St. Charles Parish Hospital | Managed by Ochsner Health System

Parish Council Update

November 18, 2019

Who We Are

St. Charles Parish Hospital | Managed by Ochsner Health System

- Established in 1959
- Non-profit community hospital with 59 beds (inpatient and outpatient)
  - Medical Surgical (31),
  - Behavioral Health Unit (20)
  - Emergency Room (14)
  - Intensive Care Unit (8)
  - Rehabilitation Services (PT/OT/ST)
  - Cath Lab Services
  - Diagnostic Imaging Services
- Joint Commission Accredited
- 2014 St. Charles Parish Hospital signed a management agreement with Ochsner Health System.

Current Specialties at SCPH

- Inpatient Psychiatry
- Hematology/Oncology
- Hepatology
- General Surgery
- Gastroenterology
- OB/GYN
- Orthopedics/Sports Medicine
- Pain Management
- Urology
- Podiatry
- Cardiology
- Primary Care
- Nephrology (Community)
- Dermatology (Community)
- ENT (Community)
- Pediatric Plastic Surgery and Orthopedic Surgery (currently surgery only)

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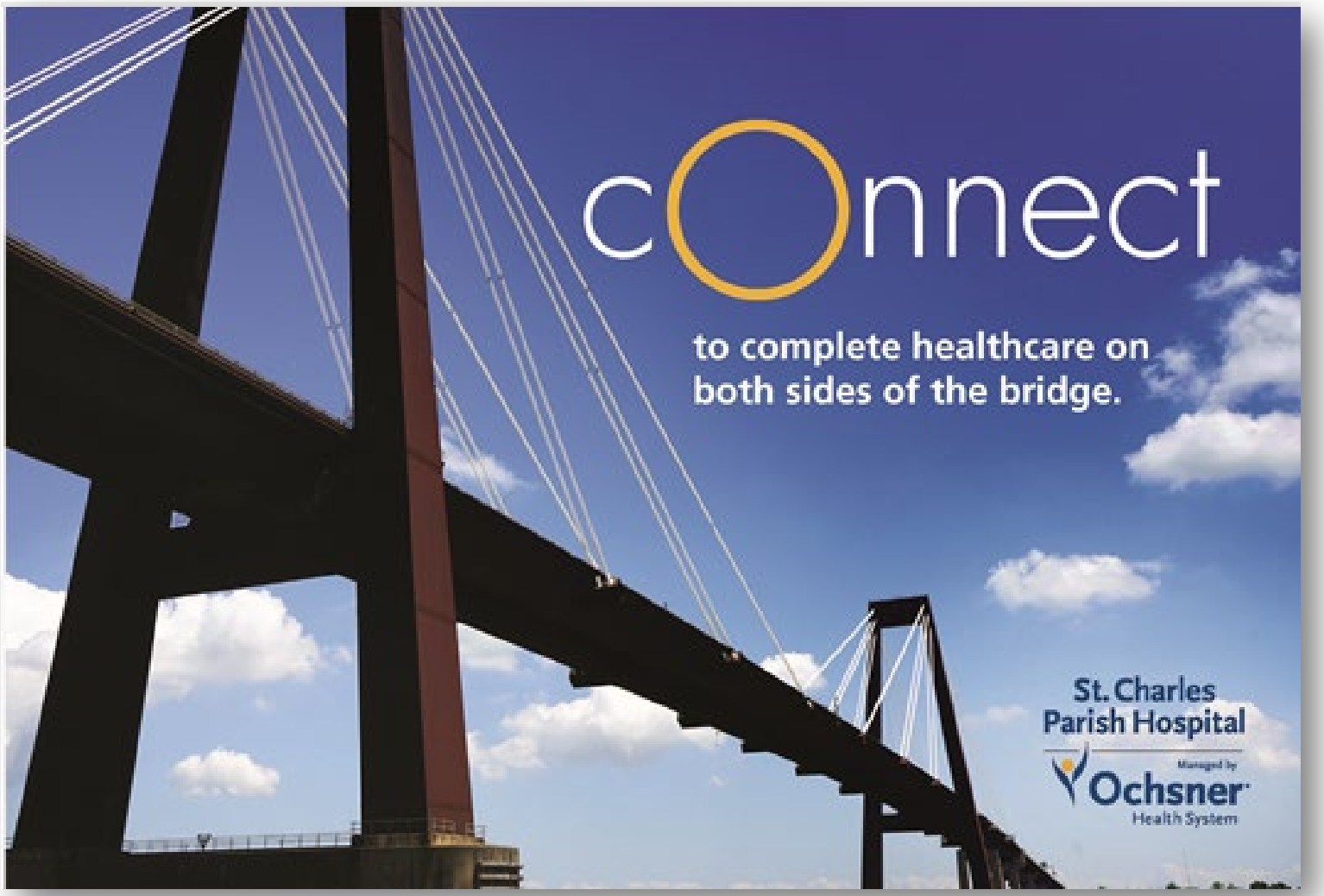
Keeping Care Local



