How do you define a hospital? It can mean many things depending on your perspective. To patients, it’s a place where they can find care and compassion. To families, it’s where they find hope and optimism. To the employees of Lafayette General Health, it’s where we are called to serve. Lafayette General and its affiliates achieved prestigious recognitions and accolades in the 2017 fiscal year while navigating and adapting to an ever-evolving healthcare landscape. We did this by remaining focused and staying true to our values and by maintaining our commitment to providing excellence in healthcare. The great successes in the coming pages are a testament to the dedication of a loyal and passionate group of individuals committed to improving patients’ lives. We started the year with Cancer Center of Acadiana opening their seventh satellite location at Iberia Medical Center. Then, University Hospital & Clinics Emergency Department increased their square footage to more than 10,000, allowing them to treat 47,000 patients. We partnered with Louisiana State University at Eunice to open an extension of their nursing program at Lafayette General Southwest. Our affiliate hospitals throughout the region also made vast improvements and increased the number of patients cared for locally – honoring our commitment to bring quality care, close to home. You’ll read more about our many accomplishments in this annual report. As you read, know that our inspiration to excel comes from one source – the 267,670 patients who trusted us with their care last year. To our staff members, physicians and leaders, thank you for commitment to superior performance. To our community, thank you for your support and for choosing Lafayette General for more than a century. Every day, you give us the opportunity to demonstrate our promise to fulfill our mission To Restore, Maintain and Improve Health.
October 2016  Cancer Center of Acadiana Opens at Iberia Medical Center

December 2016  Press Ganey’s Prestigious Guardian of Excellence Award and Pinnacle of Excellence Award honors were Granted to Lafayette General Medical Center (LGMC), Lafayette General Surgical Hospital, St. Martin Hospital (SMH) and Lafayette General Medical Doctors (LGMD)  

SMH Receives National Recognition for Performance Leadership in Patient Satisfaction and Quality  

February 2017  Lafayette General Urgent Care Center at Carencro Receives Urgent Care Certification  

April 2017  University Hospital & Clinics (UHC) Opens New Emergency Department, Expanding From 2,450 Square Feet to Over 10,000 Square Feet  

May 2017  First of its Kind Deep Brain Stimulation Procedure Performed at LGMC  

June 2017  Abrom Kaplan Memorial Hospitals Celebrates Two Years with Lafayette General Health  

July 2017  LGMD Joined Blue Cross and Blue Shield of Louisiana’s Innovative Quality Blue Primary Care program to Boost Patients’ Health  

September 2017  Pediatric Subspecialty Clinic Opens in Lafayette as Part of Ochsner Strategic Partnership
Lafayette General Foundation (LGF) supports Lafayette General Health and in doing so had one of its most successful years. A key component of what makes the Foundation work is donations. Events continue to help the Foundation engage employees, partners, donors and help foster the relationship between the health system and the community it serves. The Healthcare Heroes of Acadiana Gala benefited the Foundation’s general fund (unrestricted dollars), while Acadia General Hospital’s Gala assisted in funding AGH’s ER expansion and renovation project. Heart of Nursing created $40,000 in new nursing scholarships at area higher education institutions (LSU-E and South Louisiana Community College). Other events included the Foundation’s Charity Golf Classic, St. Martin Hospital Celebration, NICU Reunion and Gumbo Cook Off. Technological investments continue to be at the forefront of Foundation activities. From equity investing $2.5M in companies whose products and services help the health system better serve its patients, to continuing our effort to deploy a school-based telemedicine solution, LGF is continuously seeking ways to serve Acadiana. Finally, we would like to thank all of our donors and supporters. Without you, LGF could not do what we do. Thank you.

Over $1.7 million was raised in support of LGH.
Our Commitment to the Community can be traced beyond healthcare to multiple charitable organizations and causes at all levels of support throughout the year, including: Boys & Girls Clubs // American Heart Association // Free to Breathe // March of Dimes // United Way of Acadiana // Breast Health Symposium // Acadian Ambulance // One Acadiana // Louisiana Organ Procurement Agency // UL Lafayette Foundation // Camp Bon Coeur // Heartstrings & Angel Wings // Affiliated Blind of Louisiana // Southern Eye Bank // Susan G. Komen // Miles Perret Cancer Services // South Louisiana Community College, and many others.

