

# ABBEVILLE GENERAL HOSPITAL

"PROVIDING ACCESS TO QUALITY CARE CLOSE TO HOME"



## Performance Overview 2017 - 2018



# Board of Commissioners



**Robert LeBlanc  
John Boudreaux,  
Corbett LeBouef, MD  
Anita Levy**

**Daleon Primeaux  
Oswald Broussard  
Jody Landry**



# Abbeville General 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. Landry, a native of Abbeville, has 40 years of hospital administration experience, 25 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 23 years of hospital and nursing home financial management experience, 20 of which are at Abbeville General. Hair is a 1988 graduate of Gueydan High School, and a 1994 graduate of Louisiana Tech University. He is a graduate of Leadership Vermilion Class 4.

**Chuck Guidry, RN, BSN, MBA, Chief Operating Officer**, native of Kaplan, has 20 years of nursing and hospital management experience in the emergency room setting. Guidry is a 1991 graduate of Kaplan High School. 1997 graduate of USL and a 2016 graduate of the LSU MBA Program. He is a graduate of Leadership Vermilion Class 2.

**Heidi Broussard, RN, BSN, CIC, Infection Control Practitioner, Chief Nursing Officer**, a native of Maurice, has 23 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 graduate 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 10----- 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**



**Ray Landry, MS, FACHE**  
**Chief Executive Officer**

## C-Suite

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



**Troy Hair, BS**  
**Chief Financial Officer**



**Weston Miller, M.D.**  
**Chief Medical 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 #1

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

#### TACTICS

#### Medical Staff Development Plan

- › General Surgeon / Surgical Subspecialty
- › Psychiatrist

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

- › ICU Intensivist
- › Urgent Care
- › Inpatient/Outpatient Transformation
- › Rural Health Clinic
  - Behavioral Health
  - Home Visits
- › Home Sleep Study
- › Substance Abuse Unit - 2 North

#### Clinically Integrated Network - Ochsner Health System

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

#### Social Determinants of Health



### 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
- › Grade A Leapfrog
- › JC Full Survey

#### Standards of Behavior

- › Full Implementation of ACCEPT

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

#### Leadership Competency

### 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 - 3N
- › Ambulatory Surgery Center
- › Medical Office Building
  - Outpatient Diagnostic

#### Department / Unit Level Objective

- › Marketing Plan - Perception
- › Wound Care
- › Revenue Enhancement

#### Global Budgets - CIN Related



*"Access to Quality Care Close to Home"*

Updated: 05/30/2018



# 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,

	<u>2017</u>	<u>2016</u>	<u>2015</u>
Revenues			
Net patient service revenues (Note 10)	\$ 42,325,311	\$ 36,556,740	\$ 33,367,904
Sales taxes	2,743,413	2,634,016	2,903,237
Grants	72,986	3,668	5,273
Intergovernmental transfer grants	5,263,644	5,524,981	7,193,656
Other operating revenues	<u>507,319</u>	<u>489,817</u>	<u>425,792</u>
Total Revenues	<u>50,912,673</u>	<u>45,209,222</u>	<u>43,895,862</u>
Expenses			
Salaries	23,399,009	21,157,775	19,489,165
Benefits and payroll taxes	4,082,346	4,320,714	3,871,217
Supplies and drugs	5,596,863	4,422,285	4,172,456
Professional fees	2,931,596	3,420,229	3,102,635
Other expenses	7,875,839	7,397,336	6,225,879
Insurance	1,033,130	1,002,889	1,050,108
Depreciation and amortization	<u>1,950,116</u>	<u>1,852,127</u>	<u>1,907,073</u>
Total Expenses	<u>46,868,899</u>	<u>43,573,355</u>	<u>39,818,533</u>
Operating Income (Loss)	<u>4,043,774</u>	<u>1,635,867</u>	<u>4,077,329</u>
Nonoperating Revenues (Expenses)			
Interest income	24,988	26,167	15,901
Interest expense	(114,947)	(92,807)	(130,572)
Capital grants	<u>1,492,078</u>	<u>125,775</u>	<u>188,527</u>
Changes in Net Position	5,445,893	1,695,002	4,151,185
Beginning Net Position	<u>28,458,158</u>	<u>26,763,156</u>	<u>22,611,971</u>
Ending Net Position	\$ <u>33,904,051</u>	\$ <u>28,458,158</u>	\$ <u>26,763,156</u>

