I’m a long-time supporter of the saying that you don’t know where you’re going in life until you know where you’ve been. Here are my “Top 12” (Not to be outdone by David Letterman) most memorable moments of this past fiscal year:

12. Signed LGMD agreements with Acadiana Orthopedic Group (Drs. Schutte, Yerger, Leonard, Foster) and Neuroscience Center of Acadiana at Lafayette General (Drs. Weir, Patterson, Foreman)
11. Started the region’s first Surgicalist Program at LGMC (General Surgeon on duty each day)
10. Opened a new Outpatient Services area at St. Martin Hospital
9. Lafayette General Surgical Hospital (LGSH) achieved 99th percentile in patient and employee satisfaction
8. Three LGH affiliates: LGMC, LGSH and Opelousas General Health System recognized among the nation’s “Most Wired”
7. Quint Studer visited
6. Our new affiliations/partnerships with Franklin Foundation Hospital, American Legion Hospital (Crowley) and Bunkie General Hospital
5. Awarded HIMSS Level 6 Designation at LGMC
4. LGMC became a major teaching hospital.
3. Launched the OR/ED project expansion at LGMC
2. Took over management of University Hospital & Clinics
1. Transitioned into a “System” of Lafayette General Health

And, if this weren’t enough, we topped off the fiscal year reaching 98% of our goals!

I close the year wishing happiness and the best of health to you and your families in 2014.

David L. Callecoc, FACHE
LGH President/CEO
News from **Around the System**

**LGMC**

Lafayette General Medical Center has joined other hospitals statewide initiating a wellness program called Geaux Lite Louisiana Team Challenge. This initiative was created by the Louisiana Hospital Association to address the state’s challenge with obesity. The program, which began November 18, has an impressive statewide goal of 200 tons of weight loss (400,000 pounds) by March 28, 2014.

While Wellness at the Townhouse plans to make this a fun competition, participants will be challenged to lose enough weight to make a real change in their lives. Progress will be gauged by monthly weigh-ins. **LGMC** and **LGSH** employees are encouraged to join the Geaux Lite Challenge in exchange for a free Wellness membership during the duration of the challenge (Nov. 18-Mar. 28). Non-employees are eligible for the LGMC employee discounts during the duration of the challenge. Participants are welcome to join at any stage of the program.

Winners will be announced in April 2014 with prizes awarded for hospitals and employees during National Hospital Week. These prizes include: Grand prizes for four hospitals of $1,000 Visa gift cards; each hospital team will have a local winner who will receive a $500 Visa gift card; and the LGMC department with the largest total weight loss will receive a trophy and six-month FREE gym membership to Wellness.

It’s not too late to join. Register now at GeauxLite.org and select Lafayette General Medical Center as your team.

**LGSH**

The leadership, physicians and staff of Lafayette General Surgical Hospital (LGSH) pride themselves on providing the highest levels of quality for patients served within the facility. As an integral component of its organizational quality goals, LGSH continuously tracks performance based on Benchmark thresholds (90th percentile) in “process of care” and “patient experience” indicators. Figures from the most recent quarter of data submitted to CMS show LGSH, once again, excelling in patient care. As indicated by the highlighted boxes below, LGSH attained or exceeded Benchmark rankings in every indicator.

“We are so proud of these results,” says LGSH Administrator Carrie Templeton. “They are representative of the daily commitment from staff across the organization who put patients at the center of their work and resolve to provide the highest level of care in all that they do.”

**UHC**

Newly appointed UHC Board of Trustees Members: (l-r) Rosemary St. Clergy, M.D., Joby John, Ph.D., David L. Callecod, FACHE, LGH President/CEO, Jared Stark, MBA, FACHE, UHC CEO, James Falterman, Jr., M.D., and Desiree Auzenne, Atty. Not pictured: Allen Celestine and Mary Brown

**UHC Employee Forum**

Tuesday, December 17

Voorhies Auditorium

7:30 a.m. • 10:30 a.m. • 2 p.m. • 5 p.m.
The hospital’s Le Coeur de St. Martin Award was recently presented to Dustin Jock, a Medical Technologist in the lab. Dustin has been employed at St. Martin Hospital for 4 ½ years.