East Bank Development

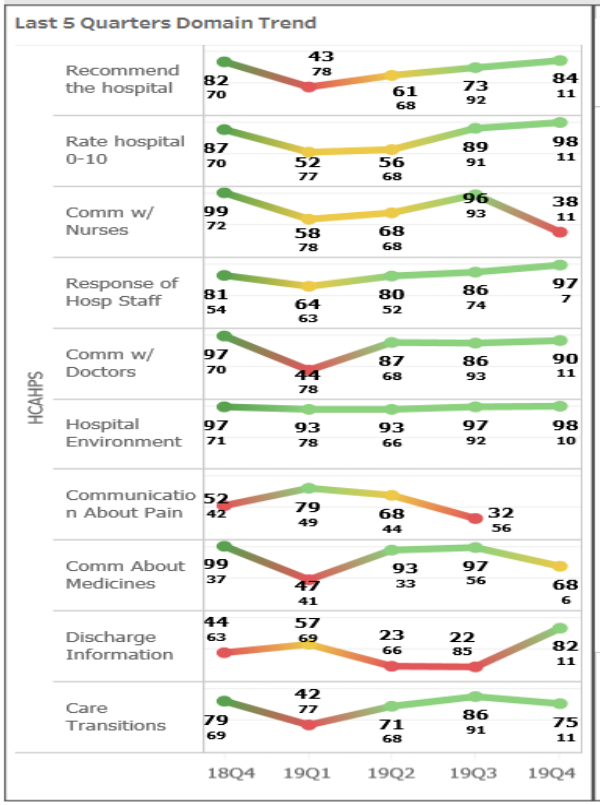
- Ochsner OBGYN
- Ochsner Urology
- Ochsner Primary Care
- Ochsner Retail Pharmacy
- Ochsner Pediatrics
- Community Urgent Care
- Addiction Recovery Resources
- MORE TO COME!