2,500 Free Colorectal Screening Kits
distributed by Lafayette General Endoscopy Center during March, Colon Cancer Awareness Month. The home-testing kits were available at 18 Acadiana Walgreens stores.

69 “EDUCATIONAL SEMINARS”
offered by Lafayette General Health including Breast Cancer Awareness, Orthopedic Surgery, Bariatric Surgery, Labor & Delivery, Newborn Care, Sibling Relationships, Breast Feeding, and Infant CPR.

204 TOTAL POSTS
since 2009 for the blog, ParentsDontFret.Net by Dr. Scott Hamilton. He offers parents a resource with “Helping Kids Be Kids Again.” 25 blog posts added this fiscal year.

2,074 High School Students taught about the hazards of impaired, distracted and unrestrained driving.

51 SUPPORT GROUP CLASSES OFFERED
These free meetings provide comfort and confidence to those dealing with stroke survival, weight-loss surgery, multiple births, kidney disease and intestinal or urinary diversions.
survived their trauma, despite receiving a higher probability of death than survival. All trauma patients are assigned a “Probability of Survival” score, as assigned by TRISS computer software (score based on type of injury, age and vital signs upon arrival).

1,361 Trauma Patients Admitted

3,931 SURGERY CASES
Third straight year exceeding the budgeted surgical volume.

650 CATALYS LASER SURGERIES
Achieved a record year of 2,397 Ophthalmology surgeries.

543 additional patients presented with traumatic injuries without a trauma pre-activation.

25,991 OUNCES OF MILK provided by 28 donors in the Milk Bank (FY17).

19 patients survived their trauma, despite receiving a higher probability of death than survival. All trauma patients are assigned a “Probability of Survival” score, as assigned by TRISS computer software (score based on type of injury, age and vital signs upon arrival).

LGH
180 PATIENTS SEEN at Lafayette General – Ochsner Hospital for Children Pediatric Specialty Clinic.

LGMC
23% INCREASE in CODE TRAUMA LEVEL I
Activations : 502 Total

OCSP
1,361

AKMH
zero HOSPITAL ACQUIRED CONDITIONS

LGMC
1,817 Average of 5 per day or one every 4 hours, 49 minutes and 16 seconds.

LGMC
1,315 Total
(18% increase from prior FY)

OCSP

90th PERCENTILE
Patient Satisfaction for Inpatient, Outpatient and Emergency services.

LGMC
543

LGMC
934 PRE-ACTIVATIONS
declassified as a trauma patient or trauma patients discharged from the emergency department.
**LGMC Nurse Residency Program**

- **69 Nurses Enrolled**
  - Cohort 3 and 4 Total

**Performance Leadership**

- **100% Graduation Rate: Cohort 1**
- **93% for Cohort 2**
- Received 2017 Performance Leadership Award, granted on behalf of the National Organization of State Offices of Rural Health (NOSORH) for Top Quartile Performance on the Hospital Strength INDEX.

**AGH**

- **12** Expansion
  - of infusion chairs from six (6) to twelve (12) at Cancer Center of Acadiana at Acadia General Hospital.

**LSGH**

- 99th Percentile
  - in Employee Engagement 2017

**UHC**

- **10,383 Renovated and Expanded ED**
  - from 2,450 sq. ft to 10,383 square feet.

**SMH**

- **96th Percentile**
  - for Employee Engagement
  - HCAHPS OS-CAHP 8 or 8
  - 5 or 5

**LGSH**

- **24 Months**
  - Baha Bone Conduction Implants
  - for people with conductive and mixed hearing losses, and single-sided deafness.

- **2016 Press Ganey Pinnacle of Excellence Award Winner**
  - for Patient Experience in Ambulatory Surgery.

- **Improvement**
  - FY2017 resulted in the Hospital’s first positive financials since 2009.

- **University Hospital & Clinics opens Urgent Care Clinic to serve Medicaid Patients**

- **Telepsychiatry**
  - Implementation of Telepsychiatry through Compass Health.

