### ABBEVILLE GENERAL HOSPITAL

"PROVIDING ACCESS TO QUALITY CARE CLOSE TO HOME"



Performance Overview 2016 - 2017



### **Board of Commissioners**



Robert LeBlanc
John Boudreaux,
Corbett LeBouef, MD
Anita Levy

Daleon Primeaux
Oswald Broussard
Jody Landry

#### Abbeville General Announces Restructuring of Management

Ray Landry, MS, FACHE, Fellow of the American College of Healthcare Executives, and Chief Executive Officer of Hospital Service District #2, Parish of Vermilion, Abbeville General Hospital, recently announced a management level restructuring to better position the hospital service district in a new health care delivery system model. Landry, a native of Abbeville, has 39 years of hospital administration experience, 24 of which are at Abbeville General. Landry is a 1974 graduate of Abbeville High School, 1978 graduate of USL, and in 1992 received a Master of Science in Healthcare Science Administration from College of St Francis, Joliet, Illinois. He is a graduate of Leadership Vermilion Class 1.

Landry announced the following appointments as a result of the restructure:

Troy Hair, BS, Chief Financial Officer, native of Gueydan, has 22 years of hospital and nursing home financial management experience, 19 of which are at Abbeville General. Hair is a 1988 graduate of Gueydan High School, and a 1994 graduate of Louisiana Tech University.

Chuck Guidry, RN, BSN, MBA, Chief Operating Officer, native of Kaplan, has 19 years of nursing and hospital management experience in the emergency room setting. Guidry is a 1991 graduate of Kaplan High School and 1997 graduate of USL. He is a graduate of Leadership Vermilion Class 2. Chuck is currently enrolled in the LSU MBA program with completion in the fall of 2016.

Heidi Broussard, RN, BSN, CIC, Infection Control Practitioner, Chief Nursing Officer, a native of Maurice, has 22 years of nursing and management experience. Heidi was recently certified in the area of Infection Control by the Association of Practitioners in Infection Control. Broussard is a 1990 graduate of North Vermilion High School and 1995 of USL. Currently, she is a member of Leadership Vermilion Class 3. Effective March 28, 2016, Broussard was promoted to the position of Chief Nursing Officer.

**Brittany Thibodeaux, RN, BSN, Chief Quality and Patient Safety Officer**, native of Erath, has 9 years of clinical nursing experience in the surgical area. In September, 2016, Thibodeaux received a Green Belt in Lean Six Sigma performance management theory. Thibodeaux is a 2002 graduate of Erath High School and 2007 McNeese State University College. She is a graduate of Leadership Vermilion Class 2. Effective April 4, 2016, Thibodeaux was promoted to Chief Quality and Patient Safety Officer.

Weston Miller, M.D., Chief Medical Officer, practices as a general surgeon in the community and as Chief Medical Advisor to the hospital. Miller served as Chief of Staff in 1983 and has been on Medical Staff of Abbeville General since 1978.

Heidi Broussard, RN,BSN, CIC Chief Nursing Officer



Troy Hair, BS Chief Financial Officer





Ray Landry, MS, FACHE Chief Executive Officer

### C-Suite



Weston Miller, M.D. Chief Medical Officer

Brittany Thibodeaux, RN, BSN
Chief Quality and
Patient Safety Officer



**Chuck Guidry, RN,BSN Chief Operating Officer** 



#### STRATEGIC MAP FOR STRATEGIC EFFECTIVENESS

#### Central Challenge

Remain Relevant and Competitive in a Changing Healthcare Delivery System

#### Strategic Priority #2

Promote a Culture of Continuous Improvement

#### **TACTICS**

Value Based Total Performance Scores Above State/National/Benchmarks

#### JC/DHH/CMS/Leapfrog Standards Compliance

Continuous Readiness

#### Standards of Behavior

▶ Full Implementation of ACCEPT

#### **Evidence Based Best Practices Supported by** Information Systems & Technology hospital-wide -Cerner

#### Strategic Priority #3

Maintain and Grow a Viable Patient Population Base with Adequate Reimbursement Systems

