



## CORE VALUES



Patients First



Integrity



Compassion



Inclusivity



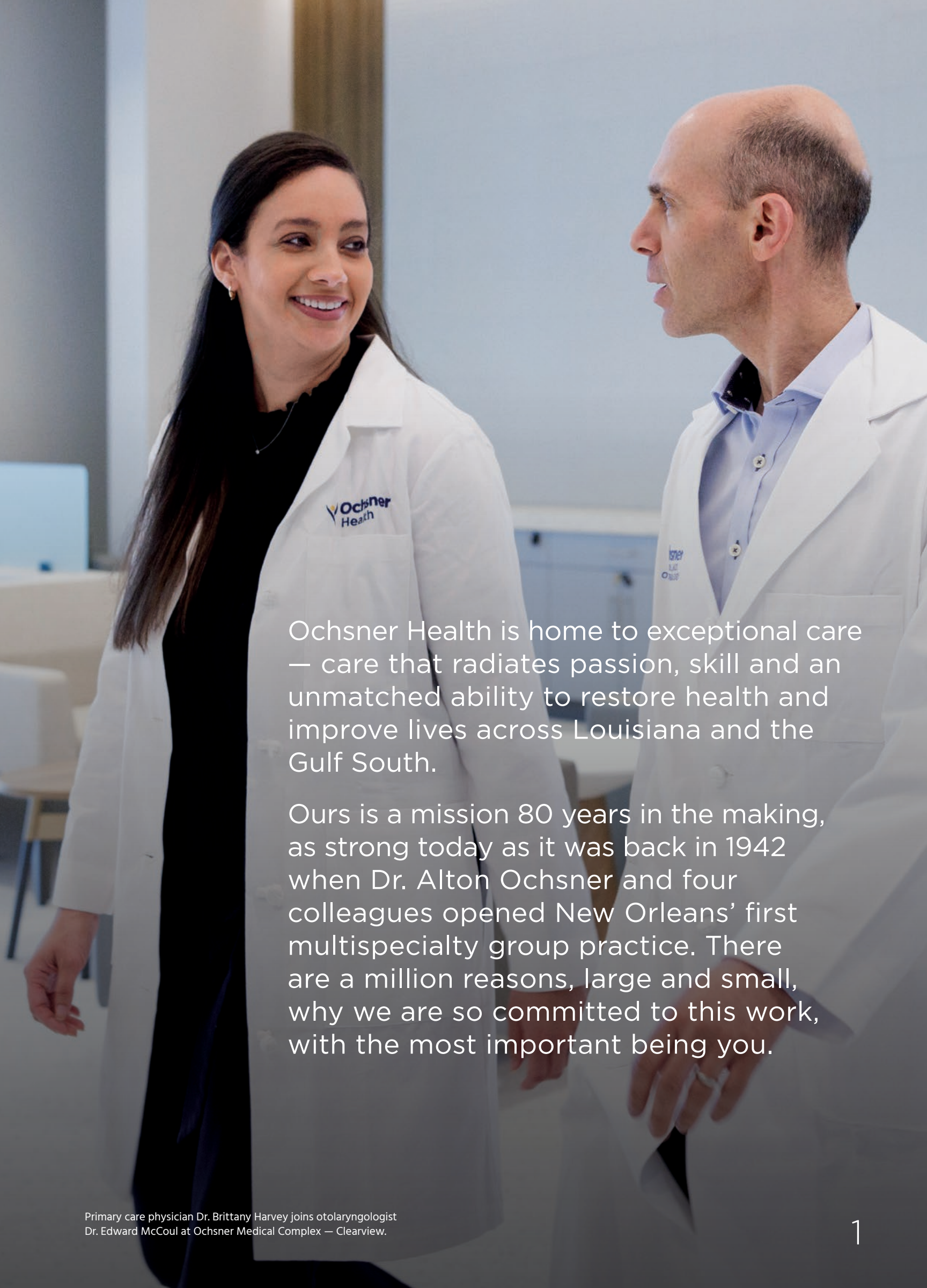
Excellence



Teamwork

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Ochsner Health is home to exceptional care — care that radiates passion, skill and an unmatched ability to restore health and improve lives across Louisiana and the Gulf South.

Ours is a mission 80 years in the making, as strong today as it was back in 1942 when Dr. Alton Ochsner and four colleagues opened New Orleans' first multispecialty group practice. There are a million reasons, large and small, why we are so committed to this work, with the most important being you.



It all begins with you.

