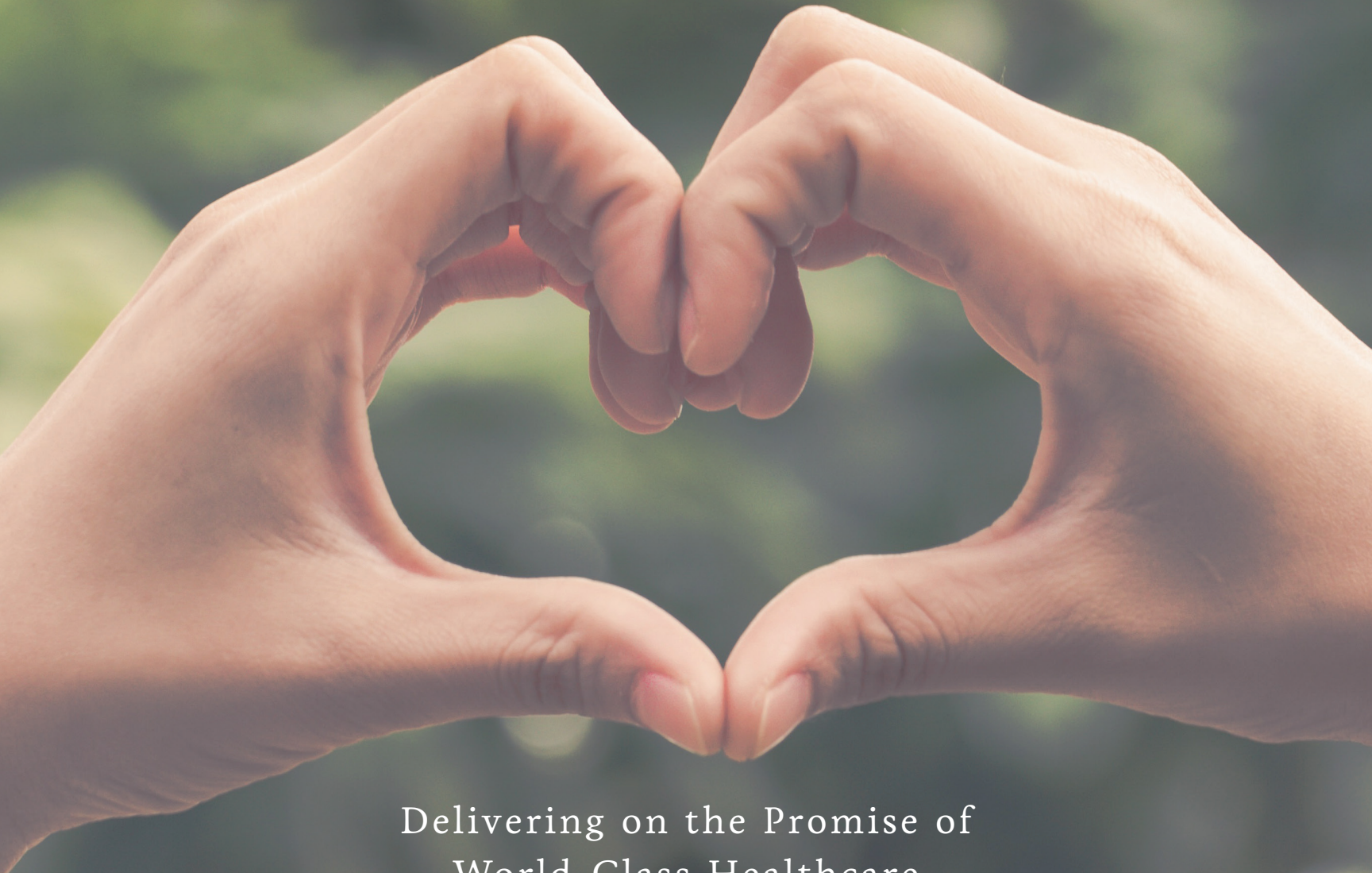


AT THE
Heart
OF IT ALL



Delivering on the Promise of
World-Class Healthcare
Close to Home

2016 ANNUAL REPORT TO THE COMMUNITY





AT THE
Heart
OF IT ALL

Delivering on the Promise of
World-Class Healthcare Close to Home

AT THE CLOSE of 2016, St. Tammany Parish Hospital, our partners and foundation looked back on record success delivering on the promise of world-class healthcare close to home.