#### TACTICS

#### Sales Tax Planning for Improvement (PFI)

- Inpatient Unit Renovation · Ambulatory Surgery Center
- Medical Office Building → Outpatient Diagnostic

#### Department / Unit Level Objective

- Marketing Plan Perception
- Wound Care
- Revenue Enhancement

Global Budgets

#### "Access to Quality Care Close to Home " Updated: 6/28/2017

#### Strategic Priority #1

Community Health Needs Assessment to address Population Health in a Clinically Integrated Network Model

TACTICS

#### Medical Staff Development Plan

- General Surgeon
- Psychiatrist

#### Plan and Design New Services or Enhanced Services

- Virtual Care
  - → ICU Intensivist via Telemed Link
- Urgent Care
- Inpatient/Outpatient Transformation
- Rural Health Clinic-Behavioral Health
- Home Sleep Study
- Substance Abuse Unit

#### Clinically Integrated Network - Ochsner Health System

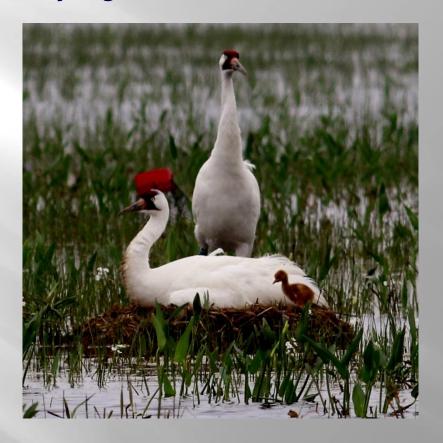
- Physician Alignment
- Cross-Continuum Partnerships
- ▶ Employee Health Insurance Plan

#### Social Determinants of Health





### First Whooping Crane Born in LA since 1939



Abbeville General is much like the whooping crane by offering *Access to Quality Care Close to Home* to the residents in Vermilion Parish. The dedication and commitment of Abbeville General's staff for their patients and that of the caretakers of the rare whooping crane will ensure that quality care is taken to keep both Patients and *Whooping Cranes Close to Home!* 

### ABBEVILLE GENERAL HOSPITAL STATEMENTS OF REVENUES, EXPENSES AND CHANGES IN NET POSITION YEARS ENDED DECEMBER 31,

	2016		2015	2014
Revenues				
Net patient service revenues (Note 9)	\$ 36,556,733	\$	33,367,903	\$ 31,402,133
Sales taxes	2,634,016		2,903,237	2,981,333
Grants	3,668		(1,280)	599,834
Intergovernmental transfer grants	5,524,981		7,193,656	2,189,700
Other operating revenues	489,817		425,792	385,664
Total Revenues	45,209,215		43,889,308	37,558,664
Expenses				
Salaries	21,157,779		19,489,170	19,463,743
Benefits and payroll taxes	4,320,714		3,871,227	3,521,910
Supplies and drugs	4,448,265		4,199,506	3,926,106
Professional fees	3,419,534		3,102,635	2,673,861
Other expenses	7,372,039		6,198,823	6,593,285
Insurance	1,002,889		1,050,108	1,097,277
Depreciation and amortization	1,852,127		1,907,073	1,958,313
Total Expenses	43,573,347		39,818,542	39,234,495
Operating Income (Loss)	1,635,868		4,070,766	(1,675,831)
Nonoperating Revenues (Expenses)				
Interest income	26,167		15,901	14,298
Interest expense	(92,807)		(130,572)	(107,785)
Gain (loss) on sale of capital asset	-00-		(34,290)	
Capital grants	125,775		195,080	39,860
Changes in Net Position	1,695,003		4,151,175	(1,763,748)
Beginning Net Position	26,763,156		22,611,981	24,375,729
Ending Net Position	\$ 28,458,159	\$	26,763,156	\$ 22,611,981

Audited
Statement
of
Revenues
and
Expenses
FY 2016

See accompanying notes to financial statements.

