THEN 8 NOW

2024 ANNUAL REPORT TO THE COMMUNITY









OUR MISSION

We are the heartbeat of our community, caring for our patients and their families with excellence, compassion and teamwork.

OUR VISION

We will strengthen the health of our community with compassion, innovation and partnership.

OUR VALUES

Teamwork

We are a team, a community, a family devoted to helping and healing every patient every time, together.

Trust

We have faith in our caring work and pledge our honesty, courage, respect and integrity to each other and every patient in every encounter.

Compassion

We care deeply about our patients and colleagues, treating each other with empathy and respect, as if they were our own family.

Quality

We are accountable to our patients and each other to always deliver our very best, safest care, to strive for excellence and to consistently deliver on these promises.

Innovation

We seek new knowledge, competencies, techniques, technology and best practices to bring new hope and healing to our patients close to home.





A culture of caring for 70 years



Dear Friends,

As you probably know, we spend a lot of time looking to the horizon at St. Tammany Health System, keeping a keen eye out for the latest game-changing technologies and groundbreaking modalities to aid us in our long-standing mission to deliver world-class healthcare close to home for our Northshore friends and neighbors.

There is a reason "innovation" is one of our five guiding values, and, like the others — teamwork, trust, compassion, quality — it is one we take seriously.

That said, if there were an appropriate time for looking back and reflecting on all that has been accomplished since St. Tammany Health System was founded by a driven group of like-minded civic activists, it was 2024.

On Dec. 1, we marked the 70th anniversary of the day we first opened our doors. Naturally, we used the occasion to celebrate all those caring hands that have played a part to build St. Tammany Health System into the compassionate, community-minded organization that it is.

So, when it came time to come up with a theme for our 2024 annual report, it was only fitting that we adopted one reflective of that milestone anniversary: "Then and Now."

In the pages that follow, which are arranged in chapters spotlighting those aforementioned organizational values, you can read about our numerous achievements over the past year. At the same time, sprinkled throughout you will also find nods to our 70-year history, demonstrating just how far we have come in the past seven decades.

We hope you enjoy it all, and I personally hope you are as impressed and inspired by the work of our 3,100-plus colleagues as I am every day.

Now let's take a look back at what we achieved for our community in 2024 – together.

Gratefully,

Joan M. Coffman, FACHE

St. Tammany Health System president and CEO

TEAMW

We are a team, a community, a family devoted to helping and healing every patient every time, together.

"It takes a village," the old African proverb tells us, and that's exactly what it took to establish St. Tammany Health System 70 years ago, when civic-minded locals from all corners of the community banded together to establish the first modern hospital on the Northshore.

That, of course, was St. Tammany Parish Hospital, and that spirit of teamwork so vital to its founding is very much alive at STHS today.

That's true inside the walls of our myriad clinics and other facilities, and it's also true in the wider community, as health system leadership continued in 2024 to foster key partnerships with various community stakeholders sharing the ultimate goal of improving the overall health of our community.



All for one, one for all



Eleven years after its founding by St. Tammany Health System leaders, St. Tammany Quality Network is now bigger and busier than ever, aligning more than 300 community physicians in the interest of providing reliable, quality care to local residents. Then as now, the STQN label has become synonymous with quality care.



THEN: St. Tammany Parish Hospital Board Chairman Oliver Hebert, at center with shovel, is surrounded in May 1953 by fellow hospital board members, local public servants from across the Northshore as well as various civic activists for the long-awaited groundbreaking for the hospital. It would open on Dec. 1, 1954, the first structure in what is today St. Tammany Health System.

NOW: St. Tammany Health System President and CEO Joan Coffman, at center with scissors, is surrounded by health system colleagues, local dignitaries and other community stakeholders as she cuts the ribbon Dec. 17, 2024, on STHS's new same-day surgery center. It is one of more than two dozen facilities the health system operates throughout the community.



Teamwork, continued

The spirit of "co-opetition"

Since 2014, St. Tammany Health System has been in a strategic partnership with Ochsner Health to improve access and services to Northshore residents. "Co-opetition" is how STHS President and CEO Joan Coffman describes it.



In 2024, the nonprofit St. Tammany Health Foundation once more coordinated St. Tammany United, a wide-ranging community campaign bringing together local residents, businesses and other groups to raise awareness and garner support for healthcare observations throughout the year. That includes St. Tammany United in Heart Health during American Heart Month in February, St. Tammany United — Creating a Culture of Neurodiversity during Autism Acceptance Month in April, St. Tammany United in Breast Health during Breast Cancer Awareness Month in October, and St. Tammany United in Lung Health for November's Lung Cancer Awareness Month.

Class is in session

On Jan. 21, health system leaders were joined by representatives of Southeastern Louisiana University and Northshore Technical Community College to cut the ribbon on the new St. Tammany Academic Center in Covington. A partnership of the three organizations, it was designed to provide students an opportunity to hone needed skills without leaving western St. Tammany Parish. At the same time, the program also bolsters the local healthcare workforce, providing a direct pipeline of young talent to the health system.

All together now

Founded in September 2020, the Healthier Northshore initiative unites a raft of local healthcare and other community stakeholders to bringing people, organizations and resources together to amplify healthier living throughout St. Tammany and Washington Parishes. In 2024, Healthier Northshore facilitated the collaborative Community Health Needs Assessment (CHNA). The results of this joint Healthier Northshore CHNA will guide future community health initiatives throughout the region.









Clockwise from top left:

Local community physicians at the 2024 annual meeting of St. Tammany Quality Network, a clinically integrated alliance of some 300 local physicians administered by St. Tammany Health System leadership.

St. Tammany Health System Chief Nursing Officer Kerry Milton and Chief Operating Officer Sharon Toups dish out hot-off-the-grill fare at the 2024 Cancer Patient Appreciation Day celebration at St. Tammany Cancer Center - A Campus of Ochsner Medical Center. Opened in 2021, the state-of-theart facility is a joint venture of St. Tammany Health System and Ochsner.

As part of their mission to treat the whole patient, the team at St. Tammany Cancer Center – A Campus of Ochsner Medical Center, hosts free monthly classes on a variety of topics — from meditation to tai $\mbox{\it chi}$ to music therapy and more - for diagnosed cancer patients. In 2024, art therapy classes were added, becoming an instant hit. At right, local artist Maddie Goff leads class participants as they paint oyster shells.