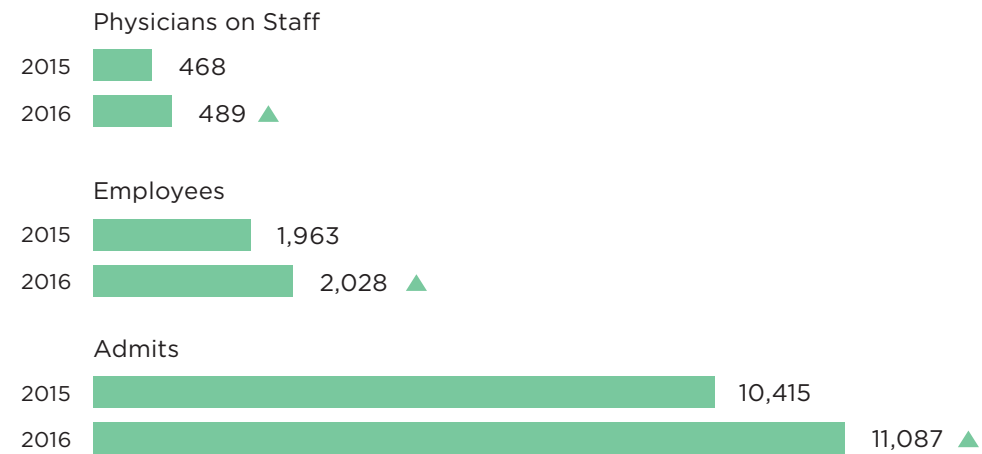
The year included growth and achievements for the hospital, progress in our partnership with Ochsner Health System, and measurable success in the foundation's purpose, to keep the community healthy through philanthropic support of STPH.

Growing to Meet the Need

As the service district hospital for west St. Tammany and surrounding areas, St. Tammany Parish Hospital expanded in size and scope, introducing new services to meet the growing population's changing healthcare needs throughout the service district.

The main campus admitted 1,000 more patients in 2016 than 2015, added 150 new staff members and grew the medical staff by 21 physicians. Much of this growth is attributable to the hospital's partnership with Ochsner Health System, enabling more patients to be seen closer to home.

EXPANDING SIZE AND SCOPE



More than ever, patients who would have had to travel for more complicated procedures were able to have their care at St. Tammany Parish Hospital.

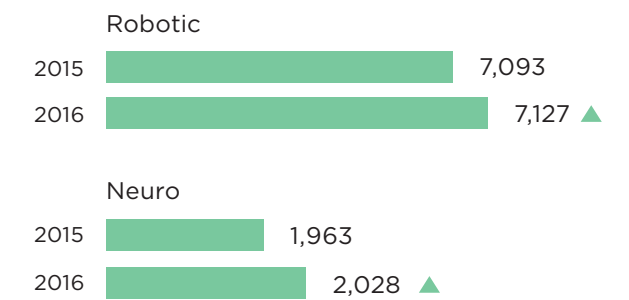
As part of the partnership with Ochsner, STPH cardiac catheterization (cath) labs and operating suites have been much busier places. More than ever, patients who would have had to travel for more complicated procedures were able to have their care at St. Tammany Parish Hospital. In 2016, total surgeries increased to nearly 10,000, and 500 more heart patients had cath lab procedures close to home.

This increased volume of heart care performed in our hospital led governance and leadership to put plans in motion for a 2017 expansion to add a fourth cath lab. The operating suites encompassing the main hospital campus and the outpatient Covington Surgery Center saw growth in all aspects including inpatient surgeries 3,281, outpatient surgeries 3,846, robotic surgeries 549 and neurosurgeries 373.

CATHETERIZATION LAB CASES



SURGICAL CASES





Birthing babies and providing a private, dedicated unit for pediatric patients has long been a major focus at St. Tammany. With 1,680 new births in 2016, the hospital also added login-secure internet cameras with funds provided by the foundation. Parents with an infant in the hospital's Level III neonatal intensive care unit can now privately and securely look in on their precious newborn with STPH neonatologists and neonatal nurse practitioners.