Prove our Value: Quality-Inpatient

St. Charles Quality Dashboard Page 1															
Category	**Goal**		**Metric**	**Jan-19**	**Feb-19**	**Mar-19**	**Apr-19**	**May-19**	**Jun-19**	**Jul-19**	**Aug-19**	**Sep-19**	**Oct-19**	**2019 YTD**	**2018**	**2017**
Core Measures - CareDiscovery																
IMM-2 (Oct-Mar)	*99.8%*	*95.2%*	*Influ. Immunization*													
IMM- HR Employee (Oct-Mar)			*Influ. Immunization*													
*PC-01 **COMPLIANCE***	*100.0%*	*96.9%*	*El. Deliv. < 39 wks*											N/Ap	N/Ap	N/Ap
ED -1	Median Time in Min.		ED Arrival to ED Departure for Admitted Pts													
ED- 2	Median Time in Min.		Admit Decision Time to ED Departure Time for Admitted Pts.													
HBIPS PACS																
Prelim Occurrence Reporting																
Number of Falls	*N/Ap*		*Number of Falls*	0	0	2	0	0	0	0	1	1	0	4	5	6
Falls Rate	*≤ 1.75*		*Inhospital Falls: Per 1000 pt days*	0.00	0.00	5.12	0.00	0.00	0.00	0.00	3.20	3.50	0.00	1.25	1.44	1.27
Rates of Falls with Injury	*0*		*Inhosp Falls w/ Harm: Per 1000 pt days*	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.58	0.21
Falls w/ Maj Harm/Death	*0*		*# Falls w/Major Harm/Death*	0	0	0	0	0	0	0	0	0	0	0	0	0
HAPU Rate	*0%*		*# Pts / Dchs (%)*	0	0	0	0	0	0	0	0	0	0	0.00	0.00	0.25
Hosp Acq Stage 3/4 PUs	*0*		*Patients with Stage 3/4 PUs*	0	0	0	0	0	0	0	0	0	0	0	0	0
Medication Error (harm)	*0*		*NQF "with harm" status err reporting*	0	0	0	0	0	0	0	0	0	0	0	0	0
Infection Control - Internal Data																
Catheter Associated UTI (CAUTI) [H]	*≤ 1*		*Number of Infections*	0	0	0	0	0	0	0	0	0	0	0	1	1
CAUTI Rate [H]	*≤ 0.9*		*# infections / by device days * 1000*	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.55	
Central Line Associated Bloodstream Infection (CLABSI) [H]	*Zero (0)*		*Number of Infections*	0	0	0	0	0	0	0	0	0	0	0	1	0
CLABSI Rate [H]	*≤ 0.8*		*# infections / by device days * 1000*	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.45	0.00
Adult Vent Asso Pneum (VAP)	*Zero (0)*		*Number of Infections*	0	0	0	0	0	0	0	0	0	0	0	0	0
VAP Rate Adult	*≤ 0.4*		*# infections / by device days * 1000*	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
COLO SSI (NHSN Codes Only)	*Zero (0)*		*Number of Infections*	0	0	0	0	0	0	0	0	0	0	0	0	1
COLO SSI Rate (NHSN Codes Only)	*≤ 4.0%*		*# infections / procedures * 100*	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	12.50%
ABD HYST SSI (NHSN Codes Only)	*Zero (0)*		*Number of Infections*	0	0	0	0	0	0	0	0	0	0	0	0	0
ABD HYST SSI Rate (NHSN Codes Only)	*≤ 1.0%*		*# infections / procedures * 100*	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Colon Hospital Acquired Only NHSN Codes Only	*≤1 Event*		*Number of Hospital Acq Infections only*	0	0	0	0	0	0	0	0	0	0	0	1	0
Cdiff Rate (NHSN Codes Only)			*Hospital Acquired only per 1000*	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.27	0.00
MRSA (Blood) Hospital Acquired Only NHSN Codes Only	*≤1 Event*		*Number of Hospital Acq Infections only*	0	0	0	0	0	0	0	0	0	0	0	0	0
MRSA (Blood) Rate (NHSN Codes Only)			*Hospital Acquired only per 1000*	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
30 Day Re-admit Rates																
ALL Medicare Readmits (CareDiscovery)	*≤ 14%*		*ALL Medicare 30 day readmits OHS to any OHS facility*	7.19%	8.47%	6.83%	12.50%	5.88%	8.93%	3.23%	3.77%				8.56%	12.62%
Risk Adjusted Measures																
RAMI (CareDiscovery) POA Adj	*≤ 0.85*		*Actual to Exp (All Payor Adult Excludes SNF, PSYCH, PEDs, Newborns, and REHAB)*	0.00	0.72	1.18	0.00	0.00	0.00	0.00	0.00	0.00		0.30	0.79	0.83
ECRI (CareDiscovery) POA Adj	*≤ 0.65*			0.00	6.08	0.00	2.96	0.00	1.26	0.00	0.00	0.00		0.60	0.66	0.65
RAMI - Sepsis as PDx (CareDiscovery) POA Adj by Qtr	*≤ 1.0*														0.51	0.54
Raw Mortality																
Raw Mortality	*< 2%*		*All Payor, All Ages Inpatient*	0.73%	1.55%	1.78%	0.00%	0.00%	2.26%	2.38%	2.31%	1.38%	2.59%	1.38%	0.57%	0.66%