## Care Close to Home Hospital Utilization By Service Type and Zip Code

Zip Code	City	%Utilization - IP Services	%Utilization - OP Services	%Utilization - ED Services
70510	Abbeville	51.2%	49.0%	63.9%
70528	Delcambre	2.1%	3.0%	3.8%
70533	Erath	9.3%	12.1%	11.4%
70542	Gueydan	0.9%	0.8%	0.6%
70548	Kaplan	10.4%	9.2%	5.4%
70555	Maurice	2.9%	9.0%	2.6%
Other	Non-Vermilion	23.2%	16.9%	12.3%

## Working Close To Home Employees By Zip Code

CITY	# EMPLOYEES	%
ABBEVILLE	212	45.5%
ARNAUDVILLE	1	0.2%
BATON ROUGE	1	0.2%
BREAUX BRIDGE	1	0.2%
BROUSSARD	5	1.1%
CARENCRO	4	0.9%
CROWLEY	4	0.9%
DELCAMBRE	11	2.4%
DUSON	2	0.4%
EGAN	1	0.2%
ERATH	42	9.0%
EUNICE	1	0.2%
GUEYDAN	7	1.5%
JENNINGS	1	0.2%
KAPLAN	47	10.1%
LAFAYETTE	44	9.4%
MAURICE	31	6.7%
NEW IBERIA	19	4.1%
OPELOUSAS	1	0.2%
RAYNE	1	0.2%
SCOTT	4	0.9%
ST. MARTINVILLE	3	0.6%
YOUNGSVILLE	23	4.9%
Grand Count	466	100%

### Hospital Report Card

Page 1 of 5

Report Run Date: 07/27/2017

Hospital Value-Based Purchasing - Value-Based Percentage Payment Summary Report Percentage Summary Report Provider: 190034 Reporting Period: Fiscal Year 2018

Data As Of: 07/25/2017

Total Performance Score

Clinical Care Domain

Patient and Caregiver Centered Experience of Care/Care Coordination Domain

Safety Domain

Efficiency and Cost Reduction Domain

Facility	State	National	
46.375000000000	37.340659340659	37.431156870393	
Unweighted Domain Score	Weighting	Weighted Domain Score	
55.00000000000	25%	13.750000000000	
58.00000000000	25%	14.50000000000	
72.500000000000	25%	18.12500000000	
0.00000000000	25%	0.0000000000	

**Base Operating DRG Payment** Value-Based Incentive Net change in Base Operating Value-Based Incentive **Exchange Function Slope Amount Reduction Payment Percentages DRG Payment Amount** Payment Adjustment Factor 2.00000000000% 2.6812960121% +0.6812960121% 1.0068129601 2.8908851882

Value-Based Percentage Payment Summary - Fiscal Year 2018

Calculated values were subject to rounding. Reference the Hospital Value-Based Purchasing page on QualityNet for report information, calculations, and Hospital VBP resources.

## Patient Satisfaction Overall Score Inpatient Services

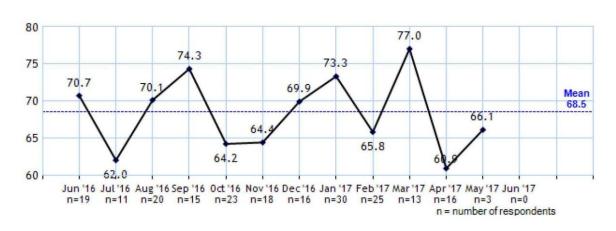


**Top Box Trends** 

Inpatient

Abbeville General Hospital

Overall



Abbeville General Hospital

**Always Satisfied %** 

Displayed by Discharge Date

### Patient Satisfaction Score **Emergency Services**

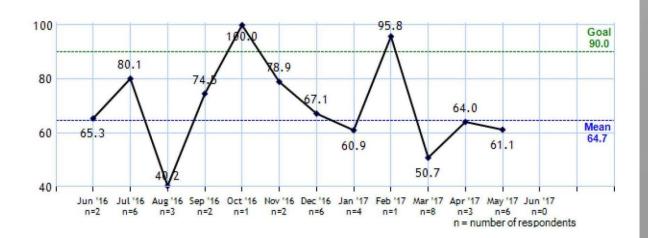


**Top Box Trends** 

**Emergency Department** 

Abbeville General Hospital

Overall



Abbeville General Hospital

Always Satisfied %

August 2017

### **Accreditation Award Letters**

#### Hospital



January 28, 2016

Ray Landry, FACHE Chief Executive Officer Abbeville General Hospital Service District 118 North Hospital Drive Abbeville, LA 70510