- **UHC**
  - **BAHA BONE CONDUCTION IMPLANTS**
  - for people with conductive and mixed hearing losses, and single-sided deafness.

- **CAUTI (Catheter-Associated Urinary Tract Infection) free for more than 24 months.**

**SMH**

- **STROKE**
  - Stroke Rehabilitation Recertification: Joint Commission

- **University Hospital & Clinics**
  - Opens Urgent Care Clinic to serve Medicaid Patients

- **Stroke Rehabilitation Recertification:**
  - Joint Commission
LSUE Nursing Program opened an extension of their Eunice campus at Lafayette General Southwest.

8

LGH named a winner of the 2017 Most Wired award by the American Hospital Association.

G

The 2016 Press Ganey Guardian of Excellence Award was given to Lafayette General Medical Center, Lafayette General Surgical Hospital, St. Martin Hospital and Lafayette General Medical Doctors.

100

Hospitals & Health Systems with Great Oncology Programs

FEATURED IN Becker's Hospital Review 2017 edition.

150 Great Places to Work

National trade magazine Becker's Hospital Review named LGH one of its “150 Great Places to Work in Healthcare” for 2017.

BEST OF

Acadiana

Lafayette General Health earned six top finishes in The Times of Acadiana “Best of Acadiana” readership poll. LGH locations were voted first in two different categories: Best Cancer Care (CCA) and Best Hospital (LGMC).

Patient Satisfaction & Quality

SMH

Received national recognition for performance leadership in patient satisfaction and quality by iVantage Health Analytics and the National Organization of State Offices of Rural Health.

AKMH

Rehabilitation Outpatient Clinic won an award for highest quality outcomes from approximately 100 other clinics across the country. Highest gains from admit to discharge scores on patient assessments.

Women’s Choice

2017 Women’s Choice Award*: One of America’s Best Hospitals in Patient Safety, Obstetrics, Orthopedics, Stroke Centers and Bariatric Surgery.

LGH

NURSING PROGRAM

opened an extension of their Eunice campus at Lafayette General Southwest.

LGSW

NURSING PROGRAM

LSUE

NURSING PROGRAM

opened an extension of their Eunice campus at Lafayette General Southwest.

LGM C

WOMEN’S CHOICE AWARD® // EMERGENCY CARE AND PATIENT SAFETY.

NIGHTINGALE AWARD HOSPITAL OF THE YEAR

St. Martin Hospital won the Nightingale Award for Hospital of the year (60 beds or fewer) from The Louisiana State Nurses’ Association.

Patent & Quality Satisfaction

SMH

Nightingale Award for Hospital of the Year (60 beds or fewer) from The Louisiana State Nurses’ Association.

12TH TIME!

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LGMD BOARD OF DIRECTORS

(L-R) Michael Alexander, M.D.; Michael Cain, M.D.; David L. Callecod, FACHE; Al Patin, Chief Administrative Officer