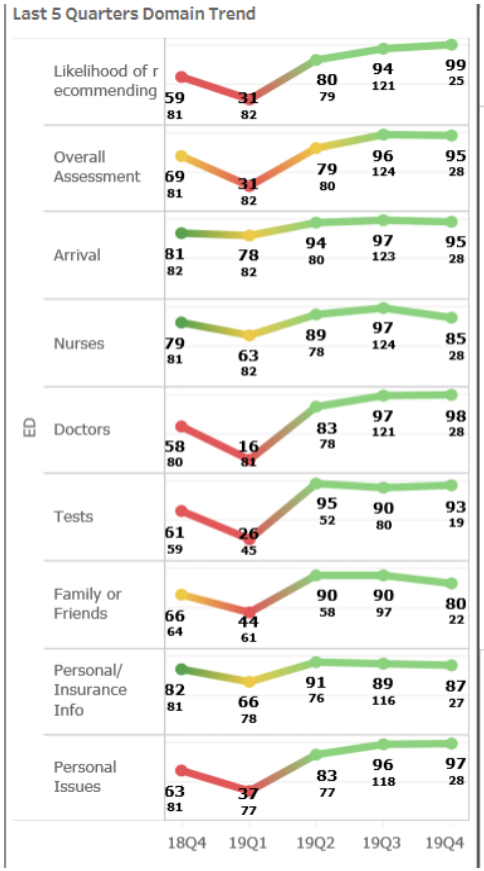
St. Charles Parish Hospital — Managed by Ochsner Health System

Prove our Value: HCAHPS



HCAHPS	2018 Q1	2018 Q2	2018 Q3	2018 Q4	2018 YTD	2019 YTD Q1	2019 YTD Q2	2019 YTD Q3	2019 YTD Q4	2019 YTD YTD
Recommend the hospital	71 72	76 49	78 75	82 70	77 266	43 78	61 68	73 92	84 11	61 249
Rate hospital 0-10	94 73	91 49	94 76	87 70	92 268	52 77	56 68	89 91	98 11	73 247
Comm w/ Nurses	98 73	98 49	96 76	99 72	98 269	58 78	68 68	96 93	38 11	81 250
Response of Hosp Staff	96 58	94 36	91 62	81 54	91 210	64 63	80 52	86 74	97 7	81 196
Comm w/ Doctors	89 73	87 49	92 75	97 70	92 267	44 78	87 68	86 93	90 11	79 249
Hospital Environment	98 73	96 49	94 75	97 71	97 267	93 78	93 66	97 92	98 10	95 246
Communication About Pain	92 47	44 33	28 48	52 42	58 169	79 49	68 44	32 56		59 148
Comm About Medicines	98 42	36 28	89 40	99 37	93 147	47 41	93 33	97 56	68 6	89 136
Discharge Information	59 62	94 42	64 69	44 63	66 236	57 69	23 66	22 85	82 11	33 229
Care Transitions	85 71	99 47	77 76	79 69	88 263	42 77	71 68	86 91	75 11	72 247

Prove our Value: EDCAHPS



ED	2018 Q1	2018 Q2	2018 Q3	2018 Q4	2018 YTD	2019 YTD Q1	2019 YTD Q2	2019 YTD Q3	2019 YTD Q4	2019 YTD YTD
Likelihood of recommending	62 98	68 100	97 90	59 81	76 369	31 82	80 79	94 121	99 25	82 307
Overall Assessment	55 101	58 100	96 92	69 81	74 374	31 82	79 80	96 124	95 28	82 314
Arrival	85 101	88 100	96 93	81 82	89 376	78 82	94 80	97 123	95 28	93 313
Nurses	58 101	54 99	93 94	79 81	74 375	63 82	89 78	97 124	85 28	89 312
Doctors	53 100	40 100	98 94	58 80	69 374	16 81	83 78	97 121	98 28	83 308
Tests	44 76	49 69	88 65	61 59	62 269	26 45	95 52	90 80	93 19	85 196
Family or Friends	47 88	50 81	96 70	66 64	68 300	44 61	90 58	90 97	80 22	80 235
Personal/Insurance Info	75 97	69 95	98 90	82 81	84 363	66 78	91 76	89 116	87 27	85 297
Personal Issues	64 97	60 97	95 89	63 81	76 364	37 77	83 77	96 118	97 28	86 299

