH has become a central focus for Stutts in the months since his procedure. He completed 36 sessions of Phase 2 cardiac rehab before joining the new Phase 3 maintenance program this summer.

He said he likes the timing of the afternoon sessions, where the rowing machine and treadmill are among his favorite equipment choices.

“I’m absolutely feeling better,” Stutts said.

Even modest changes in diet and exercise can make a big difference in the health and well-being of cardiac patients.

For instance, walking 30 minutes three times a week is tremendously beneficial to cardiac health, said Michael Sanchez, a registered nurse in STPH’s cardiac rehab department. Daily exercise broken up into shorter sessions of 10 or 15 minutes is equally beneficial, he said.

“It’s not necessary to do vigorous exercise; just get moving,” Sanchez said.

Small changes in diet such as reducing salt, fat and sugar also can significantly improve heart health, said Jan Tridico, STPH cardiac rehab coordinator. Obesity and diabetes are notable risk factors for heart disease, so maintaining a healthy weight and controlling diabetes also are crucial, she added. Smoking cessation is another critical stop.

Living Well: STPH Designated as WellSpot by LDHH

St. Tammany Parish Hospital is the first hospital in Louisiana to be designated a WellSpot by the Louisiana Department of Health and Hospitals as part of the agency’s recently launched Well-Ahead Louisiana campaign to improve health and wellness throughout the state.

A WellSpot is a place, space or organization that has implemented voluntary changes to make healthy living easier for the citizens. There are three levels, and all WellSpots must be a tobacco-free environment, which STPH became in 2008.

The following programs are a few of the criteria STPH met to become a Level Two WellSpot:

- Serving as a GIFT (Guided Infant Feeding Techniques)-certified hospital to promote best breastfeeding practices for infant feeding and mother-baby bonding.
- Providing healthier dining options in the cafeteria by providing alternatives to fried foods, setting prices that encourage healthier choices and altering recipes to cut back on sugar and sodium.
- Adopting the 5210 Let’s Go program and incorporating its message of healthier eating and more physical activity in many of its classes.
- Partnering with Marathon Health to open the Center for Health and Wellness as an on-site wellness resource for employees to receive the education and support to lead a healthier life.
- Promoting the Louisiana Tobacco Quitline on signage throughout its tobacco-free campuses and in its Living Tobacco Free classrooms.

STPH Ranked Among the Nation’s BEST

“Love Your Heart

“We believe the superior quality and safety our patients experience every day stemmed directly from our employees’ collective commitment to treat our patients like family.”

– Patti Ellish, STPH President and CEO

Women’s Choice Awards in June for Heart Care, Obstetrics and Orthopedics, while Mary Bird Perkins Cancer Center at St. Tammany Parish Hospital was selected as one of the Best Hospitals for Cancer Care.

The America’s 100 Best Hospitals selection process begins with scores derived for each hospital in the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) database. The score takes a subset of the questions HCAHPS uses that research and experience shows are more important to women than to men. Weight is applied to each of those questions to adjust for relative importance to arrive at a numerical score.

The scoring is completely objective and uniform. The best 100 scores in each of the four size categories determine the recipients. The four size categories include hospitals with up to 100 beds, 101-250 beds, 251-400 beds and 401-plus beds.

The Women’s Choice awards are based on surveys of thousands of women, as well as research conducted in partnership with the Wharton School of the University of Pennsylvania.

“Our goal is world-class healthcare close to home, and it is gratifying to see the exceptional efforts of our professionals honored,” Ellish said.
STPH CALENDAR HIGHLIGHTS
As the Northshore’s community health network, St. Tammany Parish Hospital hosts events, meetings and opportunities for you to improve and maintain your physical and emotional well-being. We’ve provided a short sample of the many upcoming events below, and please check stph.org/calendar and your local newspaper for additional learning opportunities for individuals of all ages.