# Audited Statement of Revenues and Expenses FY 2017



# Outpatient Visits

Service Type	# of Visits
OP/Diagnostic Visits	54,413
Rural Health Clinic Visits	30,110
Emergency Department Visits	29,468
Infusion Therapy Visits	1,630



# 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	%
<b>ABBEVILLE</b>	<b>212</b>	<b>45.5%</b>
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%
<b>DELCAMBRE</b>	<b>11</b>	<b>2.4%</b>
DUSON	2	0.4%
EGAN	1	0.2%
<b>ERATH</b>	<b>42</b>	<b>9.0%</b>
EUNICE	1	0.2%
GUEYDAN	7	1.5%
JENNINGS	1	0.2%
<b>KAPLAN</b>	<b>47</b>	<b>10.1%</b>
<b>LAFAYETTE</b>	<b>44</b>	<b>9.4%</b>
<b>MAURICE</b>	<b>31</b>	<b>6.7%</b>
<b>NEW IBERIA</b>	<b>19</b>	<b>4.1%</b>
OPELOUSAS	1	0.2%
RAYNE	1	0.2%
SCOTT	4	0.9%
ST. MARTINVILLE	3	0.6%
<b>YOUNGSVILLE</b>	<b>23</b>	<b>4.9%</b>
<b>Grand Count</b>	<b>466</b>	<b>100%</b>



# 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
55.000000000000	25%	13.750000000000
58.000000000000	25%	14.500000000000
72.500000000000	25%	18.125000000000
0.000000000000	25%	0.000000000000

Value-Based Percentage Payment  
Summary - Fiscal Year 2018

Base Operating DRG Payment Amount Reduction	Value-Based Incentive Payment Percentages	Net change in Base Operating DRG Payment Amount	Value-Based Incentive Payment Adjustment Factor	Exchange Function Slope
2.000000000000%	2.6812960121%	+0.6812960121%	1.0068129601	2.8908851882

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



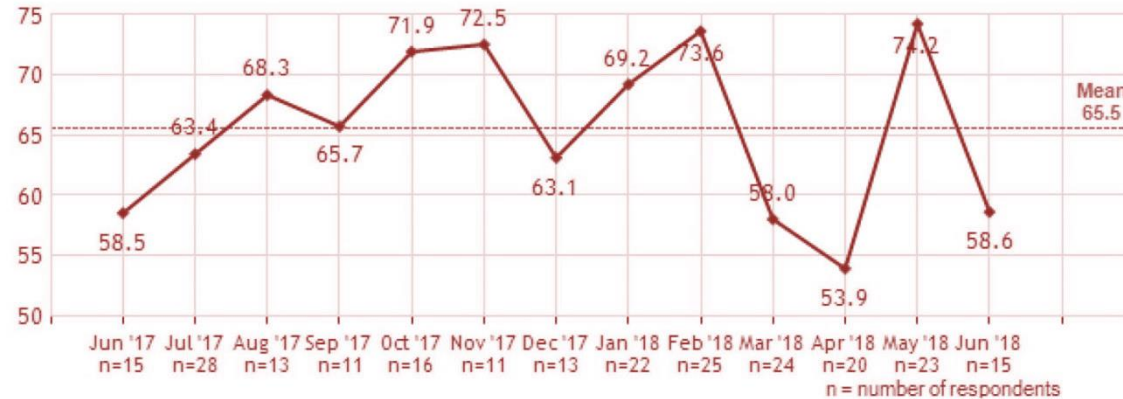
PRESS GANEY™

## Top Box Trends

## Inpatient

Abbeville General Hospital

Overall



Abbeville General Hospital



**Always Satisfied %**

Displayed by Received Date

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# Patient Satisfaction Score