St. Tammany Parish Hospital's three-year, \$21 million expansion came to completion with the opening of a dedicated pediatric section of the newly expanded emergency department. Earlier phases included 21 new private rooms and initial reconfigurations for the

emergency department, while 2016 saw the final phases: an entirely new and much larger emergency department, complete with new ambulance entrance, waiting space, exam rooms, psychiatric rooms, trauma rooms and dedicated pediatric emergency care.

Throughout 2016, emergency department staff remained focused on patient care, reflected in patient satisfaction scores averaging 87.7, plus attestation for Trauma III status with the Louisiana Health Information Network (LHIN). Even with road construction outside and expansion of the emergency department inside, STPH delivered more emergency care than ever before with 42,143 patients in 2016 up from 39,870 in the prior year.

EMERGENCY DEPT VOLUME



Outside the main campus, outpatient services from diagnostic imaging and lab services to physician offices and rehabilitation services experienced significant growth as well. The Women's Pavilion in Covington

added 3D mammography and full breast ultrasound equipment and personnel, as well as two breast fellowship-trained radiologists. Home Health and Hospice services cared for more patients than ever.

HOME HEALTH AND HOSPICE SERVICES



OUTPATIENT VISITS





Ensuring Healthy Philanthropic Support

Our donors make St. Tammany Hospital Foundation successful through generous philanthropic support. Realization of their goals keeps St. Tammany Parish Hospital healthy, as the hospital keeps the community healthy. Foundation leadership deeply appreciates the donors, supporters and volunteers and the trust they placed in the foundation to steward their contributions in 2016.

Nearly 1,300 individuals, hospital employees, businesses, organizations and foundations contributed to the success of 2016 with revenues totaling \$1,058,905.

Special and third party events brought in nearly 15 percent of that banner year success. The fifth annual Get Lucky! Golf Tournament raised close to \$40,000 in support of the foundation's mission. Monster Mash raised more than \$83,000 for the programs of the STPH Parenting Center, and Angels of Light raised more than \$21,000 for St. Tammany Hospital Hospice. Once again the St. Tammany Council of Realtors' Bras for a Cause befitted the STPH Women's Pavilion with \$9,000. Other organizations that supported the work of the foundation through third party events included the Helping Hands Gallery and Ruby's Kids.

Employees demonstrated their commitment to the hospital with 685 employees and physicians raising \$90,677 through the WE Care Employee Campaign, bringing their cumulative total to more than \$1,156,600 raised since 2004. In other avenues of annual support, the year-end mailing brought in more than \$32,300 for endowment and other

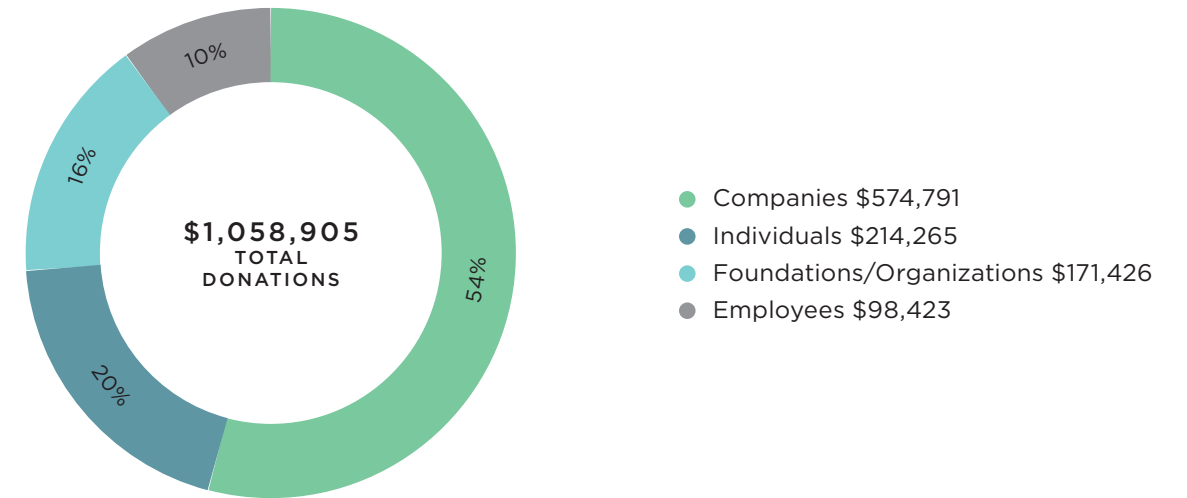
initiatives of the hospital, including the Honor Red, White & Blue program.