Joint Commission ID #: 8690 Program: Hospital Accreditation Accreditation Activity: 60-day Evidence of Standards Compliance Accreditation Activity Completed: 01/27/2016

Dear Mr. Landry:

The Joint Commission would like to thank your organization for participating in the accreditation process. This process is designed to help your organization continuously provide safe, high-quality care, treatment, and services by identifying opportunities for improvement in your processes and helping you follow through on and implement these improvements. We encourage you to use the accreditation process as a continuous standards compliance and operational improvement tool.

The Joint Commission is granting your organization an accreditation decision of Accredited for all services surveyed under the applicable manual(s) noted below:

#### Comprehensive Accreditation Manual for Hospitals

This accreditation cycle is effective beginning November 14, 2015. The Joint Commission reserves the right to shorten or lengthen the duration of the cycle; however, the certificate and cycle are customarily valid for up to 36

Please visit Quality Check® on The Joint Commission web site for updated information related to your

We encourage you to share this accreditation decision with your organization's appropriate staff, leadership, and governing body. You may also want to inform the Centers for Medicare and Medicaid Services (CMS), state or regional regulatory services, and the public you serve of your organization's accreditation decision.

Please be assured that The Joint Commission will keep the report confidential, except as required by law. To ensure that The Joint Commission's information about your organization is always accurate and current, our policy requires that you inform us of any changes in the name or ownership of your organization or the health care services you provide.

Sincerely.

Mark G.Pelletier, RN, MS

Chief Operating Officer Division of Accreditation and Certification Operations

#### Primary Care Medical Home (PCMH)



November 14, 2015

Ray Landry, FACHE Chief Executive Officer Abbeville General Hospital Service District

118 North Hospital Drive Abbeville, LA 70510

Joint Commission ID #: 8690 Primary Care Medical Home Accreditation Activity: Unannounced Full

Certification Expiration Date: 11/14/2018

Dear Mr. Landry:

The Joint Commission would like to thank your organization for participating in the accreditation process. This process is designed to help your organization continuously provide safe, high-quality care, treatment, and services by identifying opportunities for improvement in your processes and helping you follow through on and implement these improvements. We encourage you to use the accreditation process as a continuous standards compliance and operational improvement tool.

With that goal in mind, your organization received Requirement(s) for Improvement during its recent survey, These requirements have been summarized in the Accreditation Report provided by the survey team that visited your organization.

Please be assured that The Joint Commission will keep the report confidential, except as required by law. To ensure that The Joint Commission's information about your organization is always accurate and current, our policy requires that you inform us of any changes in the name or ownership of your organization or the health care services you provide.

Please visit Quality Check® on The Joint Commission web site for updated information related to your accreditation decision.

Mark G.Pelletier, RN, MS

Chief Operating Officer

Division of Accreditation and Certification Operations

### Abbeville General Received FEMA Grant Award to Construct A Safe Room / New 16 Bed Psychiatric Unit - Phase 1



BOBBY JINDAL GOVERNOR

#### State of Louisiana Governor's Office of Homeland Security

KEVIN DAVIS

and Emergency Preparedness

April 8, 2015

ADMINISTRATION

DATE: 4/13/15

Mr. Ray Landry Chief Executive Officer Abbeville General Hospital 118 North Hospital Drive Abbeville, LA 70510

RE: Approval and Funding – Phase I Abbeville General Hospital Safe Room HMGP #1786-113-0006, FEMA-1786-DR-LA, Project #0160

Dear Mr. Landry:

On behalf of Governor Bobby Jindal, I am pleased to inform you that Phase I of your application for Federal assistance under the Hazard Mitigation Grant Program was approved by FEMA on April 3, 2015 (see enclosure) for the above referenced project.