St. Charles Parish Hospital
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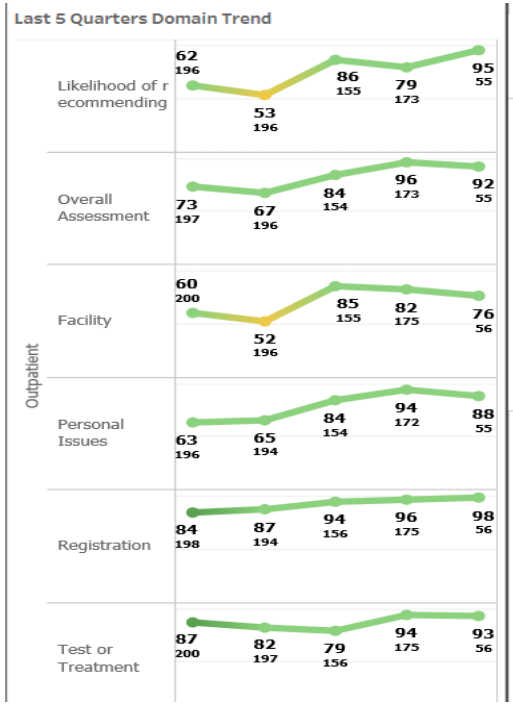
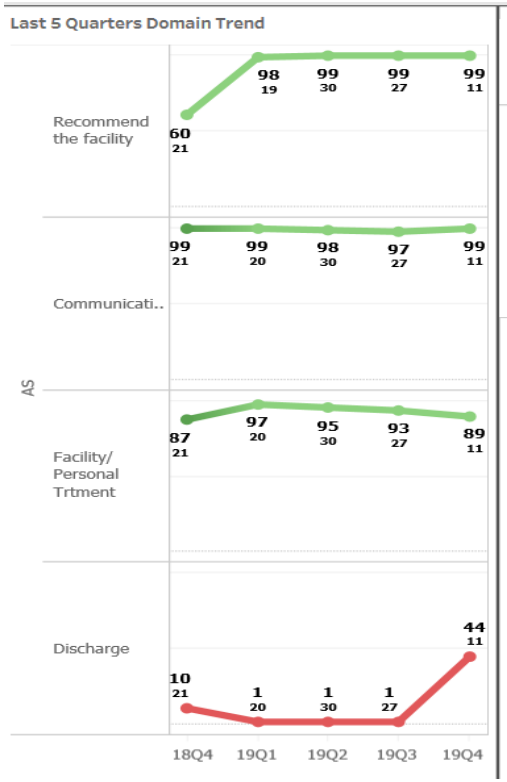
Prove our Value: Outpatient Diagnostic



Outpatient	2018 Q1	2018 Q2	2018 Q3	2018 Q4	2018 YTD	2019 YTD Q1	2019 YTD Q2	2019 YTD Q3	2019 YTD Q4	2019 YTD YTD
Likelihood of recommending	32 193	22 177	47 246	62 196	40 812	53 196	86 155	79 173	95 55	76 579
Overall Assessment	28 193	14 179	58 248	73 197	44 817	67 196	84 154	96 173	92 55	85 578
Facility	31 198	28 183	54 247	60 200	43 827	52 196	85 155	82 175	76 56	73 582
Personal Issues	38 193	20 181	61 251	63 196	46 820	65 194	84 154	94 172	88 55	84 575
Registration	38 196	40 183	66 250	84 198	59 827	87 194	94 156	96 175	98 56	94 580
Test or Treatment	42 198	11 182	52 250	87 200	45 829	82 197	79 156	94 175	93 56	87 582

St. Charles Parish Hospital Managed by Ochsner Health System

Prove our Value: Ambulatory



AS	2018 Q1	2018 Q2	2018 Q3	2018 Q4	2018 YTD	2019 YTD Q1	2019 YTD Q2	2019 YTD Q3	2019 YTD Q4	2019 YTD YTD
Recommend the facility	84 20	99 44	95 41	60 21	93 126	98 19	99 30	99 27	99 11	99 87
Communication	49 20	63 44	77 42	99 21	79 127	99 20	98 30	97 27	99 11	99 88
Facility/Personal Trtment	28 20	33 44	69 42	87 21	51 127	97 20	95 30	93 27	89 11	95 88
Discharge	4 20	1 44	6 42	10 21	2 125	1 20	1 30	1 27	44 11	1 88