The foundation was proud to be able to grant \$674,707 to St. Tammany Parish Hospital in 2016 to fund equipment purchases, employee training, department programs, hospital initiatives and other philanthropic support in addition to the \$3,000,000 given to STPH for the pediatric emergency department. Through the generosity of Vizient Foundation and other donors, the foundation granted \$69,000 from an employee disaster relief fund to STPH to assist employees affected by the devastating flood in spring 2016.

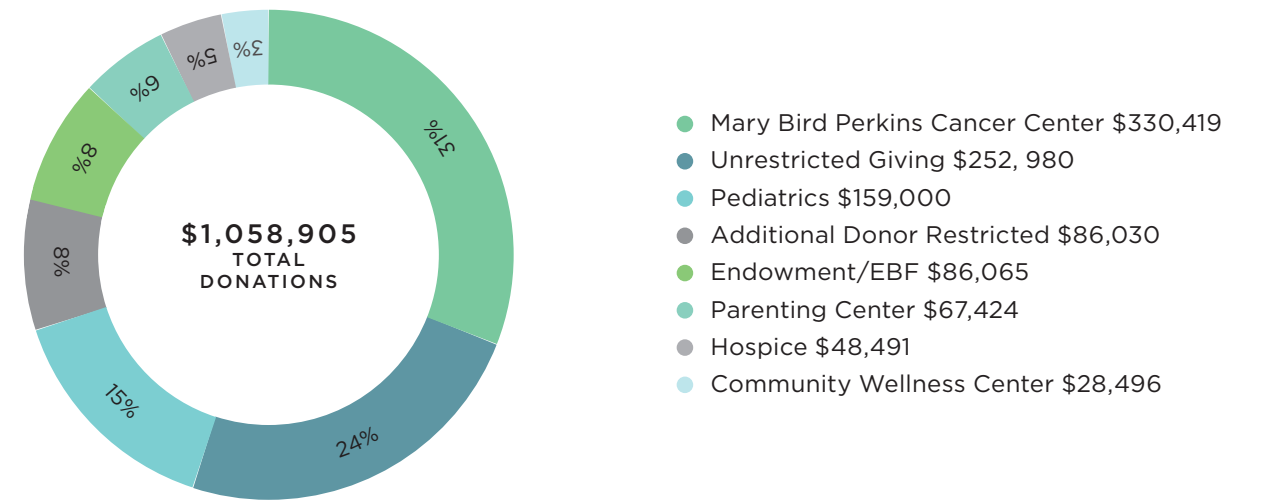
Since 2003, the foundation has raised funds via corporate partnerships, major gifts, planned giving, bequests, charitable gift annuities, tribute gifts, general donations and annual support including special events, an employee campaign and year-end campaign. Through these activities, the foundation impacts the healthcare and wellbeing of the entire Northshore community.

Since inception, the foundation has raised more than \$16 million in support of world-class healthcare close to home in west St. Tammany and surrounding areas.

SOURCES OF FUNDING 2016



STEWARDSHIP OF GIFTS 2016



FOUNDATION CAPITAL CAMPAIGN SUCCESS

The staff and volunteer board of St. Tammany Hospital Foundation concluded its first ever capital campaign in 2016, the most ambitious project in its history. Directly from the campaign's successful efforts, the pediatric emergency space includes a separate child-friendly waiting area with views of a healing garden, five private pediatric treatment rooms, pediatric family consult rooms and pediatric nursing station.

The foundation's Board of Trustees presented a check for its achieved goal of \$3 million to St. Tammany

Parish Hospital at the ribbon cutting and open house event for the newly expanded emergency department.

Donors to the campaign are honored on a one-of-a-kind donor tree located in the pediatric waiting room. The custom-designed and colorful installation highlights individual donors with the trunk named for the Hattier and Heintz families, the acorns recognizing leadership level gifts and the leaves bearing the names of all other members of the community who contributed to this project.



