

ABBEVILLE GENERAL HOSPITAL

"PROVIDING ACCESS TO QUALITY CARE CLOSE TO HOME"



Performance Overview 2018 - 2019



Board of Commissioners



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

**Daleon Primeaux
Oswald Broussard
Jody Landry**

Newest Board of Commissioner



John Budden, M.D.

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 41 years of hospital administration experience, 26 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 24 years of hospital and nursing home financial management experience, 21 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.

Heidi Broussard, RN, BSN, CIC, Infection Control Practitioner, Chief Nursing Officer, a native of Maurice, has 24 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 11 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.

C-Suite

Weston Miller, M.D.
Chief Medical Officer



Troy Hair, BS
Chief Financial Officer



Heidi Broussard, RN,BSN, CIC
Chief Nursing Officer



Ray Landry, MS, FACHE
Chief Executive Officer

Brittany Thibodeaux, RN, BSN
Chief Quality and
Patient Safety 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
- › **Internist**

Plan and Design New Services or Enhanced Services

- › ICU Intensivist
- › **Urgent Care**
- › Inpatient/Outpatient Transformation
- › Rural Health Clinic
 - Behavioral Health
 - Home Visits
- › **Substance Abuse**
- › Operating Room #5

Clinically Integrated Network - Ochsner Health System

Social Determinants of Health



Strategic Priority #2

Promote a Culture of Continuous Improvement

TACTICS

Value Based Total Performance Scores Above State/National/Benchmarks

JCI/LDH/CMS Standards / Leapfrog / Most Wired Program Compliance

- › Continuous Readiness
- › Grade A Leapfrog
- › Most Wired Program
- › **JC Full Survey**

Standards of Behavior

- › Full Implementation of ACCEPT

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

Leadership Competency

Environmental Systems

- › Temperature, Humidity, Pressure

Life Safety Code Compliance

"Access to Quality Care Close to Home"

Updated: 4.30.2019

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
- › MRI / CT System

Department / Unit Level Objective

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

Behavioral Health / Safe Room Space Utilization



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>2018</u>	<u>2017</u>	<u>2016</u>
Revenues			
Net patient service revenues (Note 9)	\$ 42,551,877	\$ 42,325,311	\$ 36,556,740
Sales taxes	2,942,513	2,743,413	2,634,016
Grants	21,297	72,986	3,668
Intergovernmental transfer grants	5,258,043	5,263,644	5,524,981
Other operating revenues	<u>539,480</u>	<u>507,319</u>	<u>489,817</u>
Total Revenues	<u>51,313,210</u>	<u>50,912,673</u>	<u>45,209,222</u>
Expenses			
Salaries	24,629,781	23,399,009	21,157,775
Benefits and payroll taxes	4,818,249	4,082,346	4,320,714
Supplies and drugs	6,415,644	5,596,863	4,422,285
Professional fees	3,856,869	2,931,596	3,420,229
Other expenses	8,474,260	7,875,839	7,397,336
Insurance	972,815	1,033,130	1,002,889
Depreciation and amortization	<u>2,566,437</u>	<u>1,950,116</u>	<u>1,852,127</u>
Total Expenses	<u>51,734,055</u>	<u>46,868,899</u>	<u>43,573,355</u>
Operating Income (Loss)	<u>(420,845)</u>	<u>4,043,774</u>	<u>1,635,867</u>
Nonoperating Revenues (Expenses)			
Interest income	23,268	24,988	26,167
Interest expense	(118,923)	(114,947)	(92,807)
Gain (loss) on disposal of assets	(5,014)	-0-	-0-
Capital grants	<u>1,986,306</u>	<u>1,492,078</u>	<u>125,775</u>
Changes in Net Position	1,464,792	5,445,893	1,695,002
Beginning Net Position	<u>33,904,051</u>	<u>28,458,158</u>	<u>26,763,156</u>
Ending Net Position	\$ <u>35,368,843</u>	\$ <u>33,904,051</u>	\$ <u>28,458,158</u>