St. Charles Parish Hospital Managed by Ochsner Health System

Prove our Value: Quality-Clinics

Healthy Planet - River Region							
Top 7 Measures	**RIVER REGION 10/14**	**RIVER REGION 10/21**	**RIVER REGION 10/28**	**RIVER REGION 11/04**	**GOAL**	**Variance to Target**	**System**
Breast Cancer Screening	88%	89%	88%	89%	86%		86%
Cervical Cancer Screening	83%	83%	84%	84%	80%		79%
Colorectal Cancer Screening	81%	81%	81%	81%	80%		78%
Hemoglobin A1c Control	75%	75%	74%	74%	80%	194	75%
Blood Pressure Control	81%	82%	82%	82%	82%		80%
Eye Exam	84%	84%	84%	84%	83%		77%
tatin Therapy for Prevention and Treatment of Cardiovascular Disease	84%	84%	84%	84%	82%		83%

St. Charles Parish Hospital
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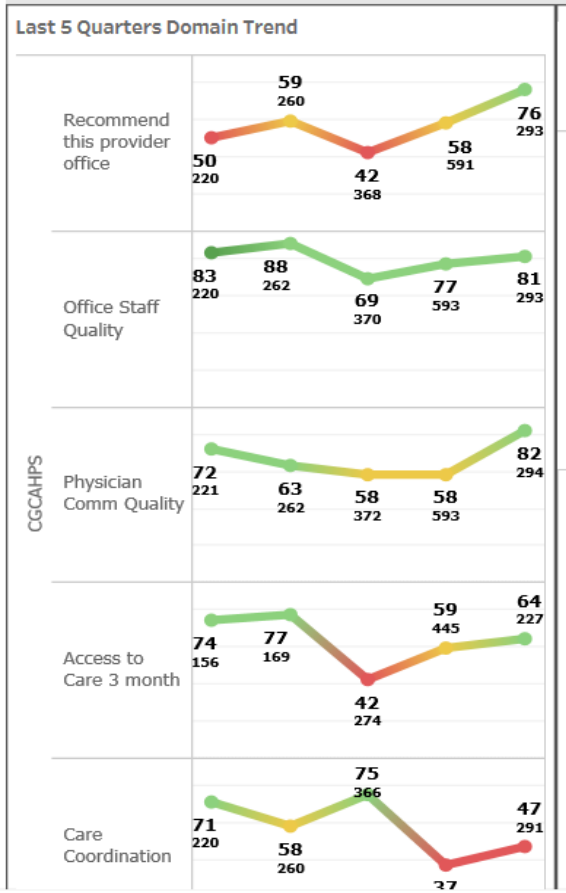
Prove our Value: CG CAHPS



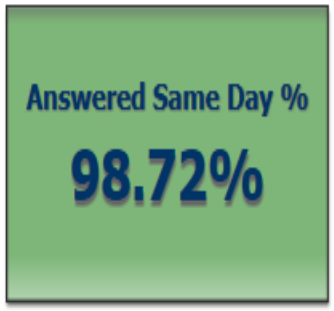
CGCAHPS	2018 Q1	2018 Q2	2018 Q3	2018 Q4	2018 YTD	2019 YTD Q1	2019 YTD Q2	2019 YTD Q3	2019 YTD Q4	2019 YTD YTD
Recommend this provider office	71 155	55 154	28 183	50 220	48 712	59 260	42 368	58 591	76 293	58 1,512
Office Staff Quality	71 156	78 153	65 184	83 220	76 712	88 262	69 370	77 593	81 293	79 1,518
Physician Comm Quality	74 157	46 155	37 185	72 221	58 716	63 262	58 372	58 593	82 294	64 1,520
Access to Care 3 month	65 103	20 108	68 148	74 156	61 515	77 169	42 274	59 445	64 227	58 1,115
Care Coordination	77 155	81 152	34 179	71 220	65 706	58 260	75 366	37 582	47 291	51 1,499