Members of Healthier Northshore got help from inmates at the B.B. Sixty Rayburn Correctional Center to harvest 200 bundles of mustard greens from Nielsen's Farmacy, a two-acre community garden in Bogalusa. The bundled greens were donated to food bank clients at the Bogalusa Help Center.



Teamwork, continued

By the numbers

25,000

Square footage of St. Tammany Parish Hospital in 1954 542,893

Square footage of St. Tammany Parish Hospital in 2024





Number of patient beds St. Tammany Parish Hospital was licensed for in 1954



Number of patient beds St. Tammany Parish Hospital was licensed for in 2024





3,196* 🎝

Number of patients treated at St. Tammany Parish Hospital in its first year of operation 92,035*

Number of patients treated at St. Tammany Parish Hospital in 2024





number of locations/facilities operated by St. Tammany Health System in 1954



number of locations/facilities operated by St. Tammany Health System in 2024

*figures include hospital admissions, outpatient discharges and Emergency Department visits



In 2024, the Healthier Northshore initiative continued its popular Eat Well, Live Well cooking demo series, in which local chefs — such as Chef Jeff Mattia of Pyre BBQ in Mandeville, above — share healthful recipes with local community members. Thanks to support from the American Heart Association and local community partners, attendees of each demo are given all the fresh ingredients necessary to re-create the featured dish at home.



U.S. Sen. Bill Cassidy, center, poses for a photo with members of Healthier Northshore, a group of local community stakeholders spearheaded by St. Tammany Health System and dedicated to improving local population health metrics. Cassidy, who is a physician, joined with the group to urge community members to participate in the triannual Community Health Needs Assessment.

STQN Honor Roll

Every quarter, St. Tammany Quality Network confers its Medical Director's Award on deserving care providers from the community. Here are the honorees from 2024.

First quarter: Dr. Joseph Bobrowski and Dr. Ralph Millet, for attaining a perfect score on the St. Tammany Health System ambulatory dashboard for 2023.

Second quarter: Dr. Rick Casey for his leadership in helping to develop the Chronic Obstructive Pulmonary Disease (COPD) Transitions of Care program.

Third quarter: Dr. Seth McVea for his outstanding performance in achieving pediatric quality goals.

Fourth quarter: Key members of the STHS Joint Camp team including Dr. John d'Hemecourt; Dr. Roch Hontas; Sarah Delery, RN; Bert Lindsey, DPT; Toni Mitchell, RN; and Dawn Fournier, RN.



Southeastern Louisiana University President William Wainwright presents St. Tammany Health System President and CEO Joan Coffman with a challenge coin at the January 2024 ribbon-cutting of the St. Tammany Academic Center in Covington. The center is a joint venture of STHS, SLU and Northshore Technical Community College.

TRUST

We have faith in our caring work and pledge our honesty, courage, respect and integrity to each other and every patient in every encounter.

At the dedication of St. Tammany Health System's flagship St. Tammany Parish Hospital on Nov. 28, 1954, local civic leaders placed their trust in those chosen to operate the new hospital, to be responsible stewards of what was a significant financial investment and to care for the community with quality and compassion.







70 for 70

Counting down to St. Tammany Parish Hospital's 70th anniversary on Dec. 1, 2024, the health system's Communication Department launched a 70-part history series highlighting 70 artifacts from the organization's seven-decade history. Given how interwoven the health system is in the community, the finished product — which can be found online at StTammany.health/70th — provides not just a history of St. Tammany Health System but in many ways a history of the parish itself.





THEN: An aerial image of the main campus of St. Tammany Health System's flagship St. Tammany Parish Hospital taken in April 1965, just over 10 years from the time it first opened its doors.

NOW: An aerial image of the St. Tammany Parish Hospital main campus as seen in 2024. The hospital is still located along the same stretch of S. Tyler Street as when it first opened in 1954.

Trust, continued

World-class healthcare, close to home

In keeping with St. Tammany Health System's overarching mission to meet the growing needs of local residents and the health system's philosophy to have a clinic within a 10-minute drive of all of our patients, health system leadership cut the ribbon in April 2024, on the St. Tammany Physicians Network North Covington Clinic. This philosophy is a convenience and a fulfillment of our promise to provide world-class healthcare close to home for our Northshore neighbors.

Families first

If the Northshore is known for anything, it is its family-friendly focus. In recognition of that, St. Tammany Health System expanded its local pediatric practice in 2024, opening a new St. Tammany Pediatrics clinic in Mandeville with an integrated ExpressCare for Kids afterhours and walk-in clinic.

Celebrating 20 years

While the health system celebrated its 70th anniversary in 2024, its Paul D. Cordes Outpatient Pavilion marked its 20th anniversary, a milestone it celebrated with a full lobby renovation. In its first two decades, the Outpatient Pavilion has grown to become the premiere diagnostic center on the Northshore, offering a full suite of outpatient services, including imaging services, lab services, cardiopulmonary rehab programs, a wound care and hyperbaric medicine clinic, and more.



In 2024, St. Tammany Tammany Health System expanded its pediatrics offerings with the opening of a St. Tammany Pediatrics clinic and integrated ExpressCare Kids walk-in clinic on U.S. 190 in Mandeville.



Prompted by the success of its Ladies Night Out event, St. Tammany Health System organized its second Man Up! screening event at the Covington Beer Garden. In addition to education and screenings, members of the health system's team performed carotid artery ultrasounds.

Taking it to the streets

Since mid-2021, the St. Tammany Health System Be Well Bus has been crisscrossing the parish to bring screening and education opportunities directly into the communities we serve. In the process, it has become one of our most effective community engagement tools. Here's a by-the-numbers look at its impact in 2024.



Community outreach events attended in 2024





Mammograms provided through funding from St. Tammany Health Foundation in 2024

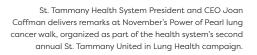


Breast cancers diagnosed as a result of screenings on the bus since its introduction in May 2021

*This figure includes some events attended by our Community Outreach team without the Be Well Bus



St. Tammany Health System President and CEO Joan Coffman and Dr. Lisa Casey, surrounded by local dignitaries including members of the health system and Ochsner Health, cut the ribbon on the new St. Tammany Physicians Network clinic in North Covington in April 2024. The purpose-built facility is also home to the new St. Tammany Health System/Ochsner Family Medicine Residency Program.