**Audited
Statement
of
Revenues
and
Expenses
FY 2018**

Outpatient Visits

Service Type	# of Visits
OP/Diagnostic Visits	48,453
Rural Health Clinic Visits	31,918
Emergency Department Visits	18,935
Infusion Therapy Visits	1,794



Care Close to Home

Hospital Utilization By Service Type and Zip Code

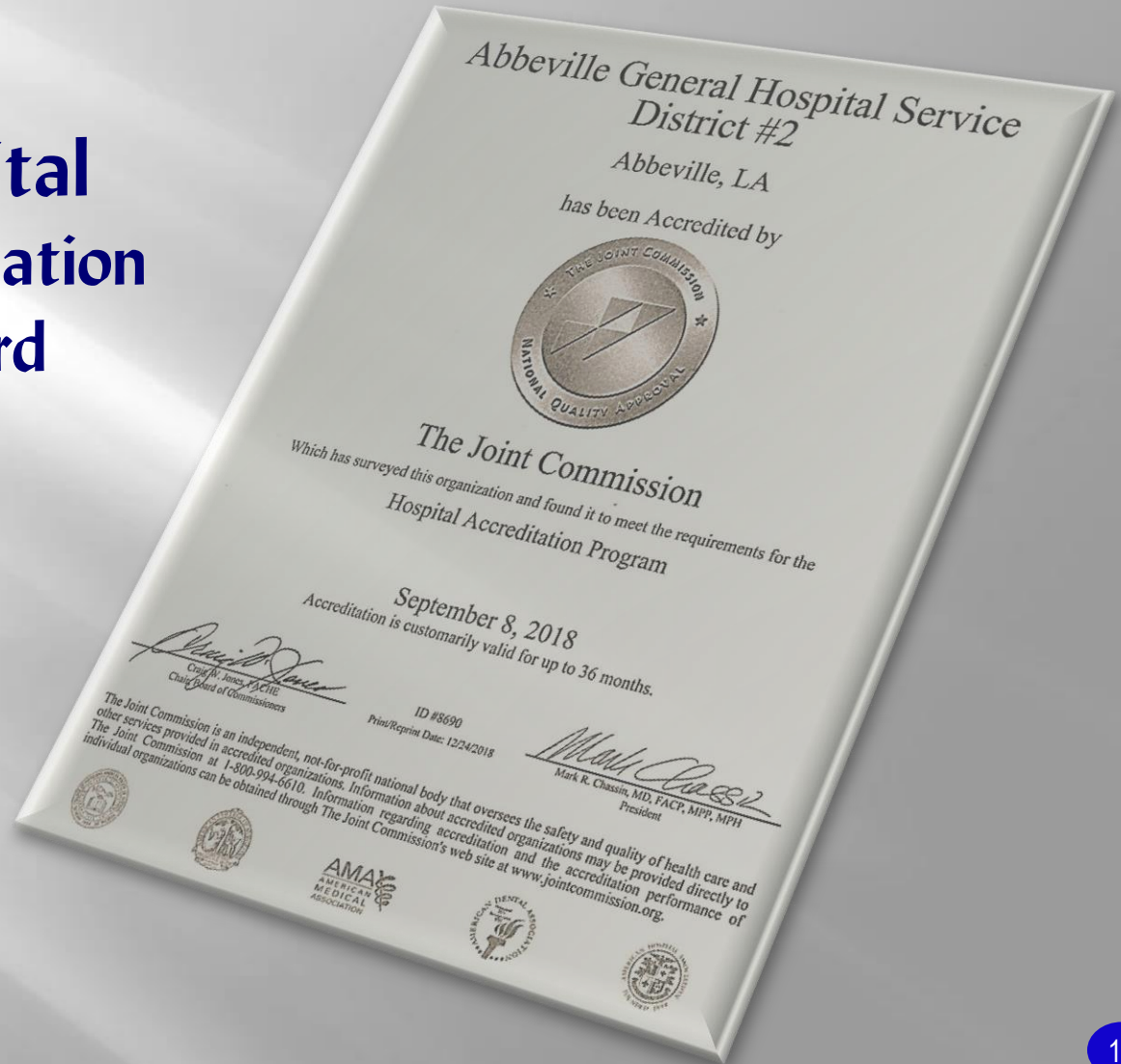
Zip Code	City	%Utilization - IP Services	%Utilization - OP Services	%Utilization - ED Services
70510	Abbeville	51.2%	49.0%	63.9%
70528	Delcambre	2.1%	3.0%	3.8%
70533	Erath	9.3%	12.1%	11.4%
70542	Gueydan	0.9%	0.8%	0.6%
70548	Kaplan	10.4%	9.2%	5.4%
70555	Maurice	2.9%	9.0%	2.6%
Other	Non-Vermilion	23.2%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