173,884
PHYSICIAN OFFICE VISITS

34,615
URGENT CARE VISITS

715
TELEMEDICINE VISITS

242
CONSOLIDATED FTEs

Michael Alexander, M.D.
Internal Medicine

Mo Allam, M.D.
Cardiovascular Surgery

Jean Ancelet, M.D.
Family Medicine

Tyler Perrin-Bello, M.D.
Internal Medicine

Scott J. Bergeaux, M.D.
Family Medicine

Sudhir Aggarwal, M.D.
Oncology/Hematology

Deanna Blanchard, M.D.
Family Medicine

Paulette Blanchet, M.D.
Oncology/Hematology

Paul C. Buzhardt, M.D.
Orthopedic Surgery

Michael S. Cain, M.D.
Oncology/Hematology

Bradley Chastant II, M.D.
Internal Medicine

Shauna Bienvenu, M.D.
Family Medicine

Deanna Blanchard, M.D.
Family Medicine

Rebecca Davis, M.D.
Oncology/Hematology

Otis R. Drew, M.D.
Orthopedic Surgery

Debra Durham, M.D.
Internal Medicine

Brian Etier, M.D.
Orthopedic Surgery

Stephen Coleman, D.O.
Obstetrics and Gynecology

Megan Daigle, M.D.
Breast Center / Radiologist

Rebecca Davis, M.D.
Oncology/Hematology

Otis R. Drew, M.D.
Orthopedic Surgery

Debra Durham, M.D.
Internal Medicine

Brian Etier, M.D.
Orthopedic Surgery

Marc Fernandez, M.D.
Family Medicine

Adam Foreman, M.D.
Sleep Medicine, Neurology

Bennett Boustany Fontenot, M.D.
Plastic & Reconstructive Surgery

Stanley Foster, M.D.
Orthopedic Surgery

Sarika Gunda, M.D.
Urgent Care

Kevin Hargrave, M.D.
Sleep Medicine, Neurology
LAFAYETTE GENERAL MEDICAL DOCTORS

James Hlavacek, M.D.  
Orthopedic Trauma

Deborah Johnson, M.D.  
Oncology/Hematology

Milton Jollivet Jr., M.D.  
Internal Medicine

Virginia Kellner, M.D.  
Neurology

Adam Kennedy, M.D.  
Orthopedic Surgery

P. Dale LeLeux, M.D.  
Internal Medicine

Mitchell D. Lirtzman, M.D.  
Cardiovascular Surgery

Joseph Lupo, M.D.  
Plastic & Reconstructive Surgery

Salman Malad, M.D.  
Oncology/Hematology

Angela Mayeux-Hebert, M.D.  
Orthopedic Surgery

Elizabeth McLain, M.D.  
Family/Integrative Medicine

Fallon McManus, M.D.  
Family Medicine

Nichole Miller, M.D.  
Urgent Care

Joseph Orgeron, M.D.  
Family Medicine

Ricky Owers, M.D.  
Gynecologic Oncology

Victoria E. Panelli, M.D.  
Oncology/Hematology

Damon Patterson, M.D.  
Neurology

Juan Perez-Ruiz, M.D.  
Internal Medicine

Cassandra Pillette, M.D.  
Family Medicine

Steve Rees, M.D.  
Physical Medicine & Rehab

Kristen Sager, M.D.  
Oncology/Hematology

John Schutte, M.D.  
Orthopedic Surgery

Michael Schutte, M.D.  
Orthopedic Surgery

Creighton Shute, D.O.  
Family Medicine

Pernell Simon, M.D.  
Urgent Care

Leslie Sizemore, M.D.  
Family Medicine

Jimmy Skrasek, M.D.  
Obstetrics and Gynecology

Karen Smith, M.D.  
Internal Medicine

Angela Snow, M.D.  
Internal Medicine

Michelle Taylor, M.D.  
Family Medicine

Victor Tedesco IV, M.D.  
Cardiovascular Surgery

Molly Thomas, M.D.  
Oncology/Hematology

Thomas Voilier II, M.D.  
Internal Medicine

Blaine Walton, M.D.  
Orthopedic Trauma

Scott Yerger, M.D.  
Orthopedic Surgery
As part of Lafayette General Health’s (LGH) commitment to healthcare education, LGH chose to expand education opportunities offered to healthcare professionals in Acadiana. LGH supports Acadiana’s only two Major Teaching Hospitals providing not only a Graduate Medical Education (GME) residency program but also the first evidence-based curriculum Nurse Residency Program (NRP) in Louisiana. // **LGH is affiliated with** the LSU School of Medicine’s Graduate Medical Education residency programs at Lafayette General Medical Center and University Hospital & Clinics. Residents in the GME program are medical school graduates who elect for additional years of training to meet advanced standards to practice medicine. These structured education experiences follow specific requirements of an intern, resident or fellow’s specialty and are carefully regulated by the program’s site directors and GME faculty.

// **On any given day, there are close to 60 residents at UHC,** with an additional 20+ who rotate through LGMC between four to 12 weeks. The residents span a wide range of service lines, including Family Medicine, Internal Medicine, Otolaryngology (Ear, Nose & Throat), Ophthalmology, General Surgery, Obstetrics, Anesthesiology and Orthopedics.