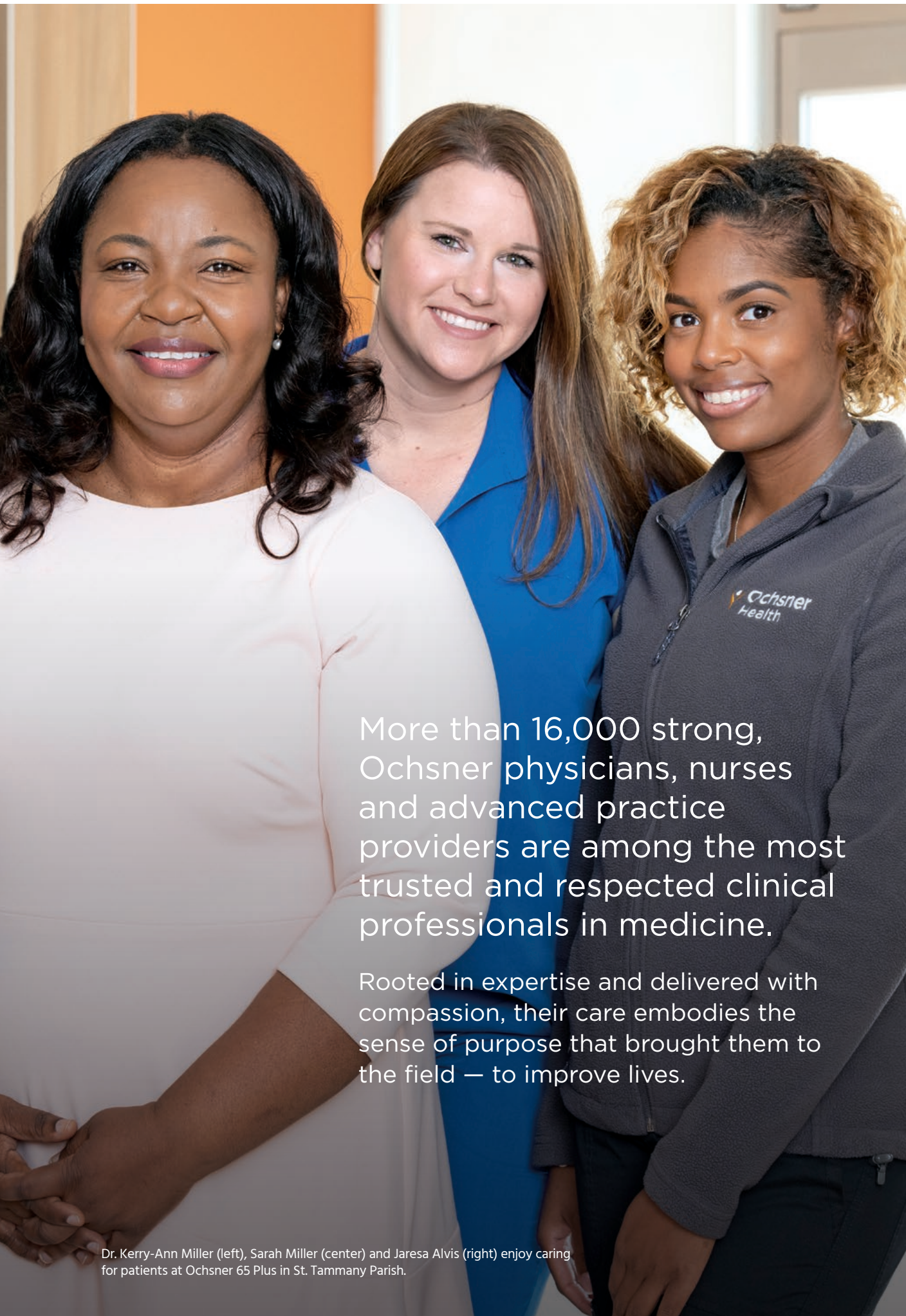
Putting patients first has been fundamental to our culture for the past 80 years. Today, more than ever, we're committed to ensuring that patients and families can easily access the highest quality of routine and complex care in a compassionate and nurturing environment.

Jacqueline Jordan is back to rock climbing after having shoulder surgery at Ochsner Lafayette General Orthopedic Hospital.

# PATIENTS

# PHYSICIANS

# APPS & NURSES



More than 16,000 strong, Ochsner physicians, nurses and advanced practice providers are among the most trusted and respected clinical professionals in medicine.

Rooted in expertise and delivered with compassion, their care embodies the sense of purpose that brought them to the field — to improve lives.

Dr. Kerry-Ann Miller (left), Sarah Miller (center) and Jaresa Alvis (right) enjoy caring for patients at Ochsner 65 Plus in St. Tammany Parish.

# EMPLOYEES



Every life we save, every patient we heal and every family we comfort — it's only possible through you.

Our passion is the pursuit of excellence. Teamwork gives us strength to overcome every challenge. And our inclusive culture drives us forward.

Malcom Faber, Ochsner K-9 security supervisor, and his canine partner, Mako, share a passion for keeping our patients, staff and visitors safe.

# COMMUNITIES & DONORS

Providing exceptional patient care is where we begin — but it doesn't end there.

Our grateful patients and generous donors underpin our ability to serve patients and the broader community. Because of you, Ochsner is making important new strides to save and change lives. We are tackling some of the region's toughest health challenges through outreach, partnerships and expanded access to care.

As one of Ochsner Health's youngest donors and the first five-year member of the Alton Ochsner Society, Damon Carraby is trailblazing a new path forward for young professionals and philanthropists.

# LEADERSHIP PERSPECTIVES

Annual letter from Andrew Wisdom, Chair, Board of Directors  
& Pete November, Chief Executive Officer

In 1942, five physicians founded Ochsner Health with a vision to care for people differently. They were determined to provide patients with access to the expert, personalized care they deserved. 80 years later, our health system has grown and evolved, but we have remained committed to the same vision to build a better future for patients, the community, physicians and caregivers.