## Emergency Services



PRESS GANEY™

Top Box Trends

Emergency Department

Abbeville General Hospital

Overall



Abbeville General Hospital



Always Satisfied %

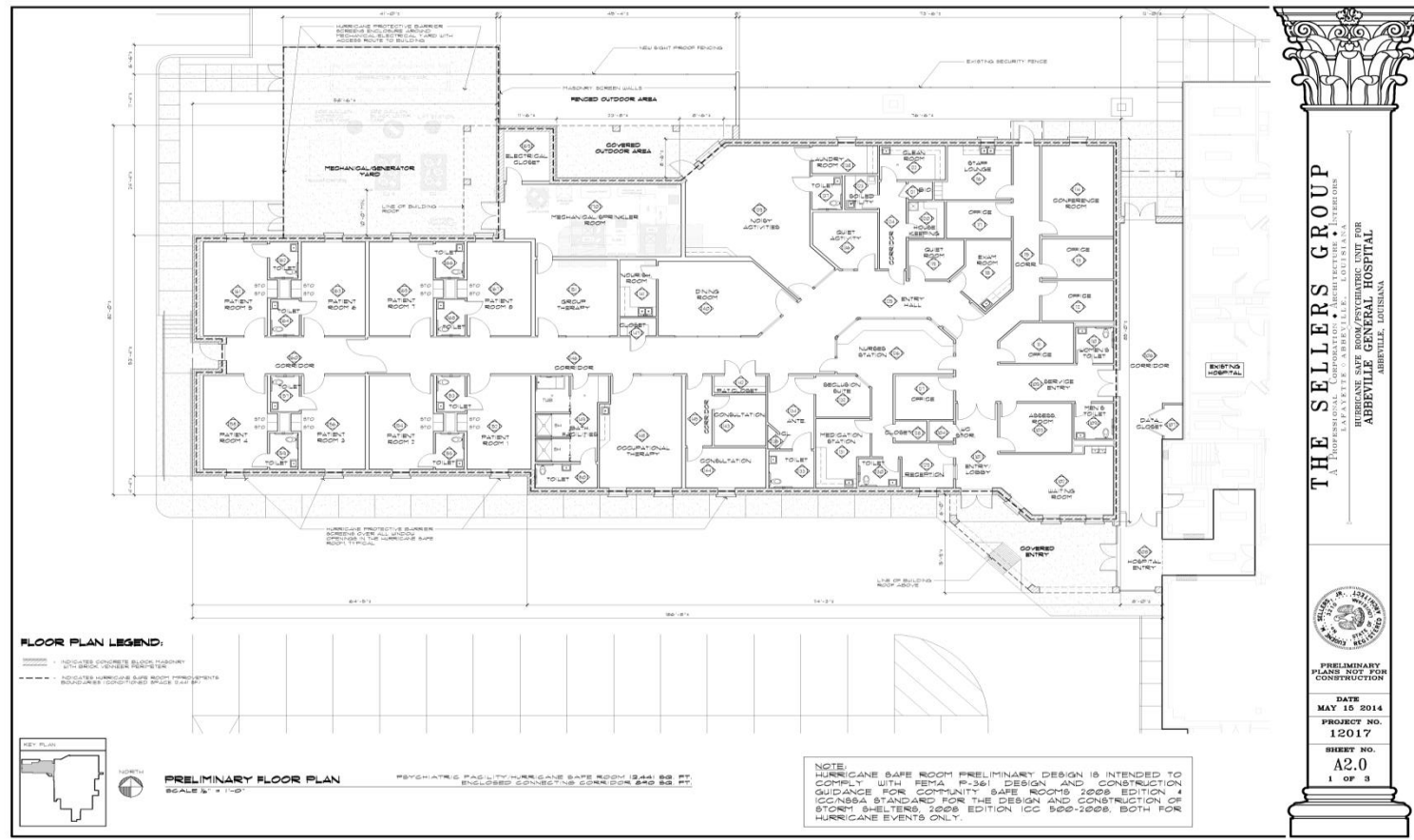
Displayed by Received Date

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# Floor Plan for Safe Room / New 16 Bed Psychiatric Unit