### 2017 Graduate Medical Education Slots at Lafayette General Health

#### UHC

<table>
<thead>
<tr>
<th>Specialties/Programs</th>
<th>Full-Time Equivalent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardiology*</td>
<td>1.00</td>
</tr>
<tr>
<td>Family Medicine*</td>
<td>18.00</td>
</tr>
<tr>
<td>Geriatrics*</td>
<td>1.00</td>
</tr>
<tr>
<td>Internal Medicine</td>
<td>19.00</td>
</tr>
<tr>
<td>Obstetrics</td>
<td>2.20</td>
</tr>
<tr>
<td>Ophthalmology</td>
<td>3.00</td>
</tr>
<tr>
<td>Orthopedics</td>
<td>1.50</td>
</tr>
<tr>
<td>Otolaryngology (ENT)</td>
<td>3.75</td>
</tr>
<tr>
<td>Surgery</td>
<td>7.00</td>
</tr>
<tr>
<td>Retina*</td>
<td>1.00</td>
</tr>
<tr>
<td>Urology/Gynecology*</td>
<td>0.15</td>
</tr>
<tr>
<td>Sports Medicine*</td>
<td>0.35</td>
</tr>
</tbody>
</table>

**Full-Time Equivalent:** 57.95

#### LGMC

<table>
<thead>
<tr>
<th>Specialties/Programs</th>
<th>Full-Time Equivalent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anesthesia</td>
<td>0.17</td>
</tr>
<tr>
<td>Family Medicine</td>
<td>7.00</td>
</tr>
<tr>
<td>Internal Medicine</td>
<td>7.00</td>
</tr>
<tr>
<td>Obstetrics</td>
<td>1.80</td>
</tr>
<tr>
<td>Orthopedics</td>
<td>0.50</td>
</tr>
<tr>
<td>Otolaryngology (ENT)</td>
<td>1.58</td>
</tr>
<tr>
<td>Surgery</td>
<td>3.00</td>
</tr>
</tbody>
</table>

**Full-Time Equivalent:** 21.05

---

* Fellowship | GME on the LGMC and UHC campuses includes an approximate total of 62 residents and 25 students at any given month. Full-time equivalent was compiled from Oct. 1, 2016 – Sept. 30, 2017.
### CONSOLIDATED SYSTEM FINANCIALS

#### Discharges

<table>
<thead>
<tr>
<th>Year</th>
<th>Discharges</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>17,737</td>
</tr>
<tr>
<td>2014</td>
<td>21,398</td>
</tr>
<tr>
<td>2015</td>
<td>25,242</td>
</tr>
<tr>
<td>2016</td>
<td>29,016</td>
</tr>
<tr>
<td>2017</td>
<td>28,913</td>
</tr>
</tbody>
</table>

#### Average Daily Census

<table>
<thead>
<tr>
<th>Year</th>
<th>Average Daily Census</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>265.7</td>
</tr>
<tr>
<td>2014</td>
<td>318.3</td>
</tr>
<tr>
<td>2015</td>
<td>335.4</td>
</tr>
<tr>
<td>2016</td>
<td>404.56</td>
</tr>
<tr>
<td>2017</td>
<td>401.96</td>
</tr>
</tbody>
</table>

#### Our Commitment

In order to continuously make improvement to our campuses, build new additions and upgrade technology, LGH borrows money from various lenders. This is done to make sure Acadiana has the most advanced health care available. Scheduled maturities of long-term debt, for the years ending September 30, are as follows:

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>$1,117,000</td>
</tr>
<tr>
<td>2019</td>
<td>$1,028,000</td>
</tr>
<tr>
<td>2020</td>
<td>$5,466,000</td>
</tr>
<tr>
<td>2021</td>
<td>$5,757,000</td>
</tr>
<tr>
<td>2022</td>
<td>$5,962,000</td>
</tr>
<tr>
<td>THEREAFTER</td>
<td>$230,852,000</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$250,183,000</td>
</tr>
</tbody>
</table>

#### Community Benefit

In fiscal year 2017, LGH provided in excess of $245 million in community benefits and has provided over half a billion dollars of community benefits combined in the last two years.