Approved Phase I costs include:

- Design (basic A/E services)
- Appraisal
- Cost of Land
- Pre-Award Costs
- Grant Management

Please note the approved Phase I costs are for the specified activities listed only. No brick and mortar or ground disturbing work may commence before approval of Phase II funding. Once the data have been obtained from Phase I, FEMA will continue with your Phase II review.

Mr. Ray Landry Page 2 April 8, 2015

The approved funding for eligible project activities is as follows:

Federal Share (75%)	\$372,330.00
Non- Federal Share (25%)	\$124,110.00
TOTAL PROJECT AWARD	\$496,440.00

A Sub-grantee Agreement briefing is required for this grant award. The following information will be explained to you and members of your staff:

- Project Performance Period of 12 months (Phase I)
- · Reporting requirements
- Procurement process
- Process for requesting reimbursement of funds
- Sub-grantee Agreement review
- Phase I Deliverables

The Hazard Mitigation Grant Program requires a 25% non-federal cost share match. This non-federal cost share may include state or local funds, in-kind services, or a combination of all of these. The State will reimburse Abbeville General Hospital the approved Federal Share that is expended on eligible activities.

Harry St. Pierre, your State Applicant Liaison for this project, will be contacting you to schedule this briefing. If you have any questions, please contact him at 225-267-2819 or harry.st.pierre@la.gov.

Cincoroly

Casey Tingle
Assistant Deputy Director
Hazard Mitigation

CT:hs

Enc. FEMA Approval Letter April 3, 2015 Sub-Grantee Agreement (2)

7667 Independence Boulevard • Baton Rouge, Louisiana 70806 • (225) 925-7500 • Fax (225) 925-7501

August 2017 15

### Abbeville General Received FEMA Grant Award to Construct A Safe Room / New 16 Bed Psychiatric Unit - Phase 11

Governor's Office of Homeland Security and Emergency Preparedness State of Louisiana

JOHN BEL EDWARDS



JAMES B. WASKOM

December 16, 2016

Mr. Ray Landry Chief Executive Officer Abbeville General Hospital 118 North Hospital Drive Abbeville, LA 70510

RE: Approval and Funding – Phase II
Abbeville General Hospital Safe Room
HMGP #1786-113-0006, FEMA-1786-DR-LA, Project #0160

Dear Mr. Landry:

On behalf of Governor John Bel Edwards, I am pleased to inform you that Phase II of your application for Federal assistance under the Hazard Mitigation Grant Program was approved by FEMA on December 12, 2016 (see enclosure) for the above referenced project.

The approved funding for eligible project activities is as follows:

Item	Current Phase I Obligation	Phase I Amendment Request	Phase II Amendment Request	Total Project Costs
Federal Share (75%)	\$372,330.00	\$33,750.00	\$3,483,377.00	\$3,889,457.00
Non- Federal Share (25%)	\$124,110.00	\$11,250.00	\$1,161,126.00	\$1,296,486.00
TOTAL PROJECT AWARD	\$496,440.00	\$45,000.00	\$4,644,503.00	\$5,185,943.00

Mr. Ray Landry Page 2 December 16, 2016

If you have any questions, please contact your State Applicant Liaison, Harry St. Pierre, at 225-267-2819 or harry.st.pierre@la.gov.