*Since inception,
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close to home.*

THE STAFF AND VOLUNTEER BOARD CONCLUDED A THREE-YEAR CAPITAL CAMPAIGN IN 2016, ACHIEVING THE \$3 MILLION GOAL, WHICH WAS THE FOUNDATION'S MOST AMBITIOUS PROJECT IN ITS HISTORY.

Keeping our Promises to Deliver Results



When STPH and Ochsner announced a partnership, leaders of both organizations promised patients, employees, physicians and the community high quality and safety,

growing services in west St. Tammany, collaborating to build on collective strengths and adding expertise where gaps existed.

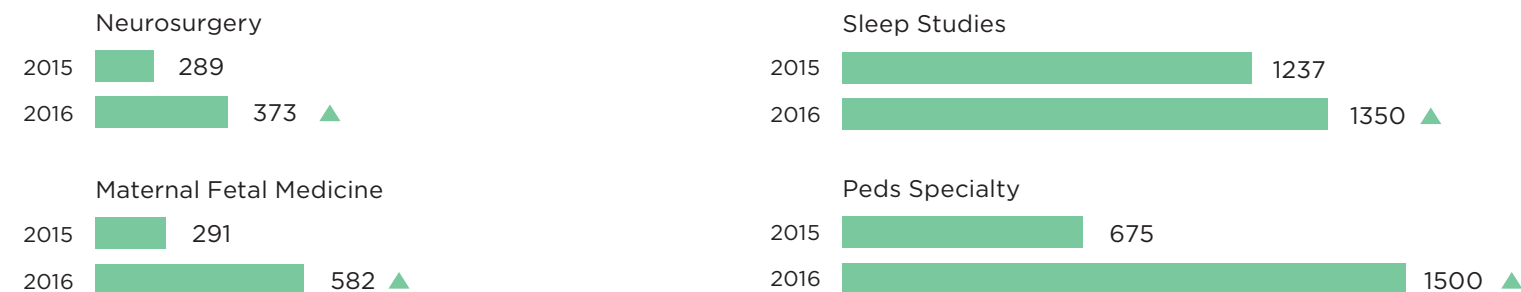
An initial promise was to increase patient access to subspecialty care. As the service district population continues to grow, so does STPH. The physical footprint was expanded, and the services available are at a higher level of care through the Ochsner partnership. New for 2016 subspecialties include three of the hardest to recruit: pediatrics, neurology and neurosurgery.

In partnership, we launched a comprehensive neuroscience program at St. Tammany Parish Hospital, delivering local access to specialized neurology, neurosurgical and nonsurgical services including stroke care. Ochsner recruited two neurosurgeons and five

neurologists who now work collaboratively with St. Tammany Parish Hospital team members on a multidisciplinary team. The hospital renovated and enlarged an operating suite especially to accommodate the equipment and personnel in complex neurosurgical cases. The difficulty in building a neurosciences institute as a stand-alone community hospital may be one of the best examples of collaborative success with Ochsner. The number of neurosurgeries performed here grew from 228 in 2014 to 355 in 2016. Significant groundwork was laid in 2016 for the 2017 opening of a four-bed Neuro-ICU.

Together, we now deliver the most comprehensive cardiothoracic offerings and highest level of cardiac care available in west St. Tammany. By consolidating the two cath labs into St. Tammany Parish Hospital's main campus and combining Ochsner and STPH cardiologists, electrophysiologists and cardiovascular surgeons into the single location, more west St. Tammany patients have been able to stay close to home for heart care. In 2016, the two programs increased interventional cardiology procedures and surgeries by 30 percent.

OHS PARTNERSHIP



St. Tammany Cancer Center increases patient access to multidisciplinary teams and clinical trials. The newly expanded center provides more patient care space and onsite chemo-infusion pharmacy and lab.

Together, we offer more pediatric subspecialty care in the parish than anyone else. In addition to the pediatric emergency department opened in 2016, the hospital also recruited McCall McDaniel, a pediatric orthopedist, to its Bone & Joint Clinic. Coupled with Ochsner pediatric specialists in cardiology, oncology, neurology, orthopedics and endocrinology, the partnership delivers the broadest spectrum of pediatric subspecialty care in the parish: a record 1,500 children in 2016, double the inaugural patient load from 2014.