As we reflect on 2022, we are proud of the remarkable progress we made toward transforming care for the Gulf South and beyond: expanding access to the highest-quality services, driving forward new and innovative models of care and partnering to inspire healthier lives and stronger communities. In the wake of hurricanes, the pandemic and a turbulent healthcare landscape, we met every challenge with resilience and optimism, committed to evolving the ways we serve our communities as patients' needs changed.

**And you're the reason for it all.** You — our patients, our physicians and advanced practice providers, our nurses, our employees, our communities and our donors — are the reason Ochsner exists:

- You're the reason we **Serve**, caring for 1.4 million people in 2022 — a record for our organization. We expanded the services available to patients across the Gulf South, from establishing the region's first designated Comprehensive Stroke Center at Ochsner LSU Health Shreveport, to a new 65 Plus Clinic in Baton Rouge, to investing in a new neuroscience institute in New Orleans.
- You're the reason we **Heal**, earning national and local recognition for delivering the highest-quality, comprehensive care to our communities. We were proud to again be named the top health system in Louisiana in 2022 by U.S. News & World Report, among many well-earned recognitions for excellence.
- You're the reason we **Lead**, making critical progress on our ambitious goal to achieve a Healthy State and advancing key priorities, including access to care for cancer and chronic conditions and smoking cessation.
- You're the reason we **Educate** the next generation of expert, compassionate and diverse clinicians — announcing in early 2023 our goal to launch a new College of Medicine in partnership with Xavier University of Louisiana and partnering with Delgado Community College to open the Ochsner Center for Nursing and Allied Health to train the best health professionals.
- You're the reason we **Innovate**, relentlessly pursuing new and better ways to serve our patients — like through the expansion of our Digital Medicine program for patients with type 2 diabetes and hypertension.







I am deeply honored to lead Ochsner Health as we enter our next chapter and continue our momentum as a leader for clinical excellence, workforce development and healthcare innovation.

This is a special organization, and I am blessed to have the opportunity to serve our team of remarkable physicians, clinicians and staff who live out our mission each day. Together, we are making the Gulf South the destination for excellent clinical care and a healthy, vibrant place where all our friends and neighbors can thrive.

Ochsner has been my professional home for the last decade, and over the years I have had the honor of collaborating to develop our current strategic plan and growth initiatives. Most recently, as executive vice president and chief financial officer I had the opportunity to help shepherd the expansion of Ochsner's investments in innovative healthcare technology and launch our transformative partnership with LSU Health Shreveport. Most important to me, though, has been my good fortune to get to know the extraordinary patients and people of Ochsner.

I'm always amazed by our commitment to getting better each and every year, and as we look toward the future, I am energized and inspired by what lies ahead for our organization and the communities we serve. We'll work together to:

- **Preserve Ochsner's history and mission.** For 80 years, Ochsner has been recognized for our unmatched quality, innovation and commitment to the Gulf South. We will honor this legacy and our physician founders by leading the way for clinical excellence, healthcare innovation and delivering compassionate, empathetic care that makes our communities healthier.
- **Transform the delivery of patient-centered care.** Healthcare is changing quickly. As our communities' needs and expectations for care evolve, Ochsner will continually adapt to provide the highest quality of care in a way that is convenient and accessible for all our patients.
- **Strengthen a culture of empowerment and innovation.** Ochsner is fortunate to have the region's brightest and most dedicated clinicians and staff. It's crucial that we empower them by investing in our teams, our facilities and programs that help our frontline staff learn and care for their patients with a continued focus on clinical and academic excellence.
- **Lead the way for digital healthcare.** Ochsner will be a national leader in digital transformation, technology and data to provide the highest quality for our patients and make the lives of our caregivers simpler and better.

Thank you all for your support of Ochsner and our mission. I look forward to working alongside each of you as we grow to improve more lives and build stronger communities, together.

—Pete November, Chief Executive Officer

These are only a few examples of the incredible accomplishments and inspirational stories across Ochsner Health. In the pages that follow, you'll learn more about the many ways Ochsner is leading the way for clinical excellence and innovation, and for building stronger, healthier communities across the Gulf South.

Our history and our future are only possible through you. Thank you for being the reason Ochsner Health is such a special place.

Gratefully,

**Andrew B. Wisdom**

Chair, Board of Directors  
Ochsner Health

**Pete November**

Chief Executive Officer  
Ochsner Health

# ONE OCHSNER

## UNITED IN PURPOSE AND POSSIBILITY

### ACADIANA



**CAROLINE MARCEAUX, MSN, RN**  
**ASSISTANT VICE PRESIDENT — NURSING AND HOSPITAL ADMINISTRATOR**  
**OCHSNER ACADIA GENERAL HOSPITAL**

There's not a day that goes by that I'm not in awe of the compassionate care that our team members provide to our patients; how we serve with our whole hearts. It's all of the little things that become the big things — listening to our patients; helping them meet a recovery milestone; celebrating health, healing and life; consoling through a difficult diagnosis; and end-of-life care. I find joy in my work every single day."

**TRACI JORDAN, MSN, RN**  
**CHIEF NURSING OFFICER**  
**OCHSNER LSU HEALTH-**  
**MONROE MEDICAL CENTER**



Our patients and our team must be our focus to achieve our goals. It is an honor and a privilege to serve our nursing workforce and lead our nursing leaders. I'm so thankful to be a part of such an amazing healthcare system that challenges and supports me to continue to grow and be open to new initiatives that support our patients and our teams."

