Charitable gift annuities offer an opportunity to support the St. Tammany Hospital Foundation, while providing donors with a guaranteed source of lifelong, mostly tax-free income. The rate of return on charitable gift annuities—7.6 percent for an 80-year-old donor, for instance—was pleasing by the opportunity an annuity offered them.

“It’s a way to support the hospital while at the same time there are financial and tax advantages,” said Roland J. Hymel Jr., a retired insurance executive who made such a gift to the foundation in 2011.

“It’s a beautiful opportunity,” he said. For example, $8,900 of a $10,000 charitable gift annuity would tax debt be lifelong in the year of the donor. Hymel explained. A donor who makes the gift at age 80 would receive $1,575 in annual income, but pay income tax on only about 20 percent of the amount, Hymel said.

Rates of return vary by the age of the donor. The yearly rate of return for a gift made by a 70-year-old donor, for instance, is 6.1 percent. There is also a special rate based on the ages of spouses who make a joint gift.

Dick Knight, a foundation trustee, described charitable gift annuities as “an absolute winner.” Knight and his wife Sally, who supported the foundation through artwork donations and other gifts, were pleased by the opportunity an annuity offered them.

“At the end of the day, you can leave a substantial gift to the hospital, while at the same time you receive a very good return on that investment,” Knight said.

Leverit Montgomery and his wife Anne also enjoy the tax benefits and income from their gift to the foundation. But they agree that their primary motivation in funding a charitable gift annuity was St. Tammany Parish Hospital itself.

“Leveit’s Monty” Montgomery and his wife Anne also enjoy the tax benefits and income from their gift to the foundation. But they agree that their primary motivation in funding a charitable gift annuity was St. Tammany Parish Hospital itself.

“The biggest motivation for me was the good people and the good service provided by the hospital,” Montgomery said. “It makes a huge contribution to the quality of life in our community.”

For information on charitable gift annuities, contact Charley Strickland, 985-898-4141 or cstrickland@stph.org, or visit www.sthfoundation.org/CalculateMyGift.

Network to Open Madisonville Office
St. Tammany Physicians Network Grows Along with Community

St. Tammany Physicians Network will expand the reach of its primary care services with the mid-2012 opening of a Madisonville office. The new location will specialize in family medicine, including pediatrics and internal medicine. It will open in mid- to late summer at 1520 Hwy. 22 West, Madisonville, between the town limits and parish line. As with other STPN locations, the board-certified physicians at the Madisonville office will have full access to the resources of St. Tammany Parish Hospital, from laboratory services and radiology to home health, respiratory care and physical therapy. Services at the new site will include appointments for acute care, chronic illness and yearly physical exams for work, school and sports.

The office will provide care for local patients of every age, from newborns to seniors. Same-day appointments will often be available, and the location will accept most major health insurance carriers. The opening of the Madisonville location corresponds to growing demand for primary care on the Northshore. An independent community-needs assessment conducted for the network in 2011 indicated a robust and expanding need for primary care services in the community over the next four to five years as the area continues to gain population, including more young families with children, said Dr. Capitelli, STPH chief medical officer.

The recent construction of a large public elementary school in the Covington practice, bringing 16 years of family medicine experience, including pediatrics, to STPH in 1999, and Dr. Delcham will relocate from STPN-Mandeville, where she has practiced pediatric/internal medicine, will open the new Madisonville office, which will ultimately be a practice of four physicians. Dr. Miles will move to the new office from Montclair, Madisonville, a Franklin County practice likewise brings world-class care to STPH's patients in Washington Parish.

Physicians Arlette D'Elkm, MD, family medicine, and Jennifer Miles MD, pediatrics/internal medicine, will open the new Madisonville office, which will ultimately be a practice of four physicians. Dr. Miles will move to the new office from STPN-Mandeville, where she has practiced internal medicine and pediatrics since 1999, and Dr. Delcham will relocate from the Covington practice, bringing 16 years of family medicine experience, including 11 years in Morgan City and New Orleans.