St. Charles Parish Hospital — Managed by Ochsner Health System

Serving More Patients: Same Day Response YTD: 97.84%

Patient Initiated Messages

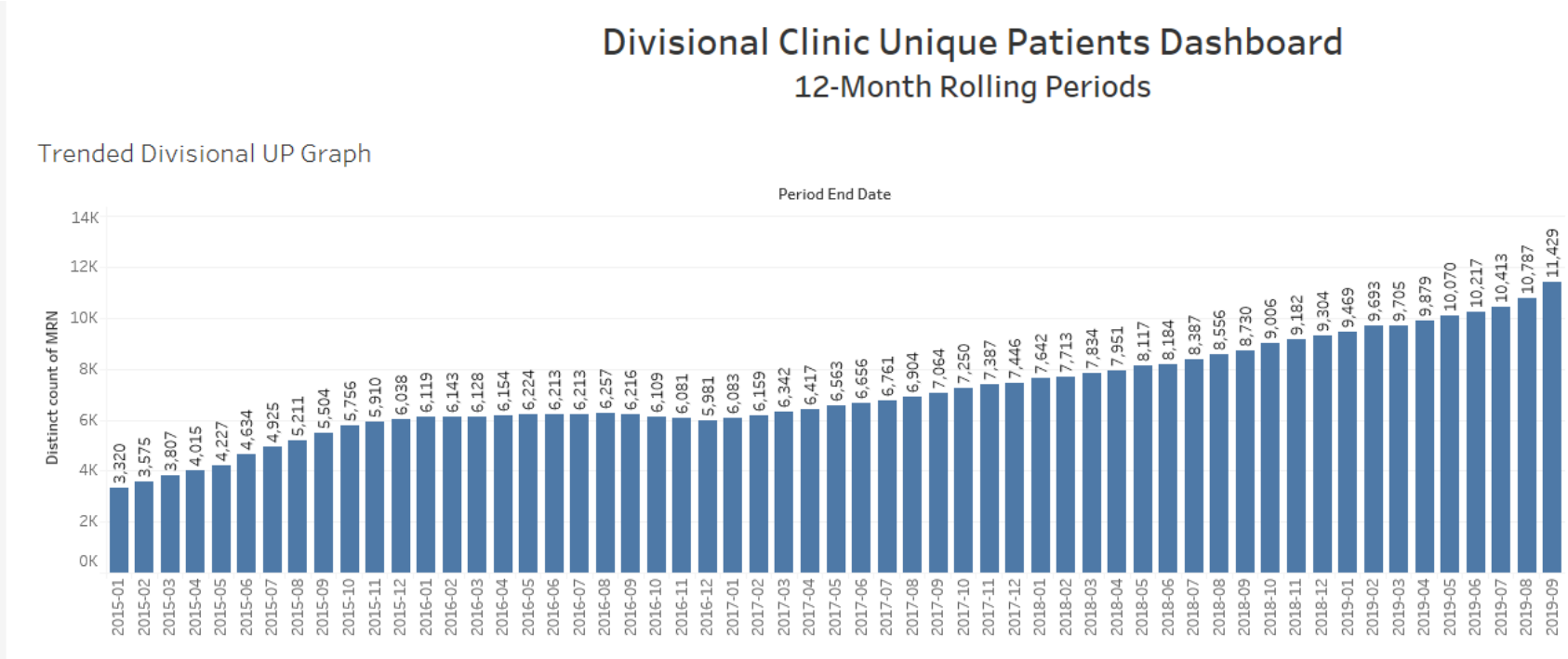
Percent value greater than 95 is in Green. Percent value is in between 85 and 95 is in Yellow. Percent value less than 85 is in Red.