Sincerely,

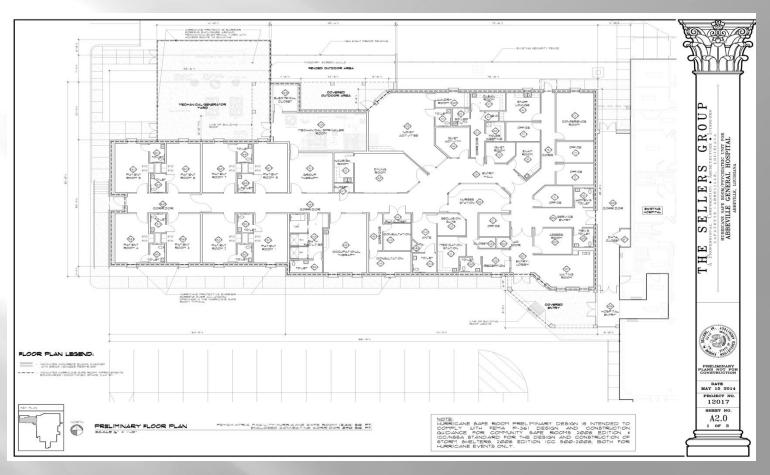
Casey Tingle Assistant Deputy Director Hazard Mitigation

CT:hs

Enc. FEMA Approval Letter dated December 12, 2016 Record of Environmental Consideration (REC) Sub-Grantee Agreement

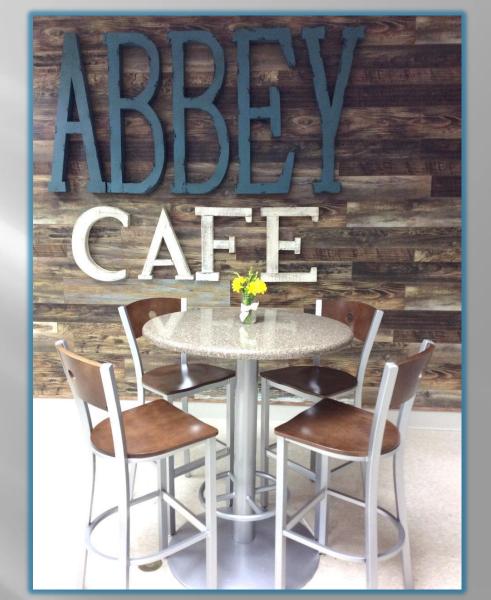
7667 INDEPENDENCE BOULEVARD • BAYON ROUGE, LOUIDIANA 70806 • (225) 925-7500 • FAX (225) 925-7501 EQUAL OPPORTUNITY EMPLOYER

### Floor Plan for Safe Room / New 16 Bed Psychiatric Unit Estimated Cost - \$6,591,440.00



## Food and Nutrition Services

Abbey Café Remodel Project \$ 71,855.00



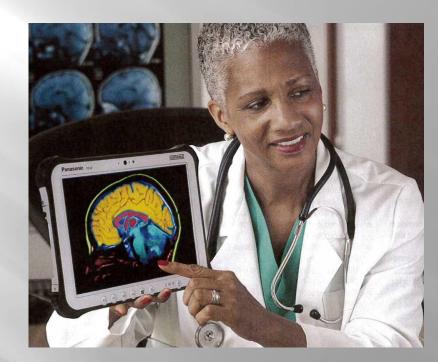
### Cerner Partnership for New Health Information System



Top Row: Neal Hebert, IT Director; Chuck Guidry, COO; Nathan Ross, Cerner Sales Leader; Kelly T. Hair, IS Director; Brittany Thibodeaux, CQO. Bottom Row: Troy Hair, CFO; Ray Landry, CEO; Nevin Folino, Cerner Client Executive

## New Health Information System Cerner Partnership - \$3,300,000.00

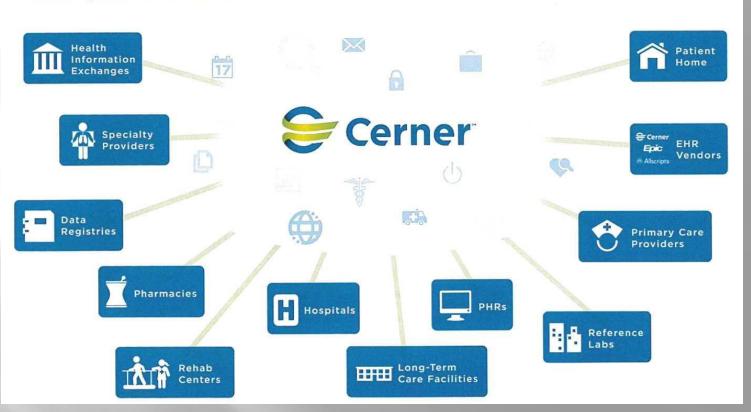






## New Health Information System Cerner Partnership - \$3,300,000.00

Gain quick access to critical information.