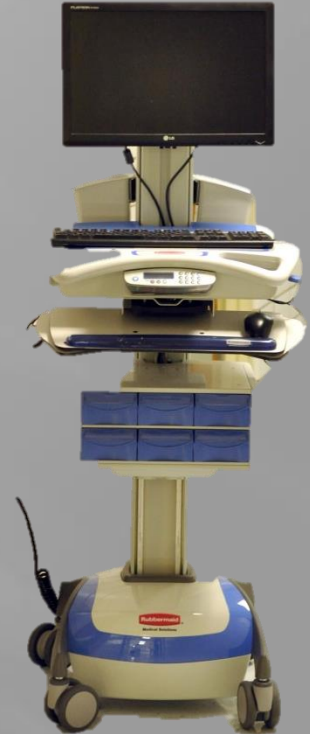
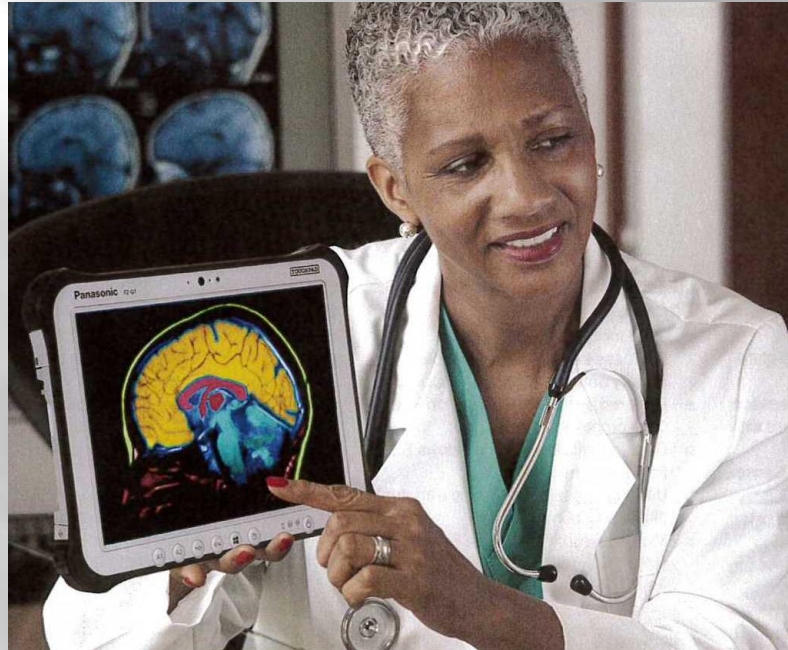
## Estimated Cost - \$6,591,440.00