Working Close To Home

Employees by Zip Code

CITY	# EMPLOYEES	%
ABBEVILLE	203	40.0%
ARNAUDVILLE	1	0.2%
BREAUX BRIDGE	2	0.4%
BROUSSARD	9	1.8%
CARENCRO	3	0.6%
CHURCH POINT	1	0.2%
CROWLEY	4	0.8%
DELCAMBRE	12	2.4%
DUSON	1	0.2%
ERATH	47	9.3%
EUNICE	1	0.2%
GUEYDAN	5	1.0%
HOUMA	1	0.2%
JEANETETTE	1	0.2%
JENNINGS	2	0.4%
KAPLAN	58	11.4%
LAFAYETTE	64	12.6%
MAURICE	42	8.3%
MORSE	1	0.2%
NEW IBERIA	20	3.9%
RAYNE	1	0.2%
SCOTT	2	0.4%
ST. MARTINVILLE	2	0.4%
WESSON	1	0.2%
YOUNGSVILLE	24	4.7%
Grand Count	508	100%

Hospital Accreditation Award



Primary Care Medical Home (PCMH) Accreditation Award



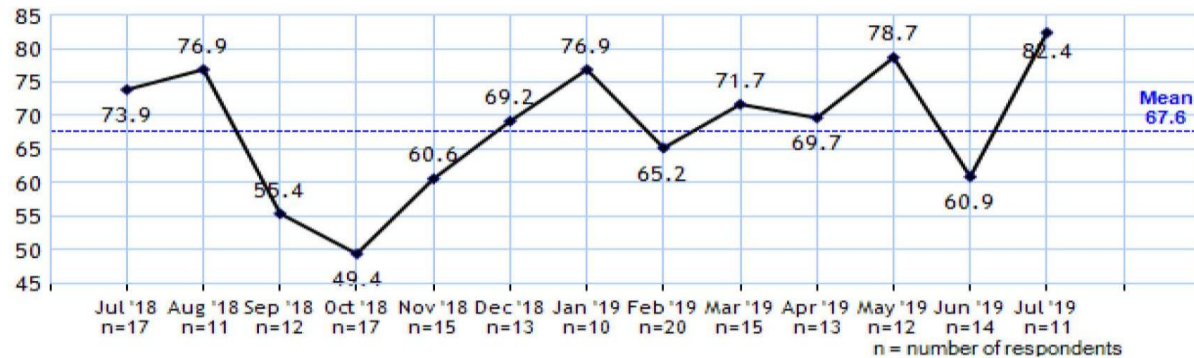
Patient Satisfaction Overall Score Inpatient Services



Top Box Trends

Inpatient

Abbeville General Hospital
Overall



Abbeville General Hospital

Displayed by Received Date

© 2010 Press Ganey Associates, Inc.