GOMPA

We care deeply about our patients and colleagues, treating each other with empathy and respect, as if they were our own family.

In medicine, as in all science-related fields, evidence is king. So, here's some evidence for you: St. Tammany Health System has been named among New Orleans CityBusiness' Best Places to Work for three consecutive years — and counting.

That award, based largely on colleagues' responses to a survey, is clear evidence that the health system's established Culture of Caring might start with providing compassionate patient care — but that its workforce feels the love, too.

It's why so many people want to work at St. Tammany, it's why so many people stay once they're part of the team, and it's why STHS has become synonymous with compassionate, world-class healthcare.

After all, a happy health system is more often than not an effective health system, and that's no small thing.

"That, to me, is our secret sauce, and it really boils down to the 'why' that motivates our colleagues," STHS President and CEO



SSION

Dedicated to service

Service comes in many forms. At St. Tammany Health System, that, of course, includes serving the Northshore community by providing world-class healthcare. For many colleagues at St. Tammany Health System, though, it also includes military service, a sacrifice STHS leadership has long supported. In 2024, that support was recognized by the Louisiana National Guard, which presented two health system supervisors — Director of Care Coordination Monique Brewster and Social Worker Supervisor Melissa Johnson — with its Patriot Award, bestowed upon individuals who are especially supportive of team members who are also service members.



THEN: Nurse Emma Porche Wetherbee, center, is surrounded by some of St. Tammany Health System's first nurses. Upon its 1954 opening, the health system's flagship St. Tammany Parish Hospital boasted 15 nurses.

NOW: Some of St. Tammany Health
System's 100-plus certified nurses — that
is, those nurses who pursued voluntary
certification to improve their skill and
knowledge in their area of practice
— gather for a group photo outside
St. Tammany Parish Hospital in March
2024. In all, the health system boasted
more than 950 nurses at the end of 2024.

Compassion, continued

Hail to the chiefs

St. Tammany Parish Hospital has had the great fortune of being the professional home to a litany of highly skilled physicians over the years. It takes a special doctor, however — one who is knowledgeable, dedicated and diplomatic in equal measure — to stand up and lead the others by serving as the chief of a hospital's medical staff. To salute the dedication of the hospital's past chiefs of staff, the St. Tammany Health Foundation in April 2024 unveiled a physician recognition wall, which lists all the hospital's past chiefs along with those currently serving as part of its Medical Executive Committee. "This display," Chief Medical Officer Dr. Patrick Torcson said, "will serve as a tribute and an inspiration to all of the physicians who practice at St. Tammany Health System to recognize their knowledge, skill and dedication in serving patients, the health system and this very unique and special community."

Scholarships

St. Tammany Health System invests in its workforce in a number of ways. That includes three scholarship programs — one offered by the health system's Board of Commissioners, another by the Medical Staff and a third offered by the all-volunteer St. Tammany Hospital Guild — that every spring and fall benefit to STHS colleagues enrolled in educational programs to advance their medical career.

Leading the way

Recognizing the importance of nurturing homegrown talent, St. Tammany Health System's Human Resources Department in 2024 launched its inaugural Leadership Academy, a 10-month program to hone the skills of emerging leaders already in the health system's ranks. A similar program introduced in 2024, called Career Pathways, provides a way for rank-and-file colleagues to explore the career opportunities available in departments other than the one in which they currently work. Both programs are ways the health system continues to invest in what it acknowledges is its most valued asset: the people who work there.









Clockwise from top left:

STHS Senior Vice President of Human Resources Christopher Ford, standing, welcomes colleagues to the health system's bimonthly birthday celebration for colleagues. At the event, colleagues celebrating birthdays are treated to lunch, fellowship and, of course, cake.

Elaine Ward, left, and Barbara Jenkins Schwartz were among three STHS colleagues honored at St. Tammany Health System's annual Service Awards banquet for 40 years of service. (Not pictured: Terri Johnson.) In all, more than 175 colleagues were singled out for celebration at the event, held in October at the Fleur de Lis event center in Mandeville.

STHS President and CEO Joan Coffman is joined by members of the health system's executive leadership team as she welcomes guests to the health system's 70th anniversary celebration on Dec. 1, 2024.

Two St. Tammany Health System colleagues share a moment outside one of the surgical suites at St. Tammany Parish Hospital. 'I'm an X-ray tech by background. My first job in the early 1980s was right here at St. Tammany Health System,' STHS President and CEO Joan Coffman said, 'and I can tell you: The culture here has not changed. This organization in the past 70 years has taken an active effort to $% \left\{ 1\right\} =\left\{ 1\right$ become authentically inculcated in the very fabric of our community.'



People power

Oh, how we have grown since St. Tammany Health System was founded as St. Tammany Parish Hospital back on Dec. 1, 1954:



Hospital employees on Dec. 4, 1954



Health system employees on Dec. 31, 2024



Credentialed members of the hospital Med Staff on Dec. 4, 1955







Clockwise from top left:

As part of Hospital Week each May, St. Tammany Health System makes it a point to celebrate its workforce. In 2024, that included a complimentary lunch — including a visit from one of the Chick-fil-A cows — a photo booth and a token gift of STHS-branded umbrellas for everyone.

In July 2024, St. Tammany Health System President and CEO Joan Coffman helped christen the newly renovated STHS cafeteria by — how else? — leading a second-line parade.

A group of STHS colleagues gets into the spirit of the season during the health system's 2024 holiday celebration.



STHS Leadership and Governance



STHS Executive Team

The members of the executive leadership team at St. Tammany Health System bring with them a variety of skills, specialties and talents, but all with the same common goal: to position and support the health system's highly trained team of care providers so they can continue delivering world-class healthcare to the people of St. Tammany Parish through teamwork, trust, compassion, quality and innovation.