## Surgical Services High Definition Endoscopic Video Processor - \$ 114,398.00



### Elevator Modernization Project \$458,574.00





# Digital Radiographic System Erath-Delcambre Community Care Clinic \$ 99,000.00



## Digital Radiology Upgrade Project \$235,00.00





GE Logiq E9 Ultrasound System \$87,868.00



### Infusion Therapy Center

(Cancer Center of Acadiana @ Abbeville General) Start-Up Cost \$97,854





### Family Medicine Hospital Rounding

Dr. Lan Minh Pham



Dr. Claude Meeks



## Obstetrics / Gynecology Services Abbeville General Hospital Clinic - Women's Health of Vermilion

Dr. Gilbert Pellerin, Jr.



Dr. Mandy Boudreaux



### Pediatric Services Abbeville General Hospital Clinic

Dr. Loreen Karani



Dr. Mickey Viator



Dr. Maria Fontanez



## Dr. Melisa Harrington - Internal Medicine/Nephrology Maurice Community Care Clinic



## Dr. Gregory Fontenot - Family Medicine Maurice Community Care Clinic



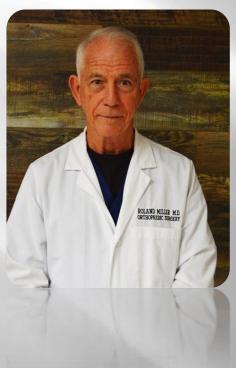
August 2017

## Dr. Jason Morvant – General Surgery Erath-Delcambre Community Care Clinic



## Orthopedic Services 24 Hour Availability

Dr. Roland Miller



Dr. Kyle Caswell



## Orthopedic Services 24 Hour Availability

Dr. Seth Rosenzweig



Dr. James B. Kyle



## Cardiology Services 24 Hour Availability

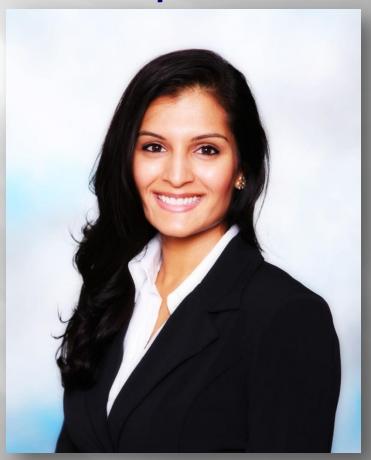


Dr. Jon Leleux



Dr. Vernon Valentino

## Pediatric Dentistry Services Dr. Shilpa Nileshwar



#### Mid-level Providers - AGH Rural Health Clinics



Julie Ratliff, FNP-C



Simmie Soileau, FNP-C



Jennifer Coleman, FNP-C

#### Mid-level Providers - AGH Rural Health Clinics



Daniellle Prater, FNP-C



Lauren Ledoux, FNP-C



Catherine Boutte, FNP-C

#### Mid-level Providers - AGH Rural Health Clinics



Seth Landry, FNP-C

# Emergency Department Services 24 Hour Availability



## AGH Rural Health Clinics Patient-Centered Medical Home



#### Abbeville General Hospital Clinic

2419 Alonzo St., Abbeville
Building A – Family Practice
Building B – Women's Health of Vermilion
Building C – Pediatric/Specialty

August 2017

## Abbeville General Hospital Clinic Building A – Family Practice



### Abbeville General Hospital Clinic Building B – Women's Health of Vermilion



# Abbeville General Hospital Clinic Building C – Pediatric Services



### Maurice Community Care Clinic Family Medicine – Internal Medicine/Nephrology



## Erath-Delcambre Community Care Clinic Family Medicine – OB/GYN – General Surgery



August 2017 4

### First Whooping Crane Born in LA One (1) Year Old