St. Martin Hospital recently opened an Outpatient Infusion Clinic offering the following: vaccinations, IV fluids and meds, IV antibiotics, anemia management, albumin infusion, injections, osteoporosis management, port flushes, central line care and lab draws, and cardiac infusions. The hospital also recently opened a Coumadin Clinic.

The last phase of construction for the SMH Emergency Department expansion project is underway. The project is scheduled to be completed by the end of December.

Cancer Center of Acadiana and American Legion Hospital held a special Meet and Greet event October 4 at Fezzo’s Restaurant in Crowley. Medical Oncologist Victoria Panelli, M.D., joined John Gonzales, M.D. (pictured), of Acadia Women’s Health to discuss Breast Cancer Awareness with the public.

Residents with chronic kidney disease will have access to helpful education through Kidney Smart, a national program offered, free of charge, at Lafayette General Medical Center. The program offers classes on causes, prevention and treatments of kidney disease. Additionally, patients will learn from expert educators how kidneys function and ways to manage their medication, diet and health.

Ladies Auxiliary of LGMC donated monies for the purchase of a much needed mobile lift device to be used on the 7th floor/Neuro. Jamie Gonzales, RN, (not pictured) helped the Auxiliary coordinate this purchase. The Tollos Ultra Lift machine helps mobilize patients, such as stroke victims, who are otherwise unable to get out of bed. The lift can transport patients from beds to chairs and back with ease, meaning fewer complications and fewer days spent in the hospital.

Free classes are scheduled on the first Thursday of every month from 3:00 p.m. to 4:30 p.m., starting December 5, in the conference room of the Radiation Oncology Department, located at 155 Hospital Dr., directly behind the hospital. Participants should use the entrance of CyberKnife Center.

Does your department have a special need? LGMC’s Ladies Auxiliary is accepting ideas of where their annual donations could be made to improve the hospital. In the past, proceeds from the gift shop have been used for wheelchairs, video monitors in ICU waiting areas, a breast milk warmer and bassinets in NICU, CD players and headsets for patients at Cancer Center and tables and chairs for Owen Auditorium.

Requests will be accepted through January 31 by Monica Guidry, Volunteers Coordinator, at moguidry@lgmc.com

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F.A.S.T. 4K Stroke Run and Screenings

On November 16, LGH hosted a 4K Run/Walk and a series of free screenings, all to raise awareness of the risks and warning signs of stroke. The events were hugely attended, with nearly 300 people coming for the screenings alone.

LGH would like to thank Damon Patterson, M.D., Adam Foreman, M.D., Chris Lagraize, M.D., and their staff members who performed the screenings and helped make the event a success.
Things Patients Say

Oftentimes, we are unaware of the kind words our patients have expressed about their experience with Lafayette General Health. Here are a few of the many that we will continue to report in upcoming issues:

“Just a quick note to say thanks for the wonderful hospitality and service you show your patients. My wife and I just had our third child here, and the care and professionalism shown by everyone, doctors, nurses and staff, has been wonderful. I was amazed that even a cafeteria staff member congratulated me on my baby after seeing the tag on my wrist. The only regret I have is that we did not choose LGMC for our first two children. Thanks again!”

“Nurses were very good. They helped me with all my needs while I was in the hospital. Thanks to all!”

“I am very pleased with staff and all those who assist me when I am there for visits or treatments. Everyone is so kind.”

An estimated 23.6 million people in the U.S. – 7.8% of the population – have diabetes. Approximately 10% of Louisiana residents have this serious, lifelong condition.

Diabetes is a chronic disease leaving too much sugar in the blood because the body can’t process it properly. This can cause symptoms of fatigue, excessive thirst, frequent urination, frequent infections and blurred vision. Complications often lead to heart attack, stroke, blindness, kidney failure, amputations and nerve damage. In fact, one in every five hospitalizations are diabetes related.