STHS Board of Commissioners

St. Tammany Parish Hospital Service District No. 1 — better known as St. Tammany Health System — is governed by an eight-member Board of Commissioners, six appointed by the St. Tammany Parish Council to six-year staggered terms, one elected by the medical staff to a one-year term and one non-voting member, the parish president or designee.

STHS HONOR ROLL

Every quarter, St. Tammany Health System honors the work of three nurses — all nominated by patients or colleagues — with the Daisy Award for extraordinary nursing, while two non-nursing colleagues are singled out for the Sunflower Award for their contributions to the health system's healing mission. Additionally, four to five colleagues are honored every quarter as STHS Ambassadors for their embodiment of the organization's values. Here are 2024's honorees.

2024 Daisy Award recipients

- •Janae' Cohn, Neurosciences
- •Ananda Coomans, Emergency Services
- •Bryan Farrar, Med-Surg (Nurse Leader award)
- Lindsay Gomez, Cancer Services
- •Trey Henderson, Resource Staffing
- •Kristi Lamarque RN, New Family Center
- •Erika Marcev RN, Telemetry Medicine
- •Rachel Mallory, Emergency Services
- •Tina McMahon, Adult ICU
- •Karina Bustillo Palma, Oncology Medicine
- Jake Scheuermann RN, Neuro ICU
- •Paula Schindler, Inpatient Wound Care
- •Megan Simon, Mother Baby

2024 Sunflower Award recipients

- •Kelli Braud, Diabetes Education
- •Marla Rabalais, Parenting Center
- •Ashley DiFranco, Inpatient Therapy
- •Caroline Redman, Care Coordination
- Adam Rohr, Inpatient Therapy
- •Jena Singletary, Telemetry Medicine
- •Jeralyn McKay, Oncology Medicine
- •Chasity Washington, Telemetry Medicine

2024 Ambassadors

- •Stephanie Andrews, Quality and Population Health
- Cindy Brandon, St. Tammany Pediatrics
- •Brittany Breaux, STPN-Mandeville
- •Sherman FitzSimons, Patient Relations
- Dawn Fournier, St. Tammany Quality Network
- •Stephanie Green, Telemetry Medicine
- •Kenneth Guerin, Adult ICU
- •Alex Martinez, Adult ICU
- Blair Nelson, Adult ICU
- •Payton Olson, New Family Center
- •Alyssa Reilly, Emergency Care Services
- •Catherine Richoux, New Family Center
- •Kelly Rogers, Home Health
- •Lauren Satterlee, Outpatient Rehab
- •Keri Skeins, New Family Center
- •Kathleen Thomas, St. Tammany Health Foundation
- Cody Warren, Spiritual Care

QUALIT

We are accountable to our patients and each other to always deliver our very best, safest care, to strive for excellence and to consistently deliver on these promises.

> A partial listing of the accolades earned by St. Tammany Health System and its caregiving team in 2024:

St. Tammany Health System's flagship St. Tammany Parish Hospital started 2024 by being recognized by Women's Choice as among the Best Hospitals in America, which placed it in the top 10% in 10 distinct specialty areas for 2024, including Patient Safety (top 6% in the country), Cancer Care (top 1%), Obstetrics (top 1%), Mammogram Imaging (top 1%), Women's Services (top 2%), Minimally Invasive Surgery (top 4%), Stroke Care (top 4%), Heart Care (top 5%), Comprehensive Breast Care (top 7%) and Emergency Care (top 10%). ... Additionally, Quantros recognized the hospital as among the Top 100 in the Nation for Coronary Bypass Surgery and Cardiac Care, and in the Top 10% in the Nation for Trauma Care and Stroke Care. ... STHS's New Family Center was designated a Blue Distinction Center+ for Maternity Care by Blue Cross and Blue Shield of Louisiana, in recognition



of the high quality and cost effectiveness of the care it provides, as well as earning the Birth Ready+ designation from the Louisiana Perinatal Quality Collaborative, a program of the state Department of Health. ... The New Family Center also again earned the highly prestigious international Baby-Friendly designation, a five-year accreditation recognizing support for breastfeeding mothers, from Baby-Friendly USA. ... In March, the health system received Healthgrades' Outstanding Patient Experience Award for the 16th consecutive grading period, placing its flagship St. Tammany Parish Hospital in the top 10% of U.S. hospitals. ... Also in March, STHS was awarded the American College of Cardiology's Chest Pain Center Accreditation with Primary Percutaneous Coronary Intervention. ... In April, the Louisiana Society for Respiratory Care named St. Tammany Parish Hospital its 2023 Hospital of the Year for Respiratory Care among those with more than 200 beds. ... The STHS Women's Pavilion was reaccredited in 2024 by the American College of Surgeons' National Accreditation Program for Breast Centers. The Women's Pavilion was also honored in 2024 with Press Ganey's Guardian of Excellence Award and Pinnacle of Excellence Award, both in recognition of patient experience. ... For the 19th consecutive year, St. Tammany Parish Hospital was named Best Hospital in West St. Tammany Parish by readers of Sophisticated Woman magazine. ... In July, St. Tammany Parish Hospital earned honors as a high-performing hospital by U.S. News & World Report in its 2024-2025 Best Hospitals rankings, which singled out the hospital in five areas: heart attack, heart failure, stroke, pneumonia and maternity care. ... Also in July, the American Heart Association honored St. Tammany Health System with its Get with the Guidelines-Stroke Gold Plus designation, in addition to its Stroke Honor Roll Elite and Type 2 Diabetes Honor Roll designations. ... The STHS Parenting Center was reaccredited in 2024 as a Certified Autism Center by the IBCCES. ... In August, Newsweek named St. Tammany Parish Hospital one of the best hospitals in America and the fourth-best in Louisiana. ... Also in August, Fitch Ratings affirmed the 'AA-' long-term rating on the series 2018A and 21018B bonds issued by St. Tammany Health System. In addition, Fitch affirmed the health system's 'AA-' Issuer Default Rating, declaring the rating outlook to be stable. ... St. Tammany Parish Hospital received the American College of Cardiology's NCDR Chest Pain - MI Registry Platinum Performance Achievement Award for 2024 ... The hospital was also named to a Becker's Hospital Review list of the top-recommended hospitals in Louisiana. ... In October, the health system was named one of New Orleans CityBusiness' Best Places to Work for the third consecutive year. ... In November, St. Tammany Health System earned its 18th consecutive "A" grade for patient safety from the Leapfrog Group. No other Louisiana health system has received as many consecutive A's. ... Also in November, the Louisiana Hospital Association honored the health system's Communication and Marketing Department with Team of the Year honors at its 2024 Golden Pelican Awards. ... In December, Women's Choice named St. Tammany Parish Hospital one of the nation's 100 Best Hospitals for Patient Experience. It also earned recognition as a best hospital for patient safety, heart care, stroke care, minimally invasive surgery, obstetrics, cancer care, comprehensive breast care, mammogram imaging and women's services.