Always Satisfied %

Patient Satisfaction Score

Emergency Services



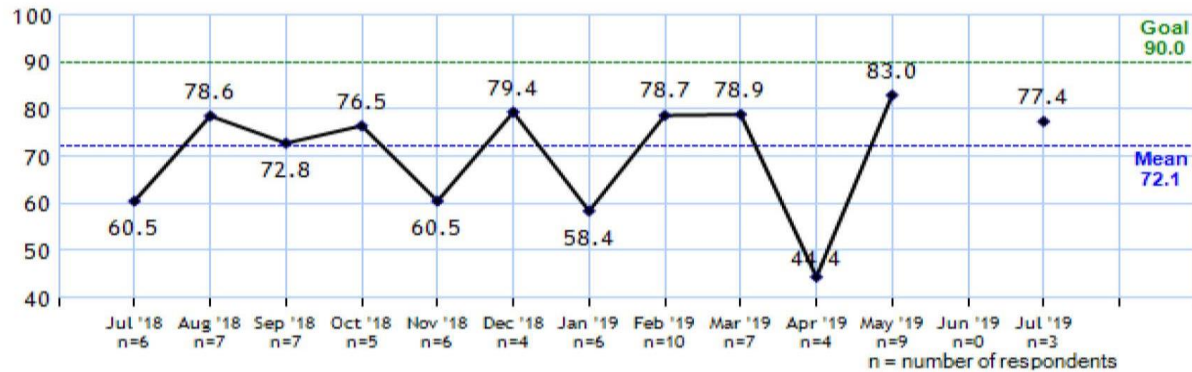
PRESS GANEY™

Top Box Trends

Emergency Department

Abbeville General Hospital

Overall



Abbeville General Hospital

Displayed by Received Date

© 2010 Press Ganey Associates, Inc.

Always Satisfied %

Clinical Improvement Teams

LERN Network & Stroke

- **Early Identification and Treatment of Stroke**

Sepsis Protocol

- **Decrease in Sepsis Related Death**

ABBEVILLE GENERAL RECEIVED THE LHA TRUST FUNDS SAFETY STAR



This award is for our patient safety initiative,

*"Reducing Elopements in the
Behavioral Healthcare Setting."*

Our staff is commended for their leadership in the construction of the new Behavioral Medical Unit incorporating new security technology, evaluating and reducing elopement risk factors prior to construction, and staff training reduced elopements by 100% over a six-month period.

The new unit reduced risks to patients as well as employees while improving the environment and quality of care.