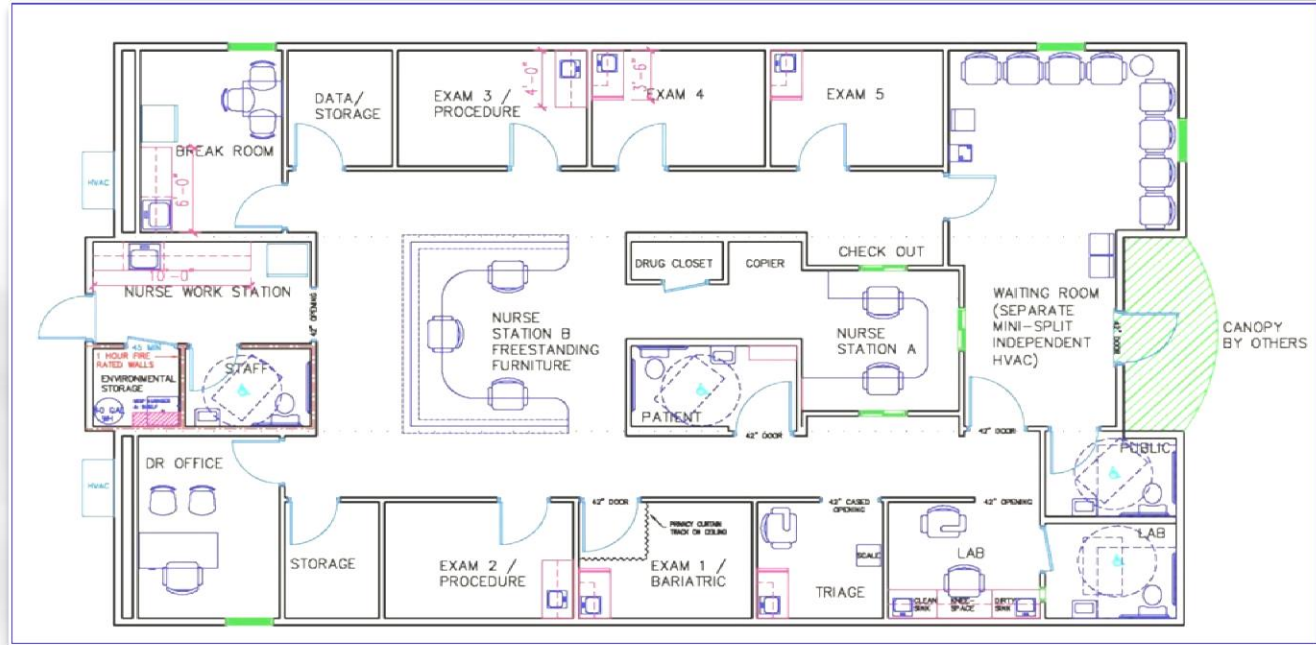
# New Health Information System

Cerner Partnership - \$3,300,000.00

November 2017



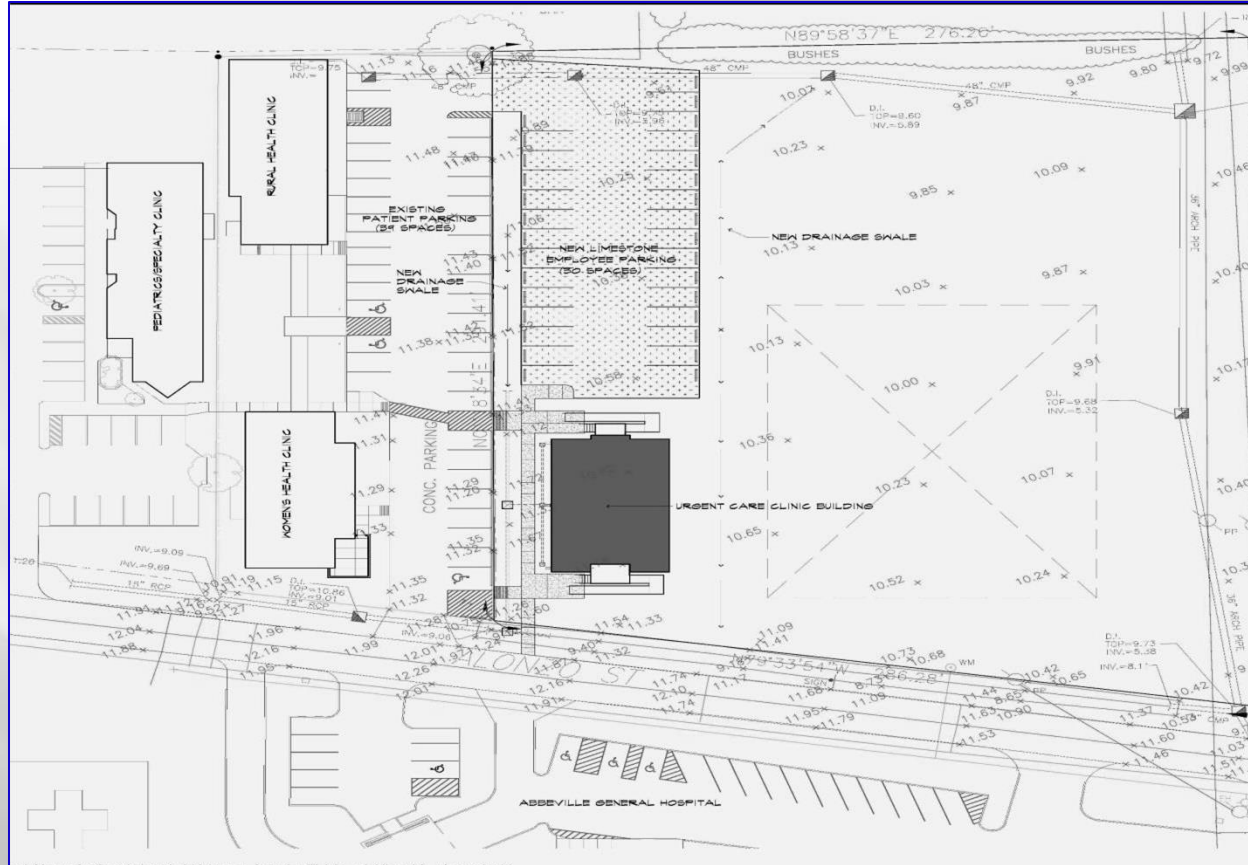
# Urgent Care at Abbeville General



- ✓ Walk-in Access and Extended Hour Health Care
- ✓ Treatment of Non-life Threatening Illness or Injury
- ✓ X-ray and Lab On-site



# Urgent Care at Abbeville General Site Plan



# Harm of Recreational Drug Use

Drug	<a href="#">Drug class</a>	Physical harm	Dependence liability	Social harm	Total harm
<a href="#">Heroin</a>	<a href="#">Opioid</a>	2.78	3.00	2.54	2.77
<a href="#">Cocaine</a>	<a href="#">CNS stimulant</a>	2.33	2.39	2.17	2.30
<a href="#">Barbiturates</a>	<a href="#">CNS depressant</a>	2.23	2.01	2.00	2.08
<a href="#">Methadone</a>	<a href="#">Opioid</a>	1.86	2.08	1.87	1.94
<a href="#">Alcohol</a>	<a href="#">CNS depressant</a>	1.40	1.93	2.21	1.85
<a href="#">Ketamine</a>	<a href="#">Dissociative anesthetic</a>	2.00	1.54	1.69	1.74
<a href="#">Benzodiazepines</a>	Benzodiazepine	1.63	1.83	1.65	1.70
<a href="#">Amphetamine</a>	<a href="#">CNS stimulant</a>	1.81	1.67	1.50	1.66