“As a community hospital, it’s part of our mission to identify the needs of the community, then take the steps necessary to meet those needs. Developing a community-needs assessment ensures that we understand and respond to changes in the need for more primary care in our community.”

The Madisonville location will expand the existing reach of the network, which already has physician offices in Covington and Mandeville. A Franklin County primary care practice likewise brings world-class care to STPH’s patients in Washington Parish.
by that Wednesday, he could hardly move. An hour after arriving at the STPH emergency department, his kidneys and liver began to shut down.

“I have never seen anybody go downhill so suddenly,” said STPH kidney specialist David Powers MD.

Landon was moved to the intensive care unit, where he was intubated to help him breathe. He lost consciousness. Dr. Powers told his family that he might not live through the night.

“The world fell apart,” said Chassity Holliday, Landon’s mother.

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THE FUTURE IS NOW

COMMITMENT TO TECHNOLOGY MEANS THE BEST IN STPH PATIENT CARE

There’s no mistaking the “wow factor” in new medical technology in place and coming soon to St. Tammany Parish Hospital.

New systems double-check doctors’ prescription orders, alert caregivers to test results and immunization schedules and eliminate a mainstay of traditional medical care: the physician’s handwritten prescription-drug order.

STPH is also exploring technology that uses patient fingerprints or other unique “biotech” markers to ease and speed the check-in process.

Yet at its core STPH’s embrace of state-of-the-art technology isn’t about technology—or wow factor—at all. Instead, it reflects a strategy of improving patient care through innovations to reduce medical errors, enhance communication among caregivers and patients and personalize the patient experience through comprehensive, up-to-the-minute information about every patient’s health.

“This is about using technology for better care,” said Craig Doyle, STPH director of information technology. “In that sense, the changes are part of a clinical initiative, not a technological one.”

Digital technology keeps patients safer and improves treatment decisions by giving caregivers unprecedented access to the most complete and current information about a patient’s health and medical treatment. Information in a patient’s electronic health record (EHR)—the patient’s complete medical history, in one computerized location—doesn’t depend on geography or the sometimes hard-to-read notes in cumbersome and slower-moving paper files.

EHRs’ digital nature also makes them instantly accessible to care providers from emergency room physicians and off-site specialists to the patients themselves, noted Tim Lessing, STPH senior vice president and chief financial officer. Results from laboratory and diagnostic tests and treatment decisions enter the patient’s EHR as soon as they are available, Lessing said, giving caregivers real-time access to the most current information about a patient’s health status.

“It’s a way to close gaps in information between specialists and sub-specialists because the information is accessible everywhere the patient goes,” Lessing said. “We want to make sure that every caregiver who relies on that patient’s information has good quality access when they need it.”

The latest upgrade to hospital software offers a key component of information technology (IT) improvements: computerized physician order entry (CPOE). CPOE enables physicians to enter medical orders or submit patient prescriptions directly into the secure, centralized system. The hospital also uses barcode technology with automated verification features to prevent medication errors.

CPOE further enhances patient safety by reducing potential errors linked to legibility of handwritten orders. The system includes features like automated safeguards that flag potentially adverse drug interactions with other medications a patient may be taking.

“It notifies the physician of possible interactions to ensure they are aware of all other medications the patient is taking,” said Dr. Bob Capitelli MD, STPH chief medical officer.

Other features include automated links to best practices that provide instantaneous support to physicians and nurses as they make treatment decisions, explained Dr. Patrick Torcson, STPH director of hospital medicine.

Digital technology keeps patients safer and improves treatment decisions by giving caregivers unprecedented access to the most complete and current information about a patient’s health and medical treatment.

“The system helps doctors and nurses adhere to the best safety and quality measures,” Torcson said.

The big-picture goal of new technology revolves around the concept that healthcare institutions and providers need to put technology to meaningful use, which very simply means truly putting technology to use improving the health of patients. Recent changes to the federal Medicare program provide incentives for hospitals investing in technology with a long-term goal of showing tangible improvements in the health of patients, Torcson said.

STPH’s embrace of technology puts it in an elite group of U.S. hospitals. Only 10 to 15 percent of U.S. hospitals have replaced written physician orders with direct physician entry—a process that STPH is already implementing and will complete this fall, Torcson said.