2024 Key Achievements and Accreditations

Since 1954, St. Tammany Health System has been the premier place for delivery of comprehensive and trusted healthcare on the Northshore. That's true now more than ever. Find a sampling below.













































































A QUALITY PROGRAM of the AMERICAN COLLEGE OF SURGEONS



The Joint Association

STROKE CERTIFICATION

American Stroke



U.S. News & World Report

- High performing in maternity care
- High performing in heart attack care
- ·High performing in heart failure
- ·High performing in stroke care ·High performing in pneumonia care

Press Ganey

- •2023 HX Guardian of Excellence Award
- •2023 HX Pinnacle of Excellence Award

Leapfrog Hospital Safety Score

A-grade for patient safety for 18th consecutive grading period

Center for Medicare and Medicaid Services

4 Stars for Overall Hospital Quality

Quantros (formerly CareChex)

- •Top 100 in the Nation for Coronary Bypass Surgery
- •Top 100 in the Nation for Cardiac Care
- •Top 10% in the Nation for Trauma Care
- •Top 10% in the Nation for Stroke Care

Women's Choice Awards

- Top 10% in Nation for Cancer Care (top 1%)Top 10% in Nation for Obstetrics (top 1%)
- •Top 10% in Nation for Mammogram Imaging (top 1%)
- •Top 10% in Nation for Women's Services (top
- •Top 10% in Nation for Minimally Invasive Surgery (top 4%)
- •Top 10% in Nation for Stroke Care (top 4%)
- •Top 10% in Nation for Heart Care (top 5%)
- •Top 10% in Patient Safety (top 6%)
- •Top 10% in Nation for Comprehensive Breast Care (top 7%)
- •Top 10% in Nation for Emergency Care (top 10%)

Accreditations

- American Academy of Sleep Medicine (AASM)
- •American Association of Blood Banks (AABB) •American Association of Cardiovascular and
- Pulmonary Rehabilitation (AACVPR) American College of Cardiology
- Accredited Chest Pain Center with Primary Percutaneous Coronary Intervention
- Chest Pain MI Registry Platinum Performance
- Transcatheter Valve Certified (TAVR)
- •American College of Emergency Physicians
- Geriatric Emergency Department
 American College of Radiology (ACR)
- All imaging modalities at all locations
- ACR Comprehensive Breast Imaging Center
- •American College of Surgeons National Accreditation Program for Breast
- Centers (NAPBC) Verified Trauma Center, Level 3
- Commission on Cancer Accredited Community Program (CoC)
- National Surgical Quality Improvement Hospital
- American Diabetes Association (ADA)
- American Heart/Stroke Association (AHA or AHA/ASA)
- Advance Certification for Primary Stroke Center (AHA and Joint Commission)
- Get With the Guidelines-Stroke Gold Plus designation, with Stroke Honor Roll Elite and Type 2 Diabetes Honor Roll designations
- Anticoagulation Forum Anticoagulation Center of Excellence
- College of American Pathologists (CAP) International Board of Credentialing and Continuing Education Standards Certified Autism Center
- Baby-Friendly USA Baby-Friendly Birth Facility Joint Commission
- ·Louisiana Perinatal Quality Collaborative
- Birth Ready+ hospital
- The Gift+ designation
- New Orleans CityBusiness 100 Best Places to Work 2024
- •NICHE (Nurses Improving Care for Healthsystem

INIOVA

We seek new knowledge, competencies, techniques, technology and best practices to bring new hope and healing to our patients close to home.

"Disneyland will never be completed," Walt Disney famously said at the 1955 opening of his namesake theme park. "It will continue to grow as long as there is imagination left in the world."

Although our mission is decidedly different than Walt's was, that philosophy — that the best things are always in a state of becoming — is one we believe in at St. Tammany Health System (which, incidentally, opened just seven months before Disneyland).

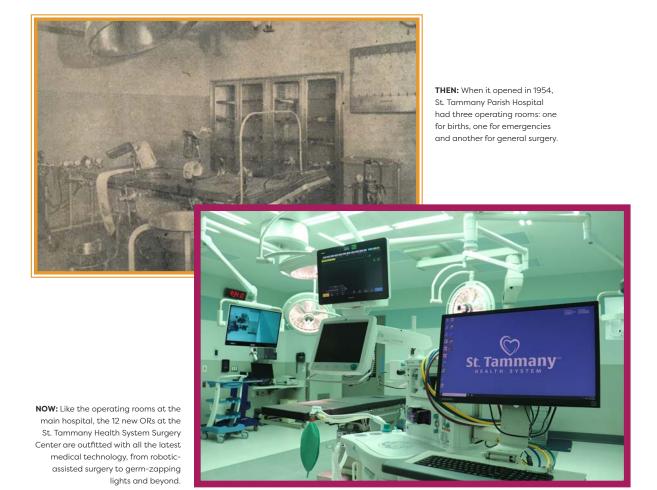
In fact, our promise to deliver world-class healthcare close to home requires it — to continue to learn, to be on the lookout for new technologies, new modalities and the next potential breakthrough.

It has transformed STHS from the 30-bed country hospital it was upon its opening to the award-winning regional health system that it is today.



St. Tammany Health System Surgery Center

After years of planning and construction, St. Tammany Health System leaders cut the ribbon on its new same-day surgery center in December 2024 with no shortage of pomp and circumstance. They had good reason to celebrate. The center, which was designed with input from local surgeons, is hailed as the most technologically advanced of its kind in the Gulf South. "Some buildings are a monument to architecture," STHS Chief Medical Officer Dr. Patrick Torcson said. "This surgery center, which is among the most technologically advanced of its kind in the region, is also a monument to cutting-edge healthcare."