### NORTH LOUISIANA

### BATON ROUGE

**NAVEEN SANGISETTY**  
**ASSOCIATE PROGRAM MANAGER, FINANCE**  
**OCHSNER — BATON ROUGE**

Having had the opportunity to work in multiple countries with diverse personal and organizational cultures, I can confidently say that the sense of unity and teamwork I have experienced among the Baton Rouge and larger Ochsner teams is unparalleled. The ability to positively impact the lives of our patients and work alongside such dedicated and compassionate individuals has been truly rewarding. I am excited to continue contributing to the collective success of our team and the organization as a whole."



# SOUTH SHORE



**SUKETHER SIMMONS**  
PATIENT AND PHYSICIAN ADVOCATE  
OCHSNER BAPTIST



Ochsner is on top of the latest medical breakthroughs and community concerns — partnering with local and state businesses to provide education and resources to the communities it serves. I'm proud to be part of an organization where investing in people is key to a healthier and brighter future for all."

# NORTH SHORE

**JOSHUA "JOSH" STRAHAN**  
RADIATION THERAPIST LEAD  
ST. TAMMANY CANCER CENTER,  
A CAMPUS OF OCHSNER  
MEDICAL CENTER



Each and every employee at Ochsner is driven by one goal — to put our Patients First. From the moment our patients walk through the door, they are putting their trust and their health into our hands. It's our job to guide and care for our patients. A patient's success is our success."

# BAYOU

**HALEY D. MARTIN,**  
PHARM.D.  
STAFF PHARMACIST  
OCHSNER ST. ANNE HOSPITAL



Over and over, I have seen Ochsner employees of all levels see and treat our patients as more than the sum of their health needs. We recognize the importance of making connections and communicating effectively with patients and families in a whole-person approach to patient care."

# MISSISSIPPI

**REV. VICKI GLADDING**  
CHAPLAIN  
OCHSNER RUSH MEDICAL CENTER



Ochsner care teams are known not only for their exemplary expertise in healthcare, but also for their compassionate hearts. A caring heart can heal more wounds in our soul than we are aware and facilitate physical healing. Our teams share the heart of their calling with our community, and I'm an eyewitness to it every single day."

# BUILT FOR THE CHALLENGES AHEAD

## Q&A

### WITH

#### **DR. ROBERT HART**

Chief Physician Executive, Ochsner Health, and President, Ochsner Clinic

#### **MICHAEL HULEFELD**

President and Chief Operating Officer, Ochsner Health

#### **TRACEY SCHIRO**

Executive Vice President, Chief Human Resources Officer and Chief Administrative Officer, Ochsner Health

### **Companies like Amazon and CVS have moved into the consumer healthcare space. How has that affected the way you work?**

**MIKE:** Several years ago, we wouldn't have looked at retail pharmacy clinics or online primary care as true competition, but national companies are now challenging health systems for our patients. People's expectations for how they get care are changing quickly. They want healthcare that is faster, more convenient and easier to access. Nontraditional rivals are working to meet these needs by offering innovative primary care options, convenient access points and more virtual solutions.

**DR. HART:** Most of these new entrants, however, are specializing in one domain, such as primary care or urgent care, with one consumer segment in mind. The population we serve here in Louisiana and Mississippi has complex health needs and is significantly impacted by multiple social determinants of health, requiring us to work differently from our peers in other parts of the country. Our patients need care for chronic health issues, and at Ochsner, we have a complete and connected system focused on getting them well and keeping them well.

• • • • **TRACEY:** And that begins with a skilled care team. We have significantly expanded our allied health workforce development opportunities and now offer training for medical assistants and for EKG monitor techs, phlebotomists, surgical techs, patient care techs and more. It is part of our mission to educate and strengthen the communities around us, and these training and career development opportunities benefit our patients and our employees. We've always been an academic medical center, and that's not something that these new market entrants can match.

**MIKE:** We are always looking for new ways to serve our communities and our patients' health needs at every stage of life. Our new 65 Plus clinics provide value-based healthcare to people 65 and older through a team of physicians, social workers, dietitians, fitness instructors, pharmacists and more. These locations offer longer visit times and custom care plans, along with social activities and a fitness center, so we can provide social, mental and physical care. We have already seen a 17% reduction in total cost of care at our first two locations, and we are planning for several more across the Southeast by 2024.





## What does the proliferation and popularity of these new entrants say about consumers?

**MIKE:** It's clear that our patients want their care delivered quickly, efficiently and seamlessly to match their other shopping experiences. So we, too, have to think like a retail operation and consider the consumer experience. What can we do better than others? How can we make every single interaction with Ochsner — whether in person, on the phone or virtually — the best experience that patient can have? I think we already do a great job at this, but we can always get even stronger.

We are making it easier and faster for patients to get the care they need through better online appointment scheduling. We're also expanding our virtual care options so that more patients can engage directly with a provider via their phone or computer rather than in the clinic. Already, patients enrolled in our Digital Medicine program can quickly start a virtual visit by just clicking a link in a text message.

## Ochsner is already at the forefront of digital care with programs such as Connected Health and Connected Home. What can we expect in the future?