New technology at STPH is also transforming the look and feel of the outpatient experience. In the STPH Emergency Department, patients see clinicians before being registered at the bedside, reducing wait times. And all STPH diagnostic imaging facilities, beginning with the brand new STPH Mandeville Diagnostic Center, are introducing the Northshore to radiology equipment with the lowest radiation exposure for the best image quality.

STPH is also investigating technology like “self-service” check-in kiosks that rely on patient fingerprints for faster registration and quicker access to relevant medical and appointment records, said Lessing. “We’re exploring it,” he explained. “Safeguarding patient care and patient information are key, so we do quite a bit of research as we step into these new technologies. If we determine that it improves quality and the patient experience, we are committed to provide it.”
**Lifetime Wellness and Good Health: Choosing the path of a healthy lifestyle**

**WORKING OUT for GOOD HEART HEALTH**

At 81, Local Sports Legend Knows the Power of Exercise

Coach Jack Salter has a ready answer when friends ask why the 81-year-old legend of Northshore football lifts weights and works out several times a week.

“I tell them I do it because I want to keep living,” said the Covington-born Salter, who coached football at Covington High School for 35 years, where the stadium bears his name.

Salter has participated in St. Tammany Parish Hospital’s cardiac rehabilitation program since 2006, when he had bypass surgery. He works out at the West St. Tammany YMCA, three times a week, with StPH’s cardiac rehabilitation program, and on his own as well. Coach walks the treadmill, lifts weights and visits friends between sessions at the equipment.

“I don’t like to miss a workout,” Salter said.

His faith in the healing power of exercise is well placed. A 2011 Cleveland Clinic study showed that people with heart disease who participate in cardiac rehab can improve their heart’s ability to return to a normal rate after exercise. Those patients, researchers found, live longer than patients whose hearts do not return to a normal rhythm as quickly.

Exercise is a crucial element of rehab, but StPH’s program includes other key components, including nutrition education, said Jan Tridico, STPH cardiac rehab coordinator. Joan Meyer, an exercise specialist with the program, said in Salter’s case a winning attitude is another component of good health.

“He encourages others in the program, which comes naturally to him as a coach,” Meyer said.

StPH’s cardiac rehab program offers free lectures on heart-health topics each month at the Paul D. Cordes Outpatient Pavillon. Additional information is available by calling 985-898-3780.

**Y** early physical examinations and screenings such as mammograms and colonoscopies are examples of preventative care services designed to detect disease in their early stages when they are most treatable.

But baseline results from regular physicals and key screenings are just one reason regular visits to your primary health provider are vital to good health. The opportunity to talk with your caregiver about topics from sleep and weight to stress management is another crucial aspect of keeping healthy.

Talking to a medical professional about your everyday life and habits can highlight the need for lifestyle changes that can have a significant impact on your life. Honest conversations with your doctor about general concerns can have profound impact on your long-term health, said Dr. Richard Long of St. Tammany Physicians Network.

Patients are often pleasantly surprised to learn what a difference they can make in their own health through modest lifestyle changes, Dr. Long added.

Patients who aren’t getting enough sleep can boost their wellbeing by adjusting their schedule to allow more shut-eye. That’s because hormones released during sleep facilitate muscle growth in adults; deep sleep facilitates muscle growth in adults; Dr. Long explained, “Just making a change in sleep patterns can have a very big effect on health.”

Wellness discussions often center on the role of diet and exercise, where small improvements can likewise have a big impact on overall health. Even moderate exercise—10 minutes of walking, three to five times a week—can help control blood sugar levels, aid weight loss and improve stress levels, according to STPH’s Dr. Ralph Millet.

“Walking is a great exercise that can make a huge difference in an individual’s health,” Dr. Millet said.

Patients are often pleasantly surprised to learn what a difference they can make in their own health through modest lifestyle changes, Dr. Long added.

For some patients, adequate weight loss combined with exercise can even wean patients off medication for elevated blood pressure and other chronic conditions, Long noted.