Ochsner added two new perinatologists to STPH Maternal Fetal Medicine clinic hosted at the Women's Pavilion. Doubling access to this level of specialized maternity care meant 582 mothers faced with special needs pregnancies did not have to travel for prenatal care in 2016.

Together the partners expanded infusion services at St. Tammany Cancer Center in 2016. In collaboration with Mary Bird Perkins Cancer Center, the partners delivered a comprehensive cancer center utilizing a multidisciplinary approach, increased access to

clinical care in the largest and highest quality patient care space dedicated to cancer. St. Tammany Cancer Center increases patient access to multidisciplinary teams and clinical trials. The newly expanded center provides more patient care space and onsite chemo-infusion pharmacy and lab.

One of the earliest successes in the partnership was the 2014 consolidation of sleep centers. This year, that initiative continued its growth in serving patients close to home, surpassing 1,300 sleep studies in 2016.

STPH and Ochsner reduced costs, improved technology and served more patients in 2016, including 690 patients transferred to STPH through the OHS referral system, and 3,000 patients accessing their own health information through MyChart, a component of Epic, purchased through Ochsner at a significant savings.

Together in 2016, STPH and Ochsner continued to keep care local, affordable and close to home.





At the heart of it, we believe it's the relationships among physicians, staff and patients that make these exceptional results possible.

Our People are Our Heart and Soul

"Our staff, physicians, volunteers and leaders are the heart and soul of our hospital," says Patti Elish, STPH president and CEO. "They truly make a difference and set us apart."

In 2016, the hospital conveyed its considerable achievements for quality, safety and the patient experience, contrasted with the importance our leadership and staff place upon the personal

connection we feel with our patients. At the heart of it, we believe it's the relationships among physicians, staff and patients that make these exceptional results possible.

The #RewardsVsAwards campaign resonated with the public, exemplified in significant online sharing of the campaign and participation in telling their own patient stories on RewardsVsAwards.com.

SOCIAL MEDIA GROWTH 2012-2016 (Instagram, LinkedIn Twitter, Facebook and YouTube)



Nursing professionals throughout St. Tammany Parish Hospital improve care and the patient experience with the work they do each day and with performance improvement initiatives. Organized into focused areas of care in a shared governance model, the nursing groups identified successes in 2016 around preventing patient falls and pressure wounds, better diagnosing sleep apnea, improving maternal bonding with newborns, advancing neurosciences and trauma care.

In 2016, an interdisciplinary team of physical therapists, occupational therapists, speech therapists and nurses conducted a study of STPH patients who fell in 2014

to determine improvement opportunities. As a result, changes were made to standard practices, and falls by inpatients on the rehabilitation unit decreased by 50 percent in 2016. An interdisciplinary team of wound care, critical care and respiratory utilized the process improvement model to decrease to zero the number of hospital-acquired and respiratory-device-related pressure injuries. Nursing developed a new protocol in 2016 related to the Joint Commission safety alert on undiagnosed sleep apnea. Women and Children's Services launched an initiative in 2016 to achieve baby-friendly designation in 2017 to improve education and care for all patients to have the best chance at successful bonding and breastfeeding.

AWARDS 2016



STPH BOARD OF COMMISSIONERS



Back row left to right: Katherine Williams MD, Gregory Lemons, John Evans, Sue Osbon PhD, Thomas Davis, John "Pizzie" Romano;
Front row left to right: Mimi Goodyear Dossett, James Core

St. Tammany Parish Hospital Service District No. 1 is governed by an eight-member Board of Commissioners, which includes seven members appointed to six-year staggered terms by the St. Tammany Parish Council and an active staff physician elected by the medical staff. The

St. Tammany Parish Hospital Board of Commissioners meets at least once a month to ensure that our community hospital remains the jewel our community knows and trusts. Sadly, former long-tenured member Vesey K. Richardson, who served on the board from 1991 to 2015, passed away in 2016.