Innovation, continued



"Northshore Healthbeat"

Innovation at St. Tammany Health System is by no means limited just to its clinical spaces. Case in point: The introduction in April 2024 of "Northshore Healthbeat," the official podcast from STHS — its first, for the record — featuring interviews with local care providers as a means of keeping the community abreast of the latest health trends and how they impact our community.

St. Tammany Health System/Ochsner Family Medicine Residency Program

St. Tammany Health System in 2024 teamed with partner Ochsner Health to stand up a first-in-the-region Family Medicine Residence Program at a purpose-built clinic in North Covington (page 12). In addition to increasing access for residents living nearby, it is also helping to train the next generation of family medicine physicians. "With one snip of the scissors today, St. Tammany Parish and the rest of the Northshore just got significantly healthier," St. Tammany Health System President and CEO Joan Coffman said at the facility's ribbon cutting. "The realization of years of work and planning, this clinic is a sterling embodiment of our commitment to serving the community, as well as a symbol of the power of the partnership between St. Tammany Health System and Ochsner. What a blessing."

Express Care Kids

Four years after introducing the Northshore to its innovative Express Care concept — a walk-in clinic at which patients can receive primary care services outside of traditional hours but without paying the traditional Urgent Care premium — that model was expanded in 2024 to include a pediatrics-focused Express Care Kids clinic in Mandeville. The result: Options for families, prompt treatment for ailing kids — and, hopefully, fewer sleepless nights for parents.





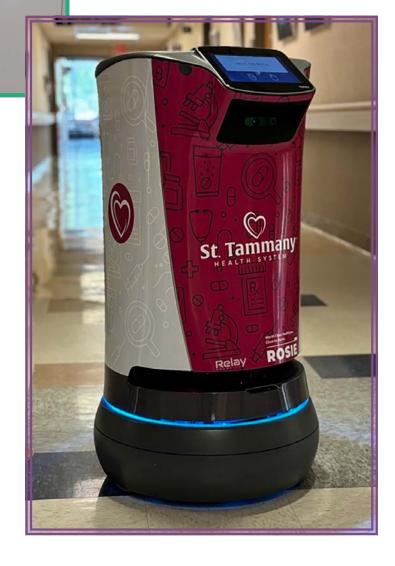


St. Tammany Health System's Physical Therapy team continues to lead the way nationally with the use of musculoskeletal ultrasound (MSKUS), $\boldsymbol{\alpha}$ leading-edge modality leveraging the same painless, harmless technology used in pregnancy ultrasounds to quickly diagnose ailing joints and muscles. In the hands of clinicians trained to interpret the resulting real-time images, it can often lead to an immediate diagnosis. That allows patients to avoid the 30-day waiting period most insurance companies require before approving advanced imaging – and thus to avoid 30 days of pain and 30 days of exposure to opioids and other powerful painkillers. The upshot: quick, low-cost answers to help patients return to their normal routines with as little disruption to their lives as possible.

In 2024, STHS's Bone and Joint Clinic unveiled a 7,700-square-foot expansion. That included the addition of a 2,200-square-foot rehabilitation gym that incorporates such leading-edge equipment as an AlterG Anti-Gravity Treadmill, which is designed to relieve a patient of as much as 80%of their body weight, thus allowing the rehab process to begin much earlier than previously.

In addition to its fleet of robotic surgical assistants, St. Tammany Health System in 2024 introduced Rosie and Astro, a pair of autonomous courier bots that roam the halls of its flagship St. Tammany Parish Hospital, making deliveries between various departments.

Among St. Tammany Health System's 2024 investments in the community was the purchase of a leading-edge new MRI machine for the Paul D. Cordes Outpatient Pavilion. Put in service in fall 2024, it was designed with performance and patient comfort in mind. In addition to providing more precise results with shorter scan times, the new machine features a large 'bore,' the opening of the machine, in which patients can comfortably rest while listening to the music of their choice.



Up close

The 126,000-square-foot St. Tammany Health System Surgery Center, construction of which was completed in December 2024, offers a comprehensive range of features and support services. They include:







Operating rooms

Private Pre-Op rooms

Private PACU bays for post procedure recovery

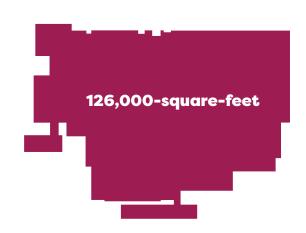
- + Overnight stay capability with 15 private rooms.
- + In-house overnight anesthesia services.
- + Sterile processing.
- + Support areas that include imaging, lab, pharmacy, physical therapy and food services.
- + Among the surgeries that can be conducted at the surgery center are general surgery, ENT, orthopedics, gynecological, breast reconstruction, plastic surgery, hand surgery, interventional pain management, urology, oral/dental, ophthalmology and podiatry.





5

Number of art installations currently at the surgery center, featuring the work of local artists Inga Falterman, Cindi Guillot, Zac Maras and Craig McMillin.





An 18-foot-by-20-foot lobby mural created by Abita Springs artist Zac Maras is among several works of local art on display at the new St. Tammany Health System Surgery Center, provided through the St. Tammany Hospital Foundation Healing Arts Initiative.



The new St. Tammany Health System Surgery Center, at 16282 Louisiana 1085 in Covington, was designed with the input of local surgeons, anesthesiologists, nurses, surgical techs and other care providers to meet the current and future demand for same-day surgeries.

Leading the way

St. Tammany Health System became the first robotics institute on the Interstate 12 corridor with the acquisition of its first surgical robotic assistant in 2007. Today, it boasts multiple robotics systems – designed for an array of surgeries – at both St. Tammany Parish Hospital and its St. Tammany Health System Surgery Center. Here's a look at them:

Stryker Mako System

Designed to streamline total knee and hip replacements, the Stryker Mako System assists our orthopedic surgeons by creating a 3D model of each patient's unique anatomy, allowing for development of a custom surgical plan before the patient ever enters the operating room. The result: more precise and efficient surgeries, less post-op discomfort and quicker recovery times.