Type II diabetes is the most common form of this disease, occurring in about 90-95% of diabetics. It can be improved with a healthy lifestyle that includes maintaining a normal weight, eating healthy and exercising. These good habits can also reduce your risk of diabetes.

If you think that you could have diabetes or have a family history of diabetes, please see your doctor for testing. If you are diabetic, help control it by knowing your diabetes ABC’s:

• A is for A1C. An A1C blood test shows how your blood sugar has been over the last three months. Your A1C should be less than 7. Reducing your A1C by just 1% may reduce diabetes-related long-term complications.

• B is for blood pressure. Regularly take your blood pressure or have someone else take it and keep record of it. You should aim for a blood pressure of 130/80, and ideally, 120/80 or less.

• C is for cholesterol. Diabetics should get a lipid panel each year to test for cholesterol and triglycerides (blood fats). Ideally, your LDL (bad cholesterol) will be less than 100 and your HDL (good cholesterol) will be 45 or greater, the higher the better.

If you have a question about your health, call Hester Thomas, Nurse Navigator for Lafayette General Health, at 289-8686.
People

**Michael Mickey** has been appointed IS Director for LGH. Michael has over 10 years of health care technology management and team building experience. He has a detailed working knowledge of health care information technologies, enterprise technology delivery, network and telephone design.

**Marisa Alack** has been promoted to Assistant Vice President, Journey to Excellence/Internal Operations Excellence. Marisa has led Lafayette General’s J2E efforts since 2010, improving patient, employee and physician satisfaction.

**Sheena Cumbest** has been promoted to Assistant Vice President, Human Resources. Sheena and her department have met the many challenges in transitioning the HR Department to accommodate multiple Lafayette General Health entities.

**Sandy Keller** has been named Assistant Vice President, Compliance and Regulatory. Her responsibilities will now include compliance activities and personnel at UHC, LGSH, SMH, LGMD and LGMG.

**Nisha Patel** joins LGH's Legal Department in a newly created position, that of Associate General Counsel to the Health System. Nisha obtained her law degree from the University of Missouri and before accepting this position was employed in the Compliance/Regulatory Department for Cerner in Kansas City, MO.

**Brian Kirk** of University Hospital & Clinics and **Erin Shipley** of St. Martin Hospital are among 30 selected for the new Leadership Lafayette Class of 2014, as announced by Leadership Institute of Acadiana and the Greater Lafayette Chamber of Commerce. The program, in its 27th year, encourages new, energetic and innovative leaders to approach complex community issues with in-depth analysis. With more than 600 alumni, the program has proven to also build lasting and beneficial relationships.

Making a Difference

**Wendy Reaux**
A frightened and extremely anxious patient, unable to hear, speak or see, needed care, but nurses had no way of communicating with him. Read the story of how Wendy Reaux helped bridge the communication gap.

**Jude Scelfo**
Following a remarkable recovery from brain cancer, LGMC’s Jude Scelfo, previously an RN in Post-Op, shared his moving and inspirational story with employees at the September forums. Read the reaction from a staff member in Respiratory Therapy.

Standards Setters

**Morgan Joubert**
Facilities Services

Image of **Excellence** Award

**Rachael Housley**
July-September
An LGMC employee was at the LGSH reception desk in mid-November checking on the whereabouts of her mom, who was scheduled for cataract surgery. While the receptionist was looking for the information, Rachael popped her head from around the corner and said a cheerful hello to the employee, recognizing the employee’s name and voice. The amazing part is that she’d just met the LGMC employee a couple of weeks earlier. There’s a reason her peers say that this patient information specialist knows her job very well. Rachael’s got the right combination of skills: she’s attentive, very friendly and always goes beyond what is expected. “She has the type of personality that makes you want to do a better job,” adds one coworker. Rachael’s polite demeanor and contagious laughter often has patients remembering her by name.