*Congratulations
Abbeville General!*

New 16 Bed Psychiatric Unit / Safe Room Opened March 11, 2019



New 16 Bed Psychiatric Unit / Safe Room Nurses Station



New 16 Bed Psychiatric Unit / Safe Room



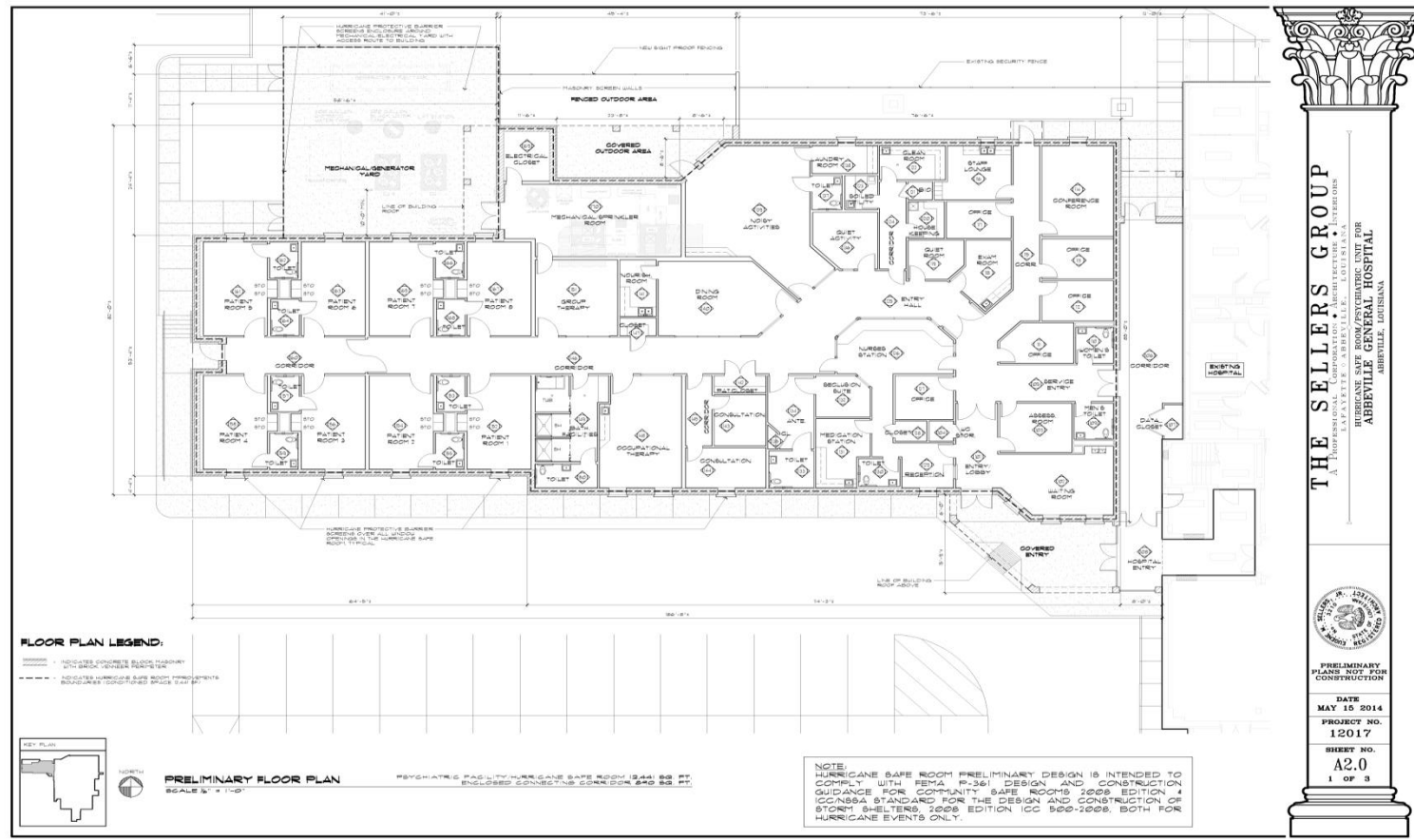
Lobby Area



Patient Room

Floor Plan for Safe Room / New 16 Bed Psychiatric Unit

Estimated Cost - \$6,591,440.00