“There are many powerful ways people can contribute to their own good health,” he said.

Dr. Millet added he is seeing a shift in patients’ understanding of the role they play in their own health. In recent years, more patients ask about lifestyle changes they can make, he said.

“More people want to know what they can do to change and achieve better health,” he said. “And more and more people are making those changes and seeing the positive results of their efforts.”

To schedule an appointment with Drs. Millet and Long or any of their partners in the St. Tammany Physicians Network, call 985-871-5900 in Covington or 985-626-1717 in Mandeville.

**THE POWER of the PEDAL**

Avid Cyclist Powers His Return to Health

Dave Foley is a fiercely competitive cyclist. The 55-year-old design engineer beats younger men in competition. He enjoys grueling events like 80- and 100-mile road races.

But it’s his focus on conquering his heart disease through exercise, diet and sheer determination that make Foley an inspiration.

“He’s determined to do what it takes,” said Dr. Richard Long, Foley’s longtime doctor of St. Tammany Physicians Network’s Mandeville office.

Long and Foley are partners in a journey that began in 2003, years before the two met. That was when Foley learned that he had blockages in arteries to his heart. The news

Continued on next page
Wellness Exams Save YOU Money
By Ralph Millet MD, St. Tammany Physicians Network

Insurance companies and Medicare give you the opportunity to save money through wellness programs. Regardless whether your plan calls it wellness, preventative health or another name, these visits are an opportunity to detect conditions early.

Wellness visits include an examination and suggestions regarding routine annual care. They may include certain basic lab tests.

Acute sickness, illness or injury cannot be treated as a wellness visit, nor can new types of prescriptions, refilling old prescriptions or the ordering of detailed tests. These types of tasks require regular office visits.

When appropriate, the physician will provide basic personalized health advice and referral to health education or preventative counseling services and programs, and may discuss what procedures, immunizations and health screenings you may need.

Wellness visits also focus on what procedures, immunizations, health screenings that you need.

When you schedule a wellness appointment, be sure to tell the scheduler you wish to use wellness benefits. You should also ask the doctor prefers to order wellness lab tests before or after the visit. The office staff will ask if you need medication refills or have health issues to address, as these are regular office visits.

Call 985-871-5900 in Covington or 985-626-1717 in Mandeville for your next wellness visit.

Never Mind Fish Tacos — Try Fish Pizza

A light and flavorful seafood twist on “pizza” is a favorite of Abry Crosby, St. Tammany Parish Hospital executive chef, who often serves it in the hospital cafeteria.

This colorful dish is low in fat and carbohydrates. The tilapia fillets are packed with nutrients like omega-3 and omega-6 fatty acids that help reduce blood pressure and make fish a key element of a heart-healthy diet. Other types of fish, such as redfish, trout or drum, also can be used—and deliver similar cardiovascular benefits.

Ingredients:
- 4 tilapia fillets, fresh or thawed
- 1½ tablespoons no-salt Cajun seasoning
- Pan spray or olive oil
- 4 tomato slices, ½-inch thick, cut in half to make half-moon shapes
- 8 basil leaves, fresh
- 4 slices reduced-fat mozzarella, cut in half to form triangles

Directions:
1. Preheat oven to 350 degrees. Pat fish dry and sprinkle seasoning on both sides of each fillet. Lightly oil or pan spray a baking sheet, then lay fillets skin side up on the pan.
2. Place two half-moon tomato slices next to each other atop each fillet. Next lay a basil leaf on each tomato slice, and then place a cheese triangle atop each basil leaf.
3. Bake at 350 degrees Fahrenheit for 20 minutes or until the fish reaches an internal temperature of 145 degrees* and the flesh is opaque and flaky.
4. Serve immediately.

*The USDA recommends cooking fish to a minimum internal temperature of 145 degrees Fahrenheit.
The governing board and administrative leadership of St. Tammany Parish Hospital work closely together to plan and grow your community hospital to ensure it meets its mission to deliver on the promise of world-class healthcare to residents of western St. Tammany and surrounding areas.