**DR. HART:** Ochsner has always been ahead of the game when it comes to digital health. But digital care isn't just about managing chronic health conditions, which we are pretty fantastic at already. It is the next frontier of healthcare, and it is infused into almost every facet of our organization. Not only does it offer virtual visit and e-consult capabilities to make it easier for our physicians to deliver care and increase access, but it can also help us improve the quality and safety of the care we provide.

**MIKE:** We are piloting a program now that explores how we can use artificial intelligence-enabled cameras to monitor and help prevent hospitalized patients from falling and one that predicts which patients are most at risk for falls at home so we can help prevent them. In its first year, this program reduced hospitalization due to falls by 60%. There are so many ways we are working to keep our patients safer, healthier and more satisfied through digital innovation; it's a really exciting field to watch.

## How are you building a team that is prepared for the healthcare of tomorrow?

**TRACEY:** The workforce shortages in healthcare are impossible to ignore — honestly, they are our biggest challenge coming out of the pandemic. We know there aren't enough nurses and physicians in our region, so we are addressing that need by building channels for both. We're investing in the next generation of nurses by funding tuition through the Ochsner Nurse Scholars program; we anticipate 90 graduates in 2023 with hundreds more currently in school.

**DR. HART:** On the physician side, we're incredibly proud that our University of Queensland (UQ)-Ochsner Clinical School graduated its 12th class of medical students in 2022 with a 98% match to the residencies of their choice. And in early 2023, we announced our partnership with Xavier University of Louisiana to establish a joint College of Medicine to create a strong physician pipeline that addresses longstanding inequities within the nation's healthcare system and builds the healthcare workforce of the future.



For more on Ochsner's work to build a strong and diverse pipeline of skilled healthcare professionals, visit the **Academics and Education** section of this report beginning on pg. 52. For more on our digital health investments and priorities, visit the **Innovation and Research** section beginning on pg. 58.

# SELECT MILESTONES



## Regional Impact

- Ochsner LSU Health Shreveport — St. Mary Medical Center opened the **Oral and Maxillofacial Surgery Institute**.
- Ochsner Baton Rouge became the **first in Louisiana to offer the TenJet™ system** to treat tendinopathy (chronic tendon pain and swelling).
- Ochsner Health opened its **first Ochsner 65 Plus locations** in Covington and Baton Rouge to support its aging patient population with a customized healthcare model that includes a primary care clinic, gym and community center.
- St. Bernard Parish Hospital and Ochsner Health marked **five years of partnership**, which has included \$10 million in capital improvements and advanced technology to improve quality and expand access to care for local residents.



## Innovation & Research

- Ochsner Health joined the End Drug Shortages Alliance to **increase access to medications** through greater transparency across market participants and improved manufacturing of medications and production of additional supply.
- SafeSource Direct received **FDA clearance** for its American-made, chemo-rated nitrile exam gloves, and entered into an agreement with Vizient, Inc. to **increase supply assurance of personal protective equipment** and other critical medical supplies.
- GRAIL and Ochsner Health joined forces to **improve cancer detection rates** in Louisiana using Galleri®, GRAIL's multicancer early detection blood test.
- Through its Precision Medicine Program, Ochsner Health became the first in the nation to incorporate **Epic's Orders and Results Anywhere integration with its Genomics** module.
- The National Institute on Aging and the National Institutes of Health awarded Ochsner Health a \$700,000 grant to study the effectiveness of its **collaborative dementia care** through the Ochsner Neuroscience Institute's Brain Health and Cognitive Disorders Program.



## Workplace Strength

- Ochsner Health was awarded \$2.9 million by the U.S. Department of Health and Human Services to build **workforce mental health and resiliency**.
- Ochsner sustained **best-in-class engagement** in 2022 with 58% of employees measuring as actively engaged — putting Ochsner above 86% of healthcare systems nationally.
- Ochsner adjusted benefits based on employee input, including **enhancing paid parental leave and short-term disability benefits** and launching **mental health peer support groups** to create safe environments for support.
- Ochsner created new professional development opportunities by expanding the **Ochsner Career Center** and announcing partnerships with University of Phoenix and Trellis/Southern New Hampshire University.



## Academics & Education

- The UQ-Ochsner Clinical School held its **12th annual White Coat Ceremony**, during which 96 doctors-in-training received their white coats and Humanism in Medicine pins. The school also held its annual **Culmination Ceremony**, graduating 88 students in the Class of 2022.
- The inaugural commencement was held for the **Xavier University Physician Assistant Program**, in partnership with Ochsner, introducing 37 new physician assistants into the field.
- The **Ochsner Academics Department of Graduate Medical Education** hosted its annual House Staff Commencement Ceremony, recognizing 97 residents and fellows who completed training with Ochsner Health.



## Community Commitment

- The Ochsner Accountable Care Network achieved its **sixth consecutive year of top-ranking results in both clinical performance and healthcare savings** for the Louisiana and Mississippi Medicare population.
- As part of Louisiana's Healthy State initiative, Ochsner Health formed a 38-member **Healthy State Advisory Board**, representing 35 organizations across multiple sectors and industries. Board members will collaborate and use their unique capabilities to support Healthy State priorities.
- Chevron and Ochsner Health have expanded their **Lung Cancer Awareness, Education and Prevention Program** with help from a \$50,000 donation.
- Ochsner Health received a transformational gift to establish a state-of-the-art, freestanding, 208,000 square-foot neuroscience center. The **Debra H. and Robert J. Patrick Neuroscience Center** will be a comprehensive destination for neurological care for patients.
- Ochsner Health received a **\$200,000 transportation grant** from American Cancer Society to help patients in Louisiana and Mississippi access reliable and safe transportation to and from appointments.
- The Nathanson Family Foundation gifted \$2.5 million to Ochsner Hospital for Children to support the expansion of its **Congenital Heart Defect Program**.

