Spring is in the air, and that means it is festival season in New Orleans! French Quarter, Jazz & Heritage, and even a Creole Tomato festival are all around the corner. Please take some time to appreciate the culture of New Orleans by attending these great events. The advent of Spring is similarly a busy time for Ochsner. The First Quarter recently closed, and I am pleased to announce that we laid the foundation for a great year. We do expect the remaining quarters to be even better!

All of our key volume indicators (discharges, total surgeries, RVUs, and clinic visits) are up compared to 2015. We continue to strengthen the Ochsner Health Network by adding partners with proven records in quality care, such as General Hospital System in Baton Rouge, LA, Slidell Memorial Hospital in Slidell, LA, & Glenwood Regional Medical Center in Monroe, LA. We also publically unveiled plans to invest $360M along Jefferson Highway from the Causeway to the parish line. This investment will create the Ochsner Healthcare Corridor, which consists of an expansion to OMC-Jefferson Highway, a new Outpatient Imaging Center, and Rehabilitation Hospital. We do indeed have a lot of good stuff happening at Ochsner, and I am proud to be a member of the Team!

I would like to take a few sentences to discuss the importance of our Core Values & Commitments at the backdrop of all the good that is happening here. At January’s Kickoff, Warner unveiled our Core Values:

- **Patients** Are Always Our First Priority
- Approach Every Encounter With **Compassion**
- Always Act With **Integrity**
- **Excellence** Is An Ongoing Journey
- **Teamwork** Makes Us Stronger

Our Core Values embody each and every person working at Ochsner, and directly tie to our founding in 1942. I would ask that you take these Core Values to heart and demonstrate them in each and every encounter with our patients, your team members, and the community. Our values inform our decisions! In this regard, our decisions should always place our patients first, and I trust that you do so with each decision that you make in your department.

Thank you for all of your hard work, and let’s continue to make Ochsner the best health care provider in the Gulf South, and even in the Nation.

Best,
Michael Hulefeld, EVP & Chief Operating Officer
Calendar of Events

APRIL

12-Paul Leland’s B-Day
13-Julie Rew’s B-Day
14-Fellowship Group Report Out
16-Spirit of Leadership

“it is impossible to live without failing at something, unless you live so cautiously that you might as well not have lived at all.” J.K. Rowling

MAY

1-Chris Bowers’ B-Day
5-Eric DiZinno’s B-Day
8-11-Leadership Retreat
10-Wes Kruse ‘s B-Day
18-20-Strategy Days

“Well Done is better than Well Said.” Benjamin Franklin

JUNE

1-Nick Kousagan’s B-Day
7-Debbie Williams’ B-Day
9-David Grimes’ B-Day
10-Frances Dauterive’s B-Day
16-17-Power of One
16-Brittainy McKinney’s B-Day
19-Marlegih Young’s B-Day

“Your customer doesn’t care how much you know until they know how much you care.” Damon Richards
Fellow Highlights

Congratulations to Beth Walker, Chief Operating Officer at OMC-Jefferson Highway and one of our Operations Fellowship Preceptors who was named as Becker’s 130 women hospital and health system leaders to know for 2015 in Becker’s Hospital Review on December, 2015. The 130 women listed are executives at hospitals and health systems across the nation that have established themselves as successful leaders within an ever-changing healthcare industry. The leaders were selected by the members of Becker’s editorial team based on their management and leadership skills. The Team read through a record number of nominations."

The article reads: “Beth Walker, COO of Ochsner Medical Center (New Orleans). Ms. Walker has been COO of Ochsner Medical Center since February 2013. She first joined the system in 2002 and has served in a variety of positions, including vice president of operations for women’s and children’s services. Ms. Walker earned a master’s degree in health administration from Ohio State University in Columbus.”

Beth, congratulations on your success!

Julie Henry is celebrating the birth of her baby boy, William Edward Henry who was born on January 15, 2016. In addition to Julie becoming a mother, she was named COO of Ochsner Kenner. Julie did her Finance Fellowship in 2009-2010 and has successfully grown her career from Manager, Medical Specialties until 2012 and served as Director, Radiology from 2012-2013 at which time she was promoted to AVP for Radiology Service Line and then became COO in 2015.