In 2011, St. Tammany Parish Hospital, a not-for-profit community hospital that receives no tax funding, continued its strong financial performance and its commitment to exceptional quality and patient experience. Similarly, employee satisfaction continues at record high levels.

In fact, your community hospital was a busy place in 2011. Patients admitted into the hospital as inpatients, emergency department patients and outpatients were all up, and patient satisfaction with the overall inpatient experience hit the 98th percentile in the nation for the fourth quarter.

2011 was an exceptional year for quality and safety. Overall focus on proper specimen labeling, mortality and falls resulted in significant improvements. Press Ganey employee survey results on safety revealed overwhelmingly that employees feel empowered to talk about safety, to improve safety and to make a difference for their patients, themselves and their co-workers.

Another achievement in 2011 focused upon STPH’s fiscal reputation. Your community hospital received a bond rating upgrade from Standard & Poor’s to “A-” from its long held “BBB+” rating. The upgrade demonstrates the organization’s financial health and strength of leadership. As part of its commitment to reinvest gains into its caring mission, STPH provided a combined $40 million in uncompensated and compassionate care in 2011, delivering on the promise to care for our community no matter the circumstances.

St. Tammany Parish Hospital continued its longstanding commitment to the community with $150,000 in fundraising and sponsorship for fellow not-for-profits whose missions closely align with ours. Our own hospital foundation plus local schools, health, wellness and community organizations including Alzheimers Association, American Heart Association, American Cancer Society, Children’s Advocacy Center, Council on Aging St. Tammany, Covington Food Bank, Hospice Foundation of the South, Louisiana Breast Cancer Task Force, Northshore Families Helping Families/Access, St. Tammany Cancer Fund, Susan G. Komen Foundation and United Way.

At your community hospital, physical plant changes have been phased in over time, and 2011 was no exception. The Women’s Pavilion of St. Tammany Parish Hospital opened in September, and the STPH Skybridge opened in November. Mary Bird Perkins moved its radiation oncology practice into what will ultimately be Mary Bird Perkins Cancer Center at St. Tammany Parish Hospital, when STPH moves infusion services into the center in spring 2012.

Study and planning advanced in 2011 on long-term goals that include the January 2012 launch of STPH Mandeville Diagnostic Center, the summer 2012 opening of St. Tammany Physicians Network Madisonville, and the 2013 target for a new inpatient unit (1 North) and expanded emergency department to better match the population of western St. Tammany, including dedicated pediatric care.

Overall, 2011 was another step forward in the long-term strategy plan for growth at St. Tammany Parish Hospital, elevating the level of care and safety at which care is delivered, close to home.

Building for the Future

Stakeholder Perceptions

Patient Perception of Nursing Care

Patient Perception of Physician Care

Nursing Perception of Nursing Care

Physician Perception of Nursing Care

Physician Perception of Physician Care
2011 DONORS MAXIMIZE COMMUNITY IMPACT

For nearly 60 years, generations of Northshore residents have turned to St. Tammany Parish Hospital for their healthcare. Through the St. Tammany Hospital Foundation, generous companies, organizations, foundations, individuals, employees and volunteers have contributed their time and financial resources to further benefit the care and services provided by the hospital.

Advancing pediatrics was a focus of 2011 giving with more than $214,000 raised through the Heart, Night and Look of Fashion superbly chaired by Lendon Noel and Jeanine Riecke. Monster Mash proved to be a huge success for the Parenting Center. Angels of Light garnered funds for hospice with Board of Trustees member Deedee Suthon honoring the employees of St. Tammany Parish Hospital. The 2011 WE Care employee campaign was once again successful in raising nearly $100,000 as STPH employees generously gave back to the hospital.

The successful partnership of The Cancer Program of Mary Bird Perkins and St. Tammany Parish Hospital resulted in a partnership to raise funds for the cancer center as well. Leslie Spencer Landry was brought on board to concentrate on raising funds for the combined cancer program. The Healing Arts Initiative, lead by Board member Diane Winston, was showcased in 2011 with the opening of the Women’s Pavilion to provide enhanced breast center services to the community. Planned gifts took center stage in 2011 as a notable number of donors chose to create charitable gift annuities benefiting the Foundation. These gifts benefit the foundation while paying a generous income to the donors for life.