CC Region	Distinct Message Count OCTOBER 2019	Answered Same Day Count OCTOBER 2019	Answered Same Day % OCTOBER 2019	Distinct Message Count	Answered Same Day Count	Answered Same Day %
ST. CHARLES REGION	5,711	5,638	98.72%	5,711	5,638	98.72%
Grand Total	**5,711**	**5,638**	**98.72%**	**5,711**	**5,638**	**98.72%**

St. Charles Parish Hospital Managed by Ochsner Health System

Serve More Patients



St. Charles Parish Hospital
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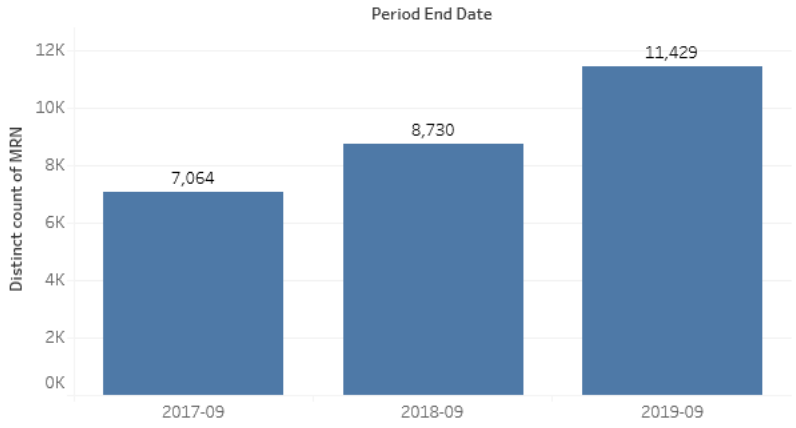
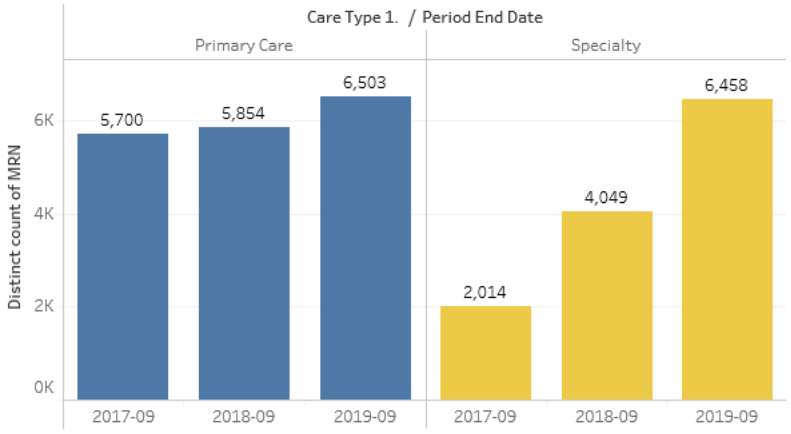
Serve More Patients

UP by Division Graph



Period End Date	Distinct count of MRN			% Difference		
	2017-09	2018-09	2019-09	2017-09	2018-09	2019-09
	7,064	8,730	11,429		23.6%	30.9%

UP by Division Prim v Spec



Period End Date	Distinct count of MRN			% Difference		
Care Type 1.	2017-09	2018-09	2019-09	2017-09	2018-09	2019-09
Primary Care	5,700	5,854	6,503		2.7%	11.1%
Specialty	2,014	4,049	6,458		101.0%	59.5%

St. Charles Parish Hospital Managed by Ochsner Health System

Strategic Priorities

- **Outpatient Growth**
  - East Bank Expansion (Increased Multispecialty Clinics, ODC, Adult Therapy, and Pediatric Therapy)
  - Hematology/Oncology and Chemotherapy
  - Ochsner Cardiology
  - Orthopedics, GI, and other Surgical Specialties
  - Outpt Pediatric Surgery
  - Optometry/Ophthalmology

- **Psychiatry Center of Excellence**
  - Maintain current 20 BHU beds
  - Expand Inpatient Psychiatry to include 10 MedPsych beds
  - Begin Outpatient and IOP
  - Social Workers in Primary Care

- **DTE – OccMed Focus**
  - SCP Industry Eager for Local One Stop OccMed Services

- **Community Connectivity**
  - Working Together to meet your Emergency Needs
  - Sharing your Healthcare goals
  - Community update Townhall

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Questions