Congratulations Julie...keep up the great work!

Emily Wiltenmuth has been named AVP for the Neuroscience Service Line. Emily began her career with Ochsner as an Administrative Fellow in 2007. She was a Manager for Cardiology at OMC, Director of Clinic Operations at Kenner, and Director of Medical Specialties at OMC. Emily, congratulations on your success at Ochsner., we appreciate your commitment to being the best!
Fellow Highlights

Bridget Fitzpatrick, started at Ochsner as an Administrative Fellow in 2013. Upon her completion of the fellowship in 2014, she served as the Manager of the Regional Referral Center and has now been promoted to the Director of Operations, Hospital Medicine. Bridget serves as an ambassador for the fellowship program by providing mentoring to the students of Virginia Commonwealth University on the importance of a fellowship and tips on how to apply. Bridget continues to strive to elevate everything she is involved in.

Congratulations Bridget, continue to amaze us!

OCHSNER’S FELLOWSHIP PROGRAM CONTINUES TO GROW

In January’s Becker’s Hospital CFO article titled, “Ochsner Health preps leaders in unique revenue cycle fellowship program”, Stephanie Wells, System Vice President of Revenue Cycle/HIM and Revenue Cycle Preceptor was interviewed regarding the newest fellowship concentration, Revenue Cycle. Stephanie stated that the “Ochsner revenue cycle fellowship program, launched in 2015, aims to give fellows an expansive understanding of a financial and operational cycle that gets more complex each day.” She went on to state “The fellowship aims to impart a vast amount of information on someone in a short amount of time. The finance department has had a fellowship program for a long time, so we piggybacked the revenue cycle program from there.”

You can find the article in its entirety at: http://www.beckershospitalreview.com/finance/ochsner-health-preps-leaders-in-unique-revenue-cycle-fellowship-program.html

Our first Revenue Cycle Fellow: Brittainy McKinney

Brittainy has done a great job with setting the standards for our Revenue Cycle concentration. She is assisting with pioneering the rotations and curriculum to help make this concentration successful. Thank you Brittainy, we are glad you are here!
2016-18 Administrative Fellows...Welcome

Operations 2016-17

Matt Duckworth
The University of Mississippi Medical Center

Charlotte Hedley-Piper
London School of Economics

Andrew Koenig
University of North Florida

Anusha Rao
Georgetown University

Nursing 2016-17

Supply Chain 2016-18

Revenue Cycle 2016-18

Tiffany Silvera
University of Central Florida

Jessie Bowen
Loyola University

Christina Rich
Columbia University

Finance 2016-18

Matthew Craig
Louisiana State University

Leigh Troppe
Tulane University
2016 ACHE Conference

The ACHE’s Congress on Healthcare Leadership was held in Chicago from March 14th-17th and our operation fellows (Razaa Ali, Ben Hughes, Lauren Gilley, Lauren Poist and Frances Dauterive) were in attendance. The ACHE’s Congress on Healthcare Leadership brings the best in professional development, opportunities to network with and learn from peers, and provides the latest information to enhance careers and address organization's challenges in innovative ways. Some of the sessions attended by our fellows include:

- American Hospital Association Federal Legislative and Policy Update
- Assessing High Reliability in Hospitals
- Creating a Culture of Safety and Quality Through Effective Patient and Family Engagement
- Developing the Next Generation of Leaders: Lessons from the First 10 years
- Diversity in Healthcare Leadership: Strategies for Success
- Engaging Employees from Day 1: A Whole New Orientation Ballgame
- Job Interviewing Skills
- Leadership Lessons from the Best and the Brightest
- Meeting New Demands of Risk and Value-Based Contracting
- Operational Excellence: The Courage to Lead
- Physician cost and Outcomes Variation: Tackling Tough Conversations
- Population Health, Physician Engagement and Value-Based Payments; Separating Fact from Fiction
- Proven Strategies for Tackling Low Physician HCHAPS Scores
- Putting Clinically Integrated Networks to Work in an Era of Value-Based Reimbursement
- Riding the Wave: Embracing Emerging Healthcare Technology
- The Rise of Consumerism in an Era of Affordable Care
- Using Mobile Communication to Enhance population Health Models and Improve Care

What a great opportunity for them to bring the information learned back to share with our former fellows and preceptors. Don’t hesitate to reach out to them if one of the above topics interest you, I’m sure they would be very happy to share their new found knowledge.