The foundation was founded in 2003 as a 501 (c) 3 non-profit organization and is governed by a volunteer board of community leaders committed to the development of relationships and financial resources to support the healthcare programs, projects and services of STPH which is a self-supporting not-for-profit community hospital that receives no tax funding.

Sources of Funding 2011 $889,446

- Employees 12%
- Companies/Organizations 36%
- Individuals 42%
- Foundations 8%

Stewardship of Gifts 2011 $889,466

- Advancing Pediatrics 24%
- Endowment 14%
- Cancer Center 9%
- Hospice 6%
- Healing Arts Initiative 6%
- The Parenting Center 14%
- Employee Campaign Programs 14%
- Additional Donor Restricted 8%
- Unrestricted 5%

Gifts may be made in the form of cash, securities, real property or may be deferred. To find out how you can support our hospital, please call us at 985-898-4141 or visit our website at stthfoundation.org.

To date our community has given the foundation nearly $8 million in support of our hospital’s world-class healthcare. There is no finer gift that one that offers health and hope to others.

Thank you for your unwavering generosity.
STPH Calendar Highlights

As your community hospital, STPH hosts events, meetings and opportunities to improve and maintain physical and emotional well-being. A short sample of upcoming events is provided below, but please check stph.org and local newspapers for additional learning opportunities for individuals of all ages.

Free Child Safety Seat Inspections
2nd Thursdays, monthly; 9 am to noon
STPH Parenting Center
Inspections of child safety seats by appointment. 985-898-4435

Safe Sitter – Babysitter Training
April 10 & 11; 9 am to 4 pm
STPH Parenting Center
Two-day program for students ages 11 to 13 to learn good babysitting skills. 985-898-4435

Smoking Cessation Program
April 17 thru June 12;
11:30 am to 12:30 pm
STPH Cordes Outpatient Pavilion
Nine-week program to help you quit smoking. Lunch provided. 985-898-4581

Winnie the Pooh Day
April 18; 10:30 am to 11:30 am
STPH Parenting Center
Fun with Winnie, Tigger, Piglet and friends. Snack provided. 985-898-4435

Free Carotid Artery Screenings
April 26, May 31 & June 28;
1 pm to 4 pm
STPH Mandeville Diagnostic Center
Non-invasive ultrasound of the carotid artery. No appointment required. 985-612-2110

Using Lamaze Techniques
May 12 thru June 23; 4 pm to 7 pm
STPH Conference Center
Relaxation and pain control techniques practiced weekly over a series of 6 classes to assist in childbirth. 985-898-4083

I Don’t Want To Go To Sleep
May 16; 10:30 am to noon
STPH Parenting Center
Guidelines and tools for parents to ease the nighttime routine. Presented by Misty Pardee, LCSW of Early Childhood Support & Services. 985-898-4435

Free Speech & Hearing Screenings
May 18; 9:30 am to 11:30 am
STPH Parenting Center
Limited appointments for children ages 3 to 5 with Dawn Skinner MA, CCC/SLP, certified in Speech and Hearing Pathology. 985-898-4435

Kinder Spanish
May 31 & June 7, 14 & 21;
9:30 am to 10:15 am
STPH Parenting Center
Four-week introduction to basic Spanish for children ages 3 ½ to 4 years. Led by Nancy Gremillion, M.Ed. Parents welcome. 985-898-4435

Potty Training
June 6; 9:30 am to 10:30 am
STPH Parenting Center
Informative session for parents led by Erin St. Pierre, M.Ed. 985-898-4435

Prepared Childbirth
June 12; 7 pm to 9 pm
STPH Conference Center
Series of 3 classes on what to expect during childbirth. Anesthesia options discussed. 985-898-4083

Relationship Model in Treating Young Children
June 13; 6 pm to 7:30 pm
STPH Parenting Center
Class for professionals and paraprofessionals working with children ages 2 to 7. Presented by InGyu Jang, LCSW of Early Childhood Support and Services. 985-898-4435