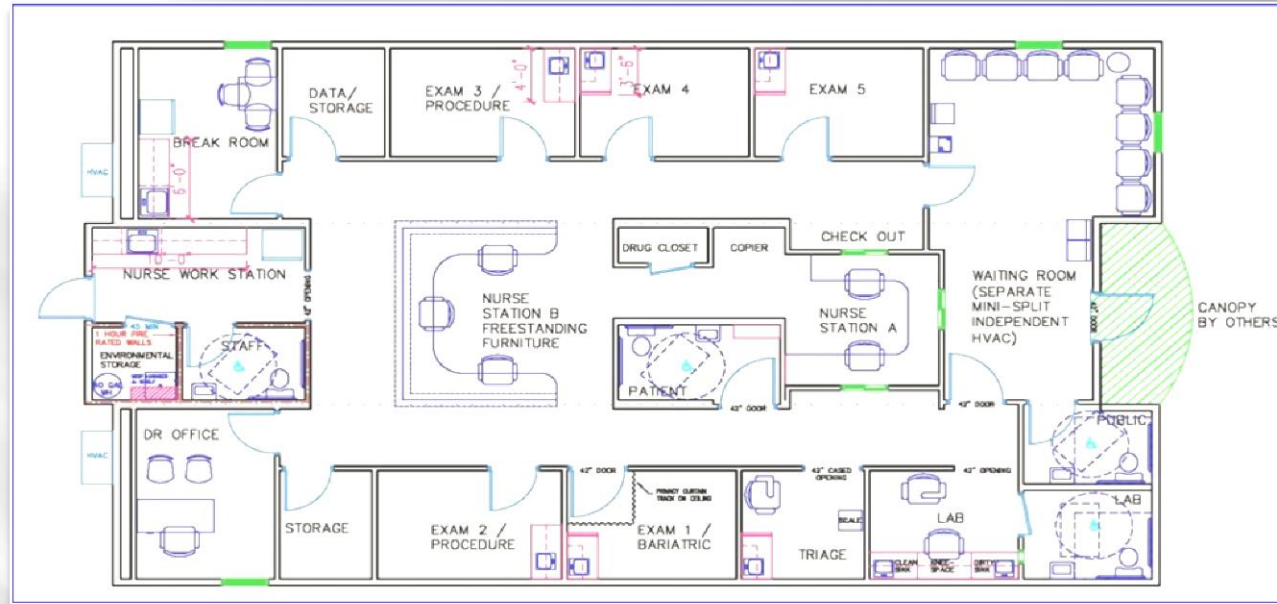




- ✓ Open 7 days a week, 10a—10p Monday thru Friday and 9a—2p Saturday and Sunday.
- ✓ Walk-in Access and Extended Hour Health Care
- ✓ Treatment of Non-life Threatening Illness or Injury
- ✓ X-ray and Lab On-site

Abbeville Urgent Care

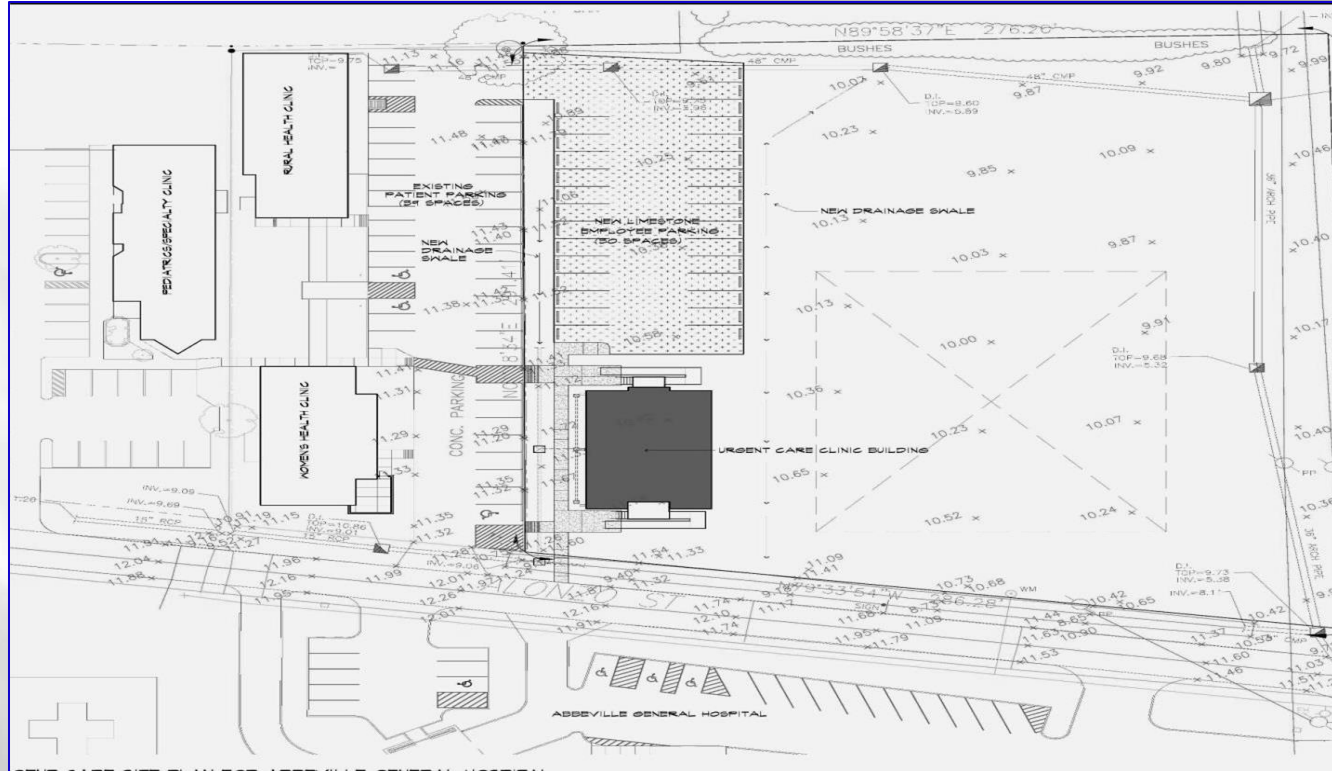
Building & Equipment Cost - \$356,981.13