- **UNPAID MEDICARE COST**: $119,391,000
- **UNPAID MEDICAID COST**: $112,020,000
- **CHARITY CARE**: $13,195,000
- **COMMUNITY MED. ASSISTANCE**: $7,552,000
- **MISCELLANEOUS***: $1,200,000

*Pastoral Care, Health & Education, Donations (including Lafayette General Foundation) and various community services.

The audited financial statements of Lafayette General Health include Lafayette General Medical Center, Lafayette General Medical Doctors, University Hospital & Clinics, Acadia General Hospital, Lafayette General Surgical Hospital, St. Martin Hospital, Abram Kaplan Memorial Hospital, Oil Center Surgical Plaza and Lafayette General Foundation.
2017 LAFAYETTE GENERAL HEALTH BOARD OF TRUSTEES

As of 9/30/17

SEATED (L-R) Peggy Giglio, Julie Falgout, Ph.D, David Wilson CHAIRMAN – BOARD OF TRUSTEES,
Frank Walker, Mandi Mitchell, Flo Meadows TREASURER

STANDING (L-R) Clay Allen IMMEDIATE PAST BOARD CHAIR, Rickey Miniex, Jared Quoyeser, John Schutte, M.D., Brad Broussard, M.D., Martin Bech SECRETARY, David Callecod PRESIDENT – LGH, Sam Shuffler, M.D., Philip Gachassin, M.D., Dennis Eschete, M.D., Joby John, Ph.D, Ben Doga, M.D. VICE CHAIR, Joe Zanco

Not Pictured: Braden Despot, M.D., Mary Ellen Henry

LAFAYETTE GENERAL HEALTH MEMBERSHIP CORPORATION

As of 9/30/17

Edward C. Abell, Jr.
Wayne Andrepont, Ph.D.
Jeanette Alcon
Mo Allam, M.D.
Glenn A. Ally, Ph.D.
Ziad Ashkar, M.D.
Ray P. Authement, Ph.D.
Desiree C. Auzenne
Bill Bacque
Odon L. Bacque, Jr.
Stephen Bartley
Paulette Blanchet, M.D.
Donald G. Briggs
Rae Robinson-Brodnaux
Julie Broussard, M.D.
Betty Brown
Carolyn Bruder, Ph.D.
Bradley Johnson Busch
Mercer Britain Busch
L. Philip Caillouet, Ph.D.
Michael Cain, M.D.
David T. Calhoun
Bill Capell
Allen Celestine
Bradley J. Chastant, M.D.
Guy Cormier
Patricia F. Cottonham
Judith H. Cox
Frank “Jay” Culotta, Jr., M.D.
Warren Degatur, Jr., M.D.
Burton Dupuis
Paul Eason
Eric Elias, M.D.
James Falterman, Jr., M.D.
William Fenstermaker
Racheed “Joe” Ghanami, M.D.
Kay Gibson
Bob Giles
Gary Guidry, M.D.
Jennifer Daigle-Hanby, M.D.
Natalie Harder, Ph.D.
Ema Haq
Anita Hazelwood
Thomas Hightower, Jr.
Henry Kaufman IV, M.D., F.A.C.S.
Rose Kennedy, M.D.
Bryan A. LeBean, Sr., M.D.
Cynthia LeBourgeois
Charles D. Lein, M.D.
Angela Mayeux-Hebert, M.D.
Kenneth McCarron, M.D.
John J. Mickey, M.D.
Robert D. Miller
Marshall Montgomery
Eric Movassaghi
Juan Perez-Ruiz, M.D.
James M. Poché
Chris Rader
Jady H. Regard
Chanda Rubin
Gary Salmon
Bryan Sibley, M.D.
Stacey E. Singleton
Rosemary St. Clergy, M.D.
Garret Stine
Jerry Vascocu
Kenneth D. Veron, Sr.
P. Robert Viguerie, Jr.
Charles E. Vincent
Thomas Voitier II, M.D.
To Restore, Maintain and Improve Health.

Community Owned
Non-Profit Health System 501(c)(3)

This community report represents the fiscal year 2017, covering October 1, 2016 – September 30, 2017. Information contained within represents facts and figures relevant during this time period.