Da Vinci System

Surgical expertise meets technology to further bolster STPH's place at the vanguard of da Vinci-assisted surgeries on the Northshore, expanding patient access to technology being used for a growing number of surgeries, including minimally invasive procedures to treat pelvic and urologic cancers.



Modus V / BrightMatter

The combination of Synaptive Medical's innovative Modus V robotic microscope with its BrightMatter technology allows neurosurgeons at St. Tammany Health System to perform complex brain and spine surgeries, including some that may previously have been considered inoperable.

Ion by Intuitive robotic-assisted bronchoscopy

Described as a game-changer when targeting even small lung lesions for biopsy, the lon system is a minimally invasive platform providing surgeons with greater precision and efficiency when zeroing in on suspect lesions while also allowing for access to the entire lung.





VELYS robotic-assisted knee surgery

St. Tammany Health System was the first in South Louisiana in 2022 to conduct Velys robotic-assisted knee replacement, an innovative, second-generation procedure from DePuy Synthes designed to get patients back on their feet sooner, with less discomfort and more mobility.



Globus Excelsius GPS

This revolutionary robotic navigation platform is the world's first technology to combine a rigid robotic arm and full navigation capabilities into one adaptable platform for accurate trajectory alignment in spine surgery, providing robotic guidance and navigation to highly skilled neurosurgeons.

FOUND

CONNECTING PEOPLE TO PURPOSE

St. Tammany Health Foundation raises funds through a comprehensive development program including corporate partnerships and major gifts, planned giving, bequests and charitable gift annuities, tribute gifts, an annual support program and special events. In doing so, the Foundation impacts the healthcare and well-being of the entire Northshore community.

OUR MISSION

We support and enhance the work of St. Tammany Health System as it leads with innovation and cares for its patients and their families with excellence, compassion and teamwork. Through generous donors, we help our neighbors and the community heal and live healthy, fulfilling lives.

OUR VISION

By connecting people to purpose, we will work together to improve the health and wellbeing of our community now and for future generations.



The foundation of our success



Dear Friends,

We are deeply proud to recognize the 1,904 individuals, STHS colleagues, businesses. organizations and foundations who made contributions that brought our 2024 total revenue to a record \$2,023,912. The generosity of these supporters has brought contributions in support of the healing work of our health system to over \$26,131,056 million raised since our inception.

We are also proud to share that, thanks to the support of our donor community, we were able to grant \$742,638 to St. Tammany Health System in 2024, funding medical equipment, education and training opportunities, department programs, health system initiatives and more. These disbursements allowed for continuing support of programs to support patients undergoing cancer treatment like the therapeutic food pantry, transportation assistance program, art therapy and yoga classes, inspiring and calming installations of healing art at St. Tammany Health System facilities, innovative approaches to care such as the designation of pediatric care areas as Certified Autism Centers and the new sensory bags for patients with autism, education and bereavement materials for patients and families of St. Tammany Health System Hospice, free mammograms for those who qualify and important community outreach education such as the Sudden Impact and Stop the Bleed programs.

In addition to support from the community and grateful patients, our colleagues continued to demonstrate their commitment to St. Tammany Health System with a record 1,042 team members and physicians raising more than \$136,832 through the annual One Heartbeat Employee Campaign.

Partnerships with our local business community is essential to our success. These businesses joined together with individual donors and community volunteers to raise much-needed funds through the following events: THE Gala 2024 presented by HUB International beat its own record again with \$240,840 raised in support of programs at St. Tammany Cancer Center – A Campus of Ochsner Medical Center; the 34th Monster Mash presented by Metairie Bank raised \$86,431 raised in support of the mission of the STHS Parenting Center; the Get Lucky! Golf Tournament presented by Five Star Breaktime Solutions brought in \$53,074; Angels of Light raised \$21,635 to benefit Hospice. Grant opportunities through organizations such as American Cancer Society, American Lung Association, local Wal-Mart stores and family foundations enabled us to fund patient programs that make a difference to the patients of STHS every day.

Our Foundation is poised to support St. Tammany Health System in new and expanded ways. With the continued support of our loyal donors, next year will be even better.

Thank you to all who joined with us in 2024 to make an impact on healthcare on the Northshore.

In gratitude,

Kevin Gardner

2024 chairman, STHF Board of Trustees

Nicole Suhre

Executive director, STHF

2024 foundation highlights

The nonprofit St. Tammany Hospital Foundation reintroduced itself to the community in July with a new name, new logo and renewed mission statement.

The new St. Tammany Health Foundation will serve as the philanthropic arm of St. Tammany Health System and, as its name suggests, will support programs beyond the health system's flagship St. Tammany Parish Hospital in Covington.

"St. Tammany Hospital Foundation no longer supports just the hospital we stand in today," foundation Executive Director Nicole Suhre said in a ceremony announcing

the change. "We support a regional health system comprised of a state-of-the-art hospital and nearly 30 off-site facilities including physician and specialty clinics, a cancer center, two emergency rooms, community services, an academic center, Women's Pavilion and more. We want our name to convey that our donors can make a difference in the health and well-being of this community."

It was just the tip of the iceberg for the foundation team in 2024. Among other notable highlights from the year:



TOP: The STHS Parenting Center, the Foundation and an army of community volunteers treated local families to the 36th annual Monster Mash on Oct. 26, and, as always, it was a magical day of games, rides, crafts and, of course, trick-or-treating. Once more, Metairie Bank Northshore served as presenting sponsor for the event, which raised \$90,000 for the STHS Parenting Center.

BOTTOM: St. Tammany Health System President and CEO Joan Coffman, center left, and St. Tammany Health Foundation Executive Director Nicole Suhre, center right, are joined by foundation staff and board members as they hold a sign adorned with the newly unveiled foundation logo on Monday, July 1, 2024.

THE Gala

Supporters of cancer care on the Northshore were whisked to a world of undersea wonder and whimsy at THE Gala, presented by HUB International, on Oct. 3. Themed Step Under the Sea, the night included food, drinks, music, a silent auction and more. By the time the guests returned to terra firma at the end of the night, the event had raised nearly \$220,000 to support patient programs and services at St. Tammany Cancer Center – A Campus of Ochsner Medical Center.