# SELECT ACCOLADES

Ochsner Health Network achieved Blue Cross and Blue Shield's **Tier 5 status** in Quality Blue program for performance in chronic disease care.



Louisiana

Ochsner Health was named a **Center of Excellence** by the Huntington's Disease Society of America for the 6th consecutive year.

Ochsner St. Anne Hospital is recognized on the **Best Hospitals for Patient Experience** list by Becker's Hospital Review.

OMC — New Orleans was awarded **Advanced Comprehensive Stroke Certification** and **Palliative Care Certification** by The Joint Commission.



The **Leapfrog Group "A" Hospital Safety Grade** was earned by **16 Ochsner facilities**, including seven partner facilities. The recipients are recognized for efforts to protect patients from harm while meeting the highest safety standards in the United States. Recipients include Ochsner Baptist, Ochsner Medical Center (OMC) — Baton Rouge, OMC — Hancock, OMC — New Orleans, OMC — North Shore, Ochsner St. Mary, Ochsner Medical Center (OMC) — West Bank Campus, Ochsner Acadia General Hospital, OMC — Kenner, St. Bernard Parish Hospital, St. Charles Parish Hospital and Leonard J. Chabert Medical Center.

OMC — New Orleans, including Ochsner Baptist and OMC — West Bank Campus, was named the **Best Hospital in Louisiana** by U.S. News & World Report for the 11th consecutive year. OMC was nationally ranked as one of the top 50 specialties in Ear, Nose and Throat (#43), and in the top 10% for five other specialties. OMC also earned "High Performing" for 17 procedures and conditions. Ochsner Hospital for Children was named the **#1 hospital for kids in Louisiana** for the 2nd consecutive year, with national recognition in pediatric cardiology and heart surgery, pediatric gastroenterology and gastroenterology surgery, and pediatric orthopedics.



The American Hospital Association honored OMC — New Orleans as a **Quest for Quality Prize** finalist for its use of predictive analytics to improve care delivery and outcomes.

Ochsner Cancer Institute received the **2022 Innovator Award** from the Association of Community Cancer Centers.

Ochsner Neuroscience Institute was named a **Comprehensive Care Center** by the Parkinson's Foundation. Ochsner is the first and only health system in Louisiana to hold this newly established distinction.



Ochsner Rehabilitation Hospital was named **Best Physical Rehabilitation Center** in Louisiana by Newsweek.

49 Ochsner Health nurses were nominated for **Nightingale Awards** by the Louisiana Nurses Foundation, honoring nurses for their leadership, outstanding work and commitment to the nursing practice.

Ochsner LSU Health — Monroe Medical Center earned The Joint Commission’s Gold Seal of Approval® and the American Stroke Association’s Heart-Check mark for **Primary Stroke Center Certification**. Ochsner LSU Health Shreveport — Academic Medical Center earned The Joint Commission’s Gold Seal of Approval® and the American Stroke Association’s Heart-Check mark for **Comprehensive Stroke Center Certification** — the most demanding stroke certification available.

Ochsner earned **Most Wired** Level 9 Recognition for digital healthcare by the College of Healthcare Information Management Executives for the second consecutive year.

Ochsner St. Anne Hospital was recognized as a **2022 Top 100 Critical Access Hospital**. Compiled by The Chartis Center for Rural Health, this program honors outstanding performance among the nation’s rural hospitals.



I’ve been very fortunate, very lucky, to be associated with a lot of good people. It’s been a wonderful experience.”

— George “Kin” Pankey, MD

## A LEGACY OF LEADERSHIP

Dr. George “Kin” Pankey is the recipient of the prestigious 2022 Ochsner Lifetime Achievement Award.

A researcher, educator, motivational leader, mentor and true pioneer, Dr. Pankey has led the Infectious Diseases team at Ochsner for nearly 60 years. It was his deep interest in research and solving medical mysteries that led to the formation of the Department of Infectious Diseases in 1963, where he served as its first infectious diseases physician.

Internationally recognized as an expert in the field, Dr. Pankey and his team have led the organization through numerous epidemics, including HIV/AIDS, anthrax and bioterrorism, West Nile virus, Ebola and COVID-19. He has devoted his entire career to Ochsner, his patients and his colleagues.



Lisa Price, transplant patient, is back to enjoying her garden and spending time with the ones she loves, thanks to the excellent care she received from Ochsner Medical Center's transplant team.

# CENTERS OF EXCELLENCE

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As a leader in value-based care and delivery system innovation, we offer healthcare services across 90 specialties and subspecialties. In 2022, Ochsner Health treated more than 1.4 million people from every state and 62 countries. Spanning 10 specialized areas and staffed by physicians and clinicians who are international leaders in their fields, our Centers of Excellence take a multidisciplinary approach to provide innovative healthcare solutions.