<a href="#">Tobacco</a>	Tobacco	1.24	2.21	1.42	1.62
<a href="#">Buprenorphine</a>	<a href="#">Opioid</a>	1.60	1.64	1.49	1.58
<a href="#">Cannabis</a>	<a href="#">Cannabinoid</a>	0.99	1.51	1.50	1.33
<a href="#">Solvent drugs</a>	<a href="#">Inhalant</a>	1.28	1.01	1.52	1.27
<a href="#">4-MTA</a>	<a href="#">Designer SSRA</a>	1.44	1.30	1.06	1.27
<a href="#">LSD</a>	<a href="#">Psychedelic</a>	1.13	1.23	1.32	1.23
<a href="#">Methylphenidate</a>	<a href="#">CNS stimulant</a>	1.32	1.25	0.97	1.18
<a href="#">Anabolic steroids</a>	Anabolic steroid	1.45	0.88	1.13	1.15
<a href="#">GHB</a>	<a href="#">Neurotransmitter</a>	0.86	1.19	1.30	1.12
<a href="#">Ecstasy</a>	<a href="#">Empathogenic stimulant</a>	1.05	1.13	1.09	1.09
<a href="#">Alkyl nitrites</a>	<a href="#">Inhalant</a>	0.93	0.87	0.97	0.92
<a href="#">Khat</a>	<a href="#">CNS stimulant</a>	0.50	1.04	0.85	0.80

# Substance Abuse Unit

## Service Planning -

Convert seven (7) medical/surgical licensed beds/rooms on the 2<sup>nd</sup> Floor Northwest wing of the hospital to a Substance Abuse Unit.