Go to LafayetteGeneral.com, then click “About LGMC” and then “Making a Difference,” or read the stories on the “Making a Difference” board across from LGMC’s Gift Shop.
The Community Relations Dept. won the “Best of Show” award for its “I Choose Lafayette General” advertising campaign at the 2013 Pelican Awards banquet in Baton Rouge on Oct. 11. Pelican Awards honor public relations and marketing efforts among Louisiana Hospital Association members statewide. The “Best of Show” award is considered the event’s highest honor. The department won five other Pelican Awards for “Television Advertising – Single Ad,” “Television Advertising – Campaign,” “Advertising Total Campaign,” “Single Print Ad” and “Logo.” Community Relations also won two Gold awards in the national 2013 CardioVascular Advertising Awards. The two Gold awards were in the categories of “Radio – Single” and “TV/Video Advertising – Single” for hospitals with 300 to 499 beds.

(1-r) Kim Morse, Gus Fontenot, Patrice Doucet, Daryl Cetnar, Director of Community Relations, and Leslie Primeaux

The 5th Annual Corporate Cup Challenge was held October 26 at Parc Putnam in downtown Lafayette (across from the federal courthouse). Lafayette General Health was the title sponsor of this year’s event, which raised funds for Healing House in support of grieving children.

And the United Way winners are....

**Department Decoration**

3rd Place: LGMC 7th Floor Neuro/Tele
2nd Place: UHC–Nursing Services
1st Place: LGMC Lab

**Gumbo Cook-off Booths**

3rd Place: Cardiac Arrest-ed–LGMC 6th floor
3rd Place: Dark Dynasty–LGMC Surgery
2nd Place: Barrel of Monkeys–Cancer Center of Acadiana
1st Place: Sweet Strokes–LGMC 7th Neuro/Tele

**Gumbo Cook-off Champions**

3rd Place: St. Martin Hospital
2nd Place: Respiratory Dynasty–LGMC Respiratory
1st Place: Dark Dynasty–LGMC Surgery

**People’s Choice**

Tricks or Treats–LGMD Internal Medicine

Joan Stokes, Asst. Director of Quality, and Elsie Meaux, Clinical Systems Coordinator, presented at this year’s annual Cerner Healthcare Conference in Kansas City, MO. Their presentation provided an overview of the design and implementation of the hospital’s quality measure documentation. Additionally, the Outcomes and IS Departments along with Amanda Logue, M.D., and nursing representatives are now hosting monthly “Illumination Sessions” for Cerner that focus on Core Measure Documentation. Hospitals can dial into a live meeting hosted by our facility, view a PowerPoint presentation and participate in a Question and Answer session.
Thank you sponsors for your help in making the LGH United Way a huge success!

Platinum:
- Stanley Security
- Raising Cane’s (Pinhook)
- WCC Furniture
- General Office Supply
- Don’s Specialty Meats
- RaceTrac
- Painting with a Twist

Gold:
- Advancial
- Antoni’s Italian Café
- Cajun Harley Davidson
- Deano’s Pizza
- Oil Center Foods
- Sugar Oaks Golf Club

Silver:
- Edible Arrangements
- Kart Ranch
- Kevin Guidry Produce
- I’Monelli
- Massage Envy
- Pascale Spa
- Planet Fitness
- Walk On’s Bistreaux & Bar

Bronze:
- Angel Nails
- Baskin-Robbins
- Cade’s Supermarket
- Caroline and Company
- Chop’s Specialty Meats
- Chris’s Poboys
- Community Coffee
- Coyote Blues
- Izzo’s Illegal Burrito
- Magnificent Cut and Styles
- Marble Slab Creamery
- Riverside Inn
- Sophi P. Cakes
- Texas Roadhouse
- Twin’s Burgers & Sweets

2013 LGH UNITED WAY Gumbo Cook-off
Lafayette General Medical Center

FORUM

Wednesday, December 11
5 p.m.
Owen Auditorium

&

Thursday, December 12
7:30 & 10:30 a.m.
2 p.m.
Heymann Center

A Holiday Snack Will Be Served!

Bring your questions to the forum or drop them off beforehand in the drop box located at Brew Bayou.