STPH EXECUTIVE TEAM



Back row left to right: Sandra DiPietro, Bob Capitelli MD, Craig Doyle, Patrick Torcson MD; **Middle row left to right:** Carolyn Adema, Patti Elish, Midge Collett; **Front row left to right:** Sharon Toups, Kerry Milton

President and CEO Patti Elish was once again recognized nationally by Becker's Hospital Review as one of the 130 women hospital and health system leaders to know. Sr. Vice President and COO Sharon Toups was named among New Orleans CityBusiness

Women of the Year. St. Tammany Parish Hospital is known for its employee tenure, but 2016 saw a new record. Pat Pope, benefits coordinator in the Human Resources Department, celebrated 50 years of service with the hospital.

STH FOUNDATION BOARD OF TRUSTEES



Back row left to right: Blanche McCloskey, Pizzie Romano, Glen Kesler MD, Rock Kendrick, Will Trist, Laurie McCants, Jenny Mutter, Adrian Cairns MD; **Front Row left to right:** Anne Jacobson, Darci Senner, Mary Lee; **Not pictured:** Eric Dunavant, Robert Fauchaux MD, Patti Elish, Stephen Holzhalt, Richard Kelley, Greg Pellegrini, Allyson Sanderson

The foundation also saw a change in leadership in 2016. Following the retirement of Charley Strickland after ten years, Foundation Specialist Nicole Suhre was promoted to executive director. Under Strickland's leadership, the foundation raised more than \$13 million and achieved million-dollar goals for multiple foundation initiatives, programs and campaigns. Her final year was its single-most successful, with \$2.4 million raised.

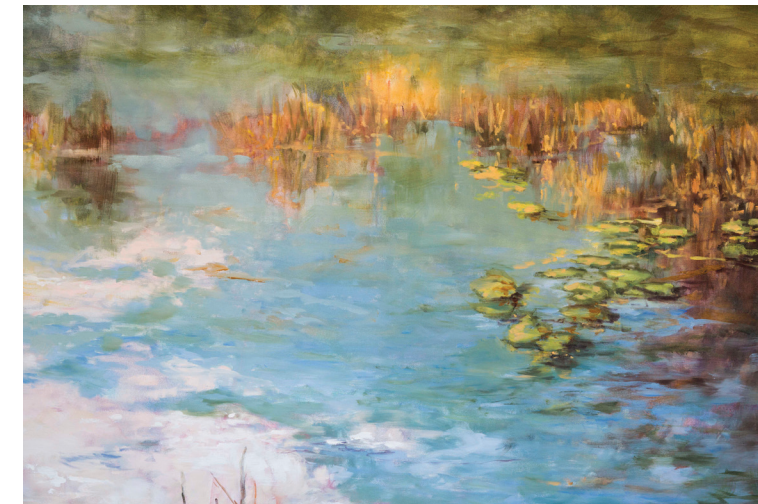
St. Tammany Hospital Guild has been an integral part of the hospital for more than 50 years, with more than 25,000 hours served by its members annually. In 2016, the guild contributed \$32,000 to the foundation, \$20,000 more than the previous year. Since 2003, the guild has donated nearly \$170,000 to the foundation in support of its mission. Profits from the guild-run gift shop in the hospital fund the majority of their contributions to the foundation and scholarship programs for STPH employees.

No Place Like Home, Close to Home

During the summer, the foundation's Healing Arts Initiative installed the second exhibit in its rotating gallery series entitled No Place Like Home. A first-ever opening reception took place to honor the seven artists featured in the exhibit: Ed Estapa, Erin Rode-Fiorello, Ferris Hotard, Peggy Hesse, Georgia Trist, Susan Tullos and Sue Zaunbrecher. Every artist donated a piece of original art to hang in a patient room at the hospital.

The eight-week exhibit was located on the first and third floors of the hospital and showcased works of art and photography highlighting the natural treasures and landscapes of St. Tammany parish.

After the success of this exhibit, the Healing Arts Initiative announced plans to host art galleries twice a year at the hospital and its facilities to promote an environment of healing for patients, employees and guests alike.



"Our staff, physicians, volunteers and leaders are the heart and soul of our hospital. They truly make a difference and set us apart."

PATTI ELLISH
STPH PRESIDENT AND CEO

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Mr. Robney Accardo
Ms. Gail Achary
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Ms. Pamela Adams
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