For New Parents

Boot Camp for New Dads  
Saturday, Nov. 1 | 9 a.m. to noon  
STPH Conference Room | $10  
New dads, taught by veteran dads, learn how to care for new baby - and new mom. 985-898-4435

Baby Chat For Siblings  
Saturday, Nov. 1 | 10 a.m. to noon  
STPH Conference Room | Free  
Siblings of newborns understand the changes that occur when mom and dad bring home a new baby. 985-898-4435

New Family Center Tours  
1st and 3rd Saturdays  
10 a.m. to noon  
STPH New Family Center | Free  
Learn about our private birthing suites, rooming in, skin-to-skin program and more. 985-898-4436

Breastfeeding Instruction  
Monday, Nov. 3 and 17 | 6:30-8:30 p.m.  
STPH Parenting Center | Free  
Discuss benefits of breastfeeding as well as common concerns of the early breastfeeding period to create a positive and successful breastfeeding experience. 985-898-4083

Prepared Childbirth  
Tuesdays Nov. 4 and 11 | 7-9 p.m.  
STPH Conference Room | Free  
Learn the physical and emotional changes that occur, how your baby develops throughout pregnancy, the signs and stages of labor, what to expect during childbirth and the breathing and relaxation techniques used during labor. Anesthesia options will be discussed. 985-898-4083

Lamaze Class  
Saturday, Nov. 8 | 9 a.m. to 4 p.m.  
STPH Conference Room | $50  
Learn Lamaze techniques in addition to all aspects of the birthing process and methods of delivery. Relaxation and pain control techniques are practiced. 985-898-4083

For the Kids

Play and Learn  
Tuesdays | Nov. 4, 11, and 18; Dec. 2 and 9  
10:30-11:30 a.m.  
STPH Parenting Center | Free  
Katie Lee Hughes, an official Zumba Kids instructor, shows kids how to Zumba their way to better health by incorporating the 5210 Let’s Go program. ksupan@stph.org or 985-898-4435

Zumba for Kids  
Tuesdays Nov. 4, 11 and 18; Dec. 2 and 9  
10:30-11:30 a.m.  
STPH Parenting Center | Free  
Katie Lee Hughes, an official Zumba Kids instructor, shows kids how to Zumba their way to better health by incorporating the 5210 Let’s Go program. ksupan@stph.org or 985-898-4435

Ballet  
Tuesdays Nov. 4, 11 and 18 and Dec. 3 and 10  
10:30-11:15 a.m.  
STPH Parenting Center | Free  
Kristen Zornman teaches ballet for motor skills in young children ages 2 and up. ksupan@stph.org or 985-898-4435

Cuddle Buddies  
Thursdays Nov. 6, 13 and 20; Dec. 4 and 11  
10:30-11 a.m.  
STPH Parenting Center | Free  
Learning and support opportunity for parents and social time for babies with songs, stories and playtime. ksupan@stph.org or 985-898-4435

Babysitter Training  
Monday Nov. 24-25 | 9 a.m. to 4 p.m.  
STPH Parenting Center | $70/members, $80/nonmembers  
Two-day program on CPR, choking rescue, injury management, safety for the sitter, babysitting as a business and child care basics. ksupan@stph.org or 985-898-4435

For the Grown-Ups

Yoga  
Every Friday | 10-11 a.m.  
Paul D. Cordes Outpatient Pavilion | Free  
Wendy McKeen, Certified Yoga Instructor, incorporates yoga techniques appropriate for anyone going through a cancer experience regardless of physical strength or abilities. Registration and a medical releas are required. 985-789-0793

Co-Parenting Classes  
Mondays, Nov. 10 and 17 | 6-8 p.m.  
STPH Parenting Center | $30/members, $35/nonmembers  
For divorcing parents to learn methods and communication skills that help keep children out of a divorce. Children’s version available to help them as parents go through divorce. ksupan@stph.org or 985-898-4435

Infant/Child CPR  
Wednesday, Nov. 12 | 9-11:15 a.m.  
STPH Parenting Center | $20/members, $25/nonmembers  
Learn skills for choking and breathing emergencies among children. Not a CPR certified class. ksupan@stph.org or 985-898-4435

Cancer Screenings  
Thursday Nov. 13 | 9-11 a.m., noon to 2 p.m.  
Lacombe  
Friday, Nov. 21 | 9-11 a.m. and noon to 2 p.m.  
Washington Parish  
Saturday, Dec. 6 | 9-11 a.m. and noon to 2 p.m.  
Covington  
Appointments are required for the free screenings by calling 888-616-4687 or by visiting marybird.org/stph.

Breast Cancer Support Group  
Tuesday Nov. 4, Dec. 2 | 7-8 p.m.  
Mary Bird Perkins Cancer Center at St. Tammany Parish Hospital | Free  
oun jfreudenberger@marybird.com or 985-276-6832