### ✓ Medical Stabilization Service

- The service will provide treatment to those patients who are in need of medical stabilization services who have drug, alcohol and/or other health related issues;
- The patient will come from a variety of referral sources;
- After assessment, in conjunction with a physician's decision that the patient meets admission criteria, the person is admitted for medical stabilization;
- Drug Screens may be ordered to determine the nature of chemical(s) which the person has taken, and proper protocol then initiated;
- Suicidal or violent patients are not accepted to this service;
- Nursing Staff will be involved in monitoring the patient on a regular basis;
- The inpatient stay shall last approximately three (3) days, depending upon the drug(s) used by the patient, as well as their physical condition;
- An appropriate discharge referral is developed prior to the patient leaving the hospital which can include outpatient and long or short term rehabilitation and follow-up counseling.



# Medical/Surgical Unit

## Sofa/Sleeper Recliners - \$33,752.00





## Cardiopulmonary Department

Cardiovascular  
Ultrasound Unit -  
\$116,000.00

# Capital Equipment Acquisitions

Item Description	Cost
SURGERY DEPARTMENT	
✓ High Definition Bronchoscope	\$ 24,447.88
✓ Endoscopic Reprocessor	\$ 27,576.96
EMERGENCY DEPARTMENT	
✓ Glide Scope – Emergent Intubations	\$ 18,500.00
LABORATORY DEPARTMENT	
✓ Ortho Blood Bank Gel System	\$ 4,500.00
✓ Microscope	\$ 6,116.40
PHARMACY DEPARTMENT	
✓ Omnicell Safety Scan & Return Bins	\$ 19,836.00
✓ Sensoscientific Temperature Monitor System	\$ 29,356.25
<b>Total</b>	<b>\$130,333.49</b>

# Mechanical Infrastructure Plan For Improvement

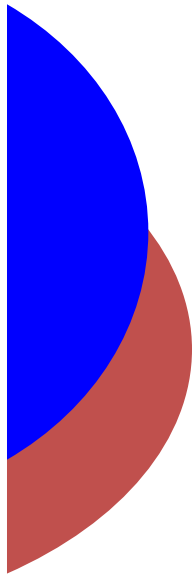
Item Description	Cost
Chilled Water Line Replacement	\$ 1,388,000.00
Fire Pump / Line Repair	\$ 14,333.00
ATS Switch	\$ 37,220.00
Air Handler Unit # 2 Replacement	\$ 309,550.00
<b>Total</b>	<b>\$ 1,749,103.00</b>





# Information Technology Infrastructure Plan For Improvement

Item Description	Cost
Core Switch	\$ 54,538.42
Fire Wall	\$ 18,323.55
Access Switches	\$ 116,704.31
Anti-Virus Software	\$ 13,585.00
Mass Communication System	\$ 9,992.00
<b>Total</b>	<b>\$213,143.28</b>



**Keeps everyone informed**  
before, during and after any event

# Sleep Center @ Abbeville General



## Home Sleep Studies Available



# 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



# Dr. Jason Morvant – General Surgery

## Erath-Delcambre Community Care Clinic

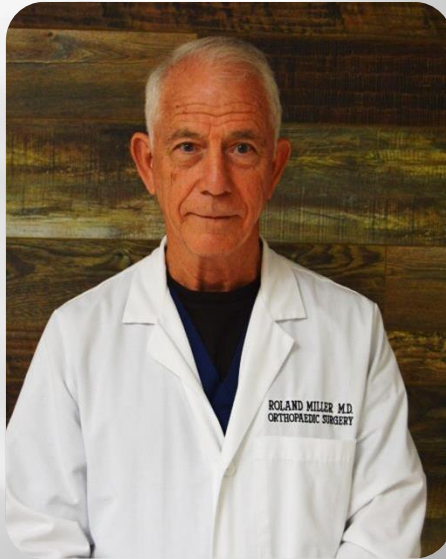




# Orthopedic Services

## 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 Nileshtar



# 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**



**Anita Crutchfield, 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



# 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



# First Whooping Crane Born in LA

## One (1) Year Old – August 2017