Arts in healthcare thrives in 2024

Shortly before the year began, the foundation's Healing Arts team celebrated their first post-COVID gallery exhibit. They have not slowed down since in their mission to promote healing and mental well-being through the arts. High points in 2024 included a solo exhibition of the works of local artist Mary Helen Seago, titled "Celebrations in Bloom"; support for a new art class for diagnosed cancer patients at St. Tammany Cancer Center — A Campus of Ochsner Medical Center; and, perhaps the most impactful, the creation of a mural measuring 20 feet by 18 feet created by Abita Springs artist Zac Maras at the new St. Tammany Health System Surgical Center, which also boasts artwork from local artists including Inga Falterman, Cindi Guillot and Craig McMillin.

Gifts that make a difference

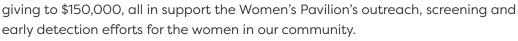
THE FOUNDATIONAL GIFT: In April 2024, the Bertram J. Levy Foundation made the first-ever gift to the new St. Tammany Health Foundation with a founder's gift of \$50,000.

THE TRANSFORMATIONAL GIFT: In

September 2024, Rich Mauti Cancer Fund (dba Mauti Cancer Fund) pledged \$500,000 to St. Tammany Health Foundation in support of a leading-edge, first-in-the-region mobile lung screening unit for the Northshore, showcasing the power of philanthropy by enabling STHS to create a program that didn't previously exist in the community.

CORPORATIONS FOR COMMUNITY:

 St. Tammany Women's Council of Realtors' annual Bras for a Cause fundraiser donated \$15,000 in 2024, bringing their cumulative



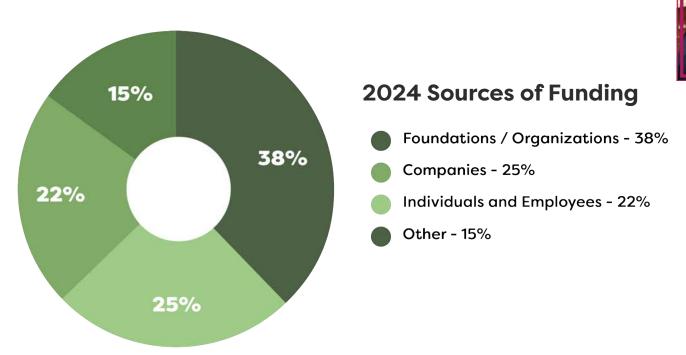
- Metairie Bank marked six years of giving with their \$25,000 gift in support of the STHS Parenting Center as title sponsor of the 36th annual Monster Mash event.
- Awareness campaigns got a boost from corporate support from Timeless Touch Medical Aesthetics as presenting sponsor of St. Tammany United in Breast Health Power of Pink campaign and from Chevron as the St. Tammany United in Lung Health Power of Pearl campaign presenting sponsor.

THE GUILD THAT GIVES: The St. Tammany Hospital Guild made a gift of \$45,000 in programmatic support for the Therapeutic Food Pantry and Transportation programs at St. Tammany Cancer Center, as well as for the Be Well Bus — which pushes the cumulative amount the all-volunteer group has donated to the foundation past the half-million-dollar threshold.



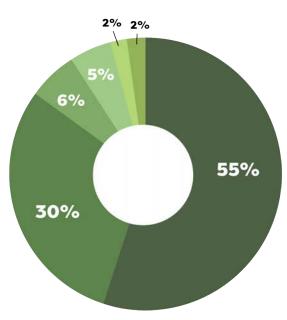
Rich Mauti, left, with wife Nancy, son Patrick and daughter Rachel, in September announcing a \$500,000 gift to St. Tammany Health Foundation for purchase of a mobile lung cancer screening unit. 'I consider this a transformational gift to our foundation and our broader community,' foundation Executive Director Nicole Suhre said in accepting the donation. Among other features, the new screening vehicle will be outfitted with an artificial-intelligence-powered CT unit for low-dose lung cancer screening.

Keeping St. Tammany Health System healthy keeps our community healthy



2024 Stewardship of Gifts

- Cancer Services / Oncology Medicine / Women's Pavilion 55%
- Unrestricted Caring for St. Tammany / Income on Investments 30%
- Pediatrics / Parenting Center 6%
- Endowment / Other Donor Restricted 5%
- Colleague Benevolent Fund 2%
- Healing Arts Initiative 2%



The foundation raises funds through a comprehensive development program including corporate partnerships and major gifts, planned giving, bequests and charitable gift annuities, tribute gifts, an annual support program and special events. In doing so, the foundation impacts the healthcare and well-being of the entire Northshore community.







St. Tammany Parish Sheriff Randy Smith signs a ceremonial check for \$7,735, the amount the department raised on behalf of the $\,$ foundation's fourth annual breast cancer awareness campaign - St. Tammany United in Breast Health: The Power of Pink.

St. Tammany Health Foundation once more augmented autism resources for neurodiverse patients in October 2024, with the introduction of sensory bags to our clinics, emergency rooms and pediatric inpatient spaces. These "sensory bags" contain such things as noise-cancelling headphones, visual aids, a whiteboard, a fidget toy and similar items. Five St. Tammany Health System clinics or departments have earned the Certified Autism Center (CAC) designation which means no fewer than 80% of the staff at each of those locations are trained in how to interact sensitively with patients who have autism.

The luck of the Irish was with participants in St. Tammany Hospital Foundation's 13th annual Get Lucky Golf Tournament, held under gorgeous spring skies the week of St. Patrick's Day at Beau Chene Country Club. \$55,000 was raised in support of St. Tammany Health System programs and services. The cumulative total generated by the event since its inception is \$650,000.

Representatives of St. Tammany Hospital Guild, St. Tammany Hospital Foundation and the St. Tammany Health System executive team celebrate the guild's 2024 donation to the foundation of \$45,000.



Board of Trustees



Standing (from left): Kevin Mashburn; Nicole Suhre, executive director; Joan Coffman; Laura Baldwin; Kevin Gardner, chairman; Jim Woodard MD; Becky Parks; Chip Lavigne; and Tim Lentz

Seated (from left): Sunny McDaniel; Paul Davis; Jim Bradford; and Norma Richard

Not pictured: John Evans; Mark Grayson; Liz Healy; and Renee Maloney

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