Frances Dauterive & Ben Hughes taking a Selfie reflection shot at the Bean in Chicago! First time trip for Frances...thanks Ben for being a great tour guide!!
Jason Crawford, CEO and Patrick Cresson, VP of Sales and Marketing met through the Ochsner Administrative Fellowship which they began in 2010 and 2007 respectively. After their fellowship, they both held various positions at Ochsner including clinic leadership, patient access, and business development. In 2013, Jason became the founding CEO of Intelligent Retinal Imaging Systems (IRIS) and Patrick joined as the VP of Sales and Marketing in 2014. Together they have created a population health management company that is improving access to care, increasing quality outcomes, and reducing the cost of care. Through the leadership of Jonathan Stevenson, CIO (another Ochsner alum), the team has created the first and only FDA approved system to complete Diabetic Retinal Exams in the primary care setting.

In January of 2016, IRIS was selected by Frost and Sullivan for the 2015 New Product Innovation Award. The Frost & Sullivan analyst completed market research comparing IRIS to its closes competitors and interviewing current customers. The award document states, “Recognizing IRIS’ ability to improve the quality of life of diabetic retinopathy patients, Frost & Sullivan applauds the unrivaled value that the company provides through its truly unique technology. The IRIS technology offers superior price-performance value through the development of products for diverse unmet therapeutic applications, while facilitating improved yet simplified screening of patients. Frost & Sullivan firmly believes that IRIS will be the new industry benchmark in the rapidly growing diabetic retinopathy market. Because of its strong overall performance, IRIS is recognized with Frost & Sullivan’s 2015 New Product Innovation Award.” Their systems are now in over 100 locations with customers including Baylor College of Medicine, University of Michigan, Baptist Health System, Bascom Palmer University of Miami, and Franciscan Missionaries of Our Lady.

In November 2015, IRIS was selected as a “Company to Watch” in the state of Florida. Over 500 companies applied and only 50 were selected for this prestigious honor.

Patrick and Jason both recognize the Ochsner Fellowship as a cornerstone to their professional development. “There is not one single day that goes by when I don’t lean on the knowledge created by my experiences at Ochsner. Ochsner trained us to focus on real outcomes that are measurable. We’ve taken that approach and applied it to all of our customer relationships to drive their outcomes. ” says Jason.

Patrick adds, “as health systems manage populations, we are giving them the operational focus and outcomes that we were trained to deliver.”

Frost and Sullivan Press Release
http://www.retinalscreenings.com/posts/2016/02/03/iris-receives-award-for-product-innovation-from-frost--sullivan

Companies to Watch
Administrative Fellowship Alum Accolades...cont’d

Robert J. Zasa, Ochsner’s Administrative Resident—1973, was recently awarded one of the top 10 Healthcare Leaders in Los Angeles County for his leadership of ASD Management, a national surgery center management, development and consulting firm. ASD has offices in Southern California, Chicago, Dallas, and New Jersey managing over 30 ASCs nationwide.

Fellow Activities

Bacchus Ball 2016 (Left to Right)
Adam Forrette (Frances Dauterive’s husband), Steven LaRosa, Razaa Ali, Anthony Amabile, Ben Hughes, Andrew Hancher, and Neil Hunter.

Razaa Ali & Lauren Gilley, current operations fellows, volunteered for a Habitat Project on America Street, Saturday, April 2nd. Great job!

Laura Carleton, Ochsner Baptist Financial Operations Manager and former finance fellow was the overall top local female runner, finishing in 36:59 in the Allstate Sugar Bowl Crescent City Classic 10k. Laura, congratulations!