- ✓ Open 7 days a week, 10a—10p Monday thru Friday and 9a—2p Saturday and Sunday.
- ✓ Walk-in Access and Extended Hour Health Care
- ✓ Treatment of Non-life Threatening Illness or Injury
- ✓ X-ray and Lab On-site

Abbeville Urgent Care

Phase I & II Site Development Cost - \$240,101.27





Substance Abuse / Detox Service

✓ 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 service will be provided in the Medical-Surgical Unit located on the 3rd Floor of Abbeville General.
- 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.

Capital Equipment Acquisitions

Item Description	Cost
SURGERY DEPARTMENT	
✓ Nurse Call System	\$ 13,390.61
✓ ERCP System	\$ 30,295.30
✓ Surgical Light & Cabling	\$ 30,817.89
✓ Coagulator & Electrosurgical Unit	\$ 43,939.70
✓ Laparoscopic Tower & Equipment	\$ 212,111.63
✓ Orthopedic Drill System	\$ 28,046.22
✓ High Definition Slim Colonoscope	\$ 26,027.50
✓ (3) Ethicon Minivac Smoke Evacuators	\$ 5,925.00
DEMOLITION OF BUILDINGS & ASBESTOS ABATEMENT	
✓ Demolition of Buildings	\$ 61,060.00
✓ Asbestos Abatement	\$ 19,439.00
SubTotal	\$ 471,052.85

Capital Equipment Acquisitions

Item Description	Cost
BEHAVIORAL MEDICINE CENTER	
✓ 16 Platform Beds	\$ 38,936.12
✓ Office Workspace Furniture	\$ 52,054.69
✓ Omnicell System	\$ 68,690.00
EMERGENCY DEPARTMENT	
✓ Glide Scope – Emergent Intubations	\$ 18,500.00
FOOD & NUTRITION SERVICES	
✓ Soiled Tray Conveyor System	\$ 66,250.00
ANESTHESIA DEPARTMENT	
✓ Anesthesia Gas Vaporizers	\$ 23,680.00
SubTotal	\$ 268,110.81
Grand Total	\$739,163.66

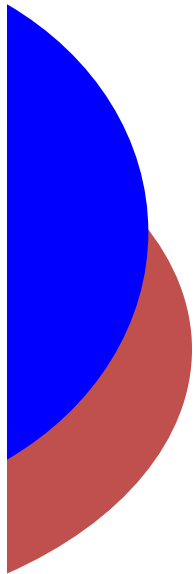
Mechanical Infrastructure Plan For Improvement

Item Description	Cost	
Air Handler Unit #1 Replacement	\$	76,500.00
Fire Alarm Panel	\$	19,044.79
ATS Switch # 2	\$	88,565.00
Total	\$	184,109.79



Information Technology Improvements

Item Description	Cost
Unitrend Recovery Application	\$ 31,968.68
Office 365 – Secure Email	\$ 50,000.00
Total	\$ 81,968.68



everbridge[®]