# BEHAVIORAL HEALTH

The more than 100 professionals of the Behavioral Health team help patients of all ages work through routine and complex mental health challenges, ranging from short-term outpatient counseling or group therapy to inpatient hospitalization or day programs. Ochsner is committed to engaging in innovative behavioral health research and technology, including expanding access to telemedicine services to provide more high-quality care to more patients close to home.

- Provided care to more than 26,000 patients in 2022 — a 14% growth in unique patients served across outpatient clinics for behavioral health and addictive disorders.
- Enhanced our unmatched portfolio of behavioral health services with the introduction of transcranial magnetic stimulation (TMS) in New Orleans and two new programs in Baton Rouge — psychological testing services and eye movement desensitization and reprocessing (EDMR) therapy.
- Invested in the next generation of behavioral health providers with the launch of the Ochsner Psychology Doctoral Internship, which enrolled six doctoral interns in its inaugural year.
- Expanded statewide behavioral healthcare access by welcoming 19 new providers and increasing telemedicine services with more than half of patients opting for virtual visits in 2022.
- Integrated with Ochsner Lafayette General to manage 34 beds across two behavioral health units.

Kelly Ray, PhD, MP, is a medical psychologist practicing at Ochsner Medical Complex — The Grove.





# CANCER

Elizabeth Turner found cancer care close to home at St. Tammany Cancer Center — A Campus of Ochsner Medical Center. Battling breast cancer was far from easy, but with the support of her young daughter, Isla, and her care team led by Dr. Rabia Cattie, Elizabeth is now cancer-free.

The Ochsner Cancer Institute continues to raise the bar for cancer care, focusing on a patient-centered approach to diagnose and treat the most complex cancers. Our multidisciplinary teams of cancer experts, including more than 100 physicians, are committed to providing our patients with medical advances, clinical trials and innovative offerings not available anywhere else in our region.

- Treated more than 40,000 patients in 2022 and cared for patients from all 50 states and 28 countries.
- Exceeded national benchmarks for five-year cancer survival rates, not only for the four major cancer malignancies of breast, colon, lung and prostate, but also for melanoma, head and neck, pancreatic, ovarian and cervical cancers.
- Committed to advancing precision oncology as the first health system in the nation to fully incorporate Epic’s Orders and Results Anywhere integration with its Genomics module. Ochsner physicians can seamlessly order tests and access discrete biomarkers within the patient’s electronic health record to offer highly personalized cancer treatment options.
- Named high performing by U.S. News & World Report for colon cancer surgery, lung cancer surgery, prostate cancer surgery and uterine cancer surgery. Additionally, Ochsner was ranked among the nation’s top 50 for its Ear, Nose and Throat specialty, which includes complex cancer care.
- Recognized with the 2022 Association of Community Cancer Centers’ Innovator Award for the Ochsner Cancer Institute’s Chemotherapy Care Companion program — a digital program that allows the cancer care team to remotely monitor patients who are on intravenous or oral anti-cancer treatment, thereby reducing emergency department visits and admissions.
- Performed Louisiana’s first robotic tumor diagnosis, tagging and resection as combined procedures under one anesthetic for the treatment of lung cancer. Also, surpassed 100 Ion robotic bronchoscopy cases in 2022 at Ochsner Medical Center-New Orleans.
- Expanded statewide access to cancer screenings with the introduction of the Galleri® GRAIL’s multicancer early detection blood test, which can detect more than 50 types of cancer through a single blood draw.



# CARDIOLOGY



Former professional marathon runner Adam MacDowell was on a routine morning run when he experienced a strange sensation in his upper chest that stopped him in his tracks. His cardiology team, led by Dr. Bahij Khuri, performed an emergency stenting procedure that successfully cleared two life-threatening blockages in his heart. After a full recovery, Adam is back to running seven miles each morning.

A destination center for patients with the most complex cardiac diseases, the John Ochsner Heart and Vascular Institute’s team of more than 100 cardiologists, cardiac surgeons and other specialists sets the standard for diagnosis and treatment of heart disease. We are committed to engaging in research and clinical trials, expanding access to the latest treatment options for our patients.

- Delivered world-class, highly specialized treatment, surgical and preventive services to more than 80,000 patients in 2022.
- Continued to lead the region as the largest and most comprehensive center for management of arrhythmias, with more than 2,600 procedures performed annually.
- Recognized for excellence and commitment in transcatheter valve repair and replacement procedure with an American College of Cardiology Transcatheter Valve Certification.
- Established a Transitional Care Clinic to reduce readmissions and, ultimately, improve the quality of life and survival of congestive heart failure patients, reducing readmission rates by 6.2%.
- Engaged more than 1,000 active trial participants across 65 cardiology trials, including 488 new participants enrolled in 2022. Tied for second as a top enroller in the RADIANCE II study — an international hypertension study with 59 study locations, including Belgium, Germany, France and the United States.
- Completed 1,068 heart transplants to date, building on our legacy as the first program in the Gulf South to perform a heart transplant more than 50 years ago.
- Expanded statewide access to cardiology care, announcing plans for a \$5 million hybrid operating room at CHRISTUS Ochsner St. Patrick Hospital, slated to open in 2023.



# CONNECTED HEALTH

A nationally recognized leader, Ochsner Connected Health offers forward-thinking and consumer-focused digital health solutions. Our world-class care teams are constantly researching and assessing solutions to improve practices and better identify, measure and address health barriers for our patients. Through Connected Health, Ochsner is significantly expanding access to care for patients beyond our walls.

- Conducted 303,505 direct to consumer telehealth visits, along with 145,971 provider-to-provider telehealth consultations — an annual increase of 6%.
- Continued to scale Ochsner Digital Medicine as a solution to employers, payors and health systems to meet nationwide demand, caring for over 32,000 members — a 32% increase from prior year. The program helps patients manage their high blood pressure and Type 2 diabetes from home, while staying connected to a dedicated care team that provides personalized health coaching and pharmacological management.
- Earned a Savings Validation Seal from the Validation Institute in Fall 2022, proving that Digital Medicine participants have lower per-member/per-month healthcare utilization and costs than similar non-participants. Digital Medicine members demonstrate improved health outcomes and superior Net Promoter scores when compared to traditional care models.
- Expanded the Ochsner Digital Medicine pilot program with Louisiana Medicaid — a 55% increase in enrollment from prior year — to help patients manage their high blood pressure, Type 2 diabetes and/or high cholesterol, leading to improved health outcomes compared to usual care.
- Continued to expand nationally, with the ability to offer Ochsner Digital Medicine to employees and payors in all 50 states.
- Secured a designation as a Best Practice program by the American Medical Association, along with a second \$1 million award from the Federal Communications Commission to provide remote monitoring devices for patients in Connected Health programs.



St. Tammany Fire Protection District No. 1 Fire Chief Chris Kaufmann uses Ochsner Digital Medicine to manage his hypertension between regular visits with his provider.

# NEUROSCIENCES

As the largest neurological and neurosurgical program in the Gulf South, the Ochsner Neuroscience Institute is home to more than 200 multidisciplinary specialists dedicated to providing innovative care for patients with neurological conditions ranging from persistent headaches to spinal tumors.

- Cared for more than 54,000 patients from across the Gulf South and from 37 states and 10 countries in 2022. Provided an unmatched range of treatment service options, including Deep Brain Stimulation, epilepsy surgery and gamma therapy.
- Received a transformational gift to establish and build the Debra H. and Robert J. Patrick Neuroscience Center — a 208,000 square-foot, state-of-the art, freestanding neuroscience center near Ochsner Medical Center — New Orleans which will feature a multi-specialty early onset dementia clinic, a state-of-the art neurological rehabilitation center, a Biodesign lab to develop and pioneer innovative technologies and a healing garden.
- Expanded statewide access to care by welcoming a fellowship trained neuro-oncologist and opening a second neuro critical care unit in St. Tammany Parish, which added 10 beds.
- Awarded a \$700,000 grant from the National Institute on Aging and the National Institutes of Health to study the Care Ecosystem dementia care model — a 12-month program providing individualized support to participating patients and their caregivers that was originally developed at the University of California, San Francisco.
- Named #1 in Louisiana on Newsweek’s list of America’s Best Physical Rehabilitation Centers of 2022. Also, consistently recognized by U.S. News & World Report as a top program in the nation.
- Retained designation as a Center of Excellence by The Huntington’s Disease Society of America for the sixth year in a row. Also named an Advanced Comprehensive Stroke Program by the Joint Commission, a Certified Treatment Center of Excellence by the ALS Association and a Comprehensive Care Center by the Parkinson’s Foundation.
- Maintained Level 4 accreditation from National Association of Epilepsy Centers. This level of accreditation is reserved for select epilepsy centers capable of providing more complex forms of intensive neurodiagnostic monitoring, as well as more extensive medical, neuropsychological and psychosocial treatment.



After her diagnosis with Parkinson’s disease, Marlys Cocozzoli turned to neurologist Dr. Georgia Lea and the Deep Brain Stimulation team. After recovering from three successful surgeries, Marlys is back to living life to the fullest and saying yes to what she loves — walking, traveling and spending time with family and friends.





# ORTHOPEDICS & SPORTS MEDICINE



Sports Medicine physician Dr. Olabode Agaja uses his education in population health to further reach patients in need and combat health disparities in the community.

With more than 60 highly trained orthopedic surgeons at 26 locations, the latest surgical and rehabilitation equipment, a team of experienced physicians and more than 40 advanced practice providers, Ochsner provides the highest level of specialized orthopedic care across Louisiana and the Gulf South.

- Cared for more than 97,600 orthopedic and sports medicine patients in 2022.
- Embarked upon an exclusive five-year partnership with internationally renowned orthopedic surgeon Dr. James R. Andrews and the Andrews Institute, forming the Ochsner Andrews Orthopedics and Sports Medicine Institute.
- Recognized by the U.S. News & World Report, which named Ochsner Hospital for Children as one of the Top 50 children's hospitals for pediatric orthopedics. This is the first time pediatric orthopedics at Ochsner has received this honor.
- Performed 3,702 total joint replacements — a 60% increase over the previous year. Maintained national recognition as High Performing for hip replacement, knee replacement, hip fracture and orthopedics by U.S. News & World Report.
- Ranked among the Top 100 in the nation for joint replacement by Healthgrades, which awarded Ochsner an Excellence Award. Earned The