Mass Communication System

Keeps everyone informed
before, during and after any event

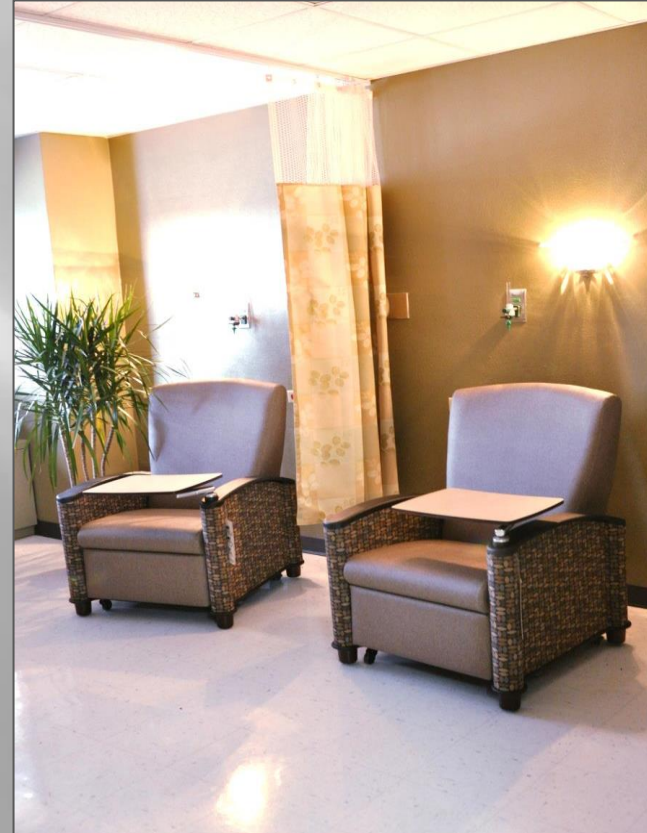
Sleep Center @ Abbeville General



Home Sleep Studies Available

Infusion Therapy Center

(Cancer Center of Acadiana @ Abbeville General)
Chemotherapy Administration Five (5) Days Per Week



Dr. Rick Faul - Internal Medicine

Erath-Delcambre Community Care Clinic



Dr. Gregory Fontenot - Family Medicine

Maurice Community Care Clinic



Family Medicine Hospital Rounding

Dr. Lan Minh Pham



Dr. Claude Meeks



Dr. Melisa Harrington - Internal Medicine/Nephrology

Maurice Community Care Clinic



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. Maria Fontanez



Dr. Mary Ellen Corry

Anesthesia / Pain Management



Physician Recruitment / Medical Staff Development Plan



Gastroenterology Services

24 Hour Availability

Dr. Jacob Karr



Abbeville Specialty Clinic

Dr. Son Nuygen

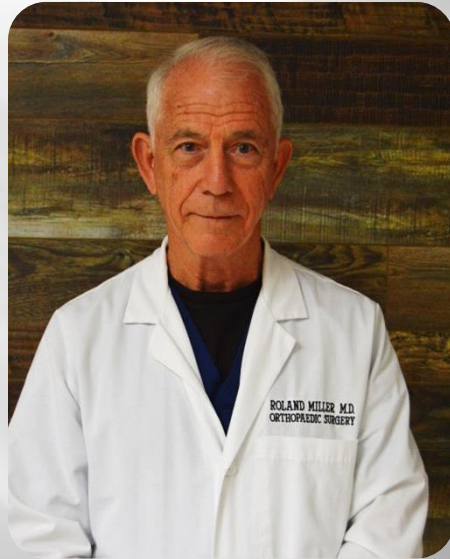


Erath-Delcambre Community Care Clinic

Orthopedic Services

24 Hour Availability

Dr. Roland Miller



Dr. Kyle Caswell



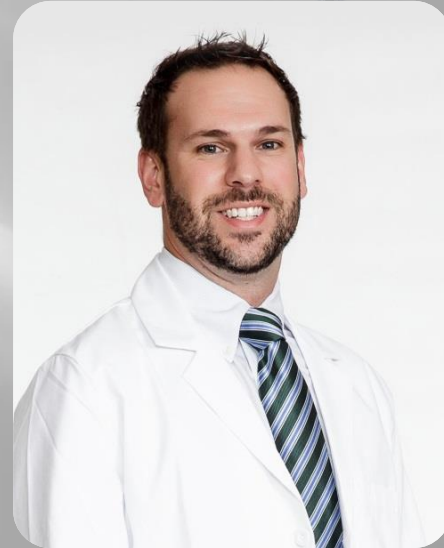
Orthopedic Services

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



Julie Ratliff, FNP-C



Simmie Soileau, FNP-C



Jennifer Coleman, FNP-C

Mid-level Providers



Danielle Prater, FNP-C



Matthew Blanchard, FNP-C



Catherine Boutte, FNP-C

Mid-level Providers



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 - Internal Medicine - OB/GYN



First Whooping Crane Born in LA

One (1) Year Old – August 2017



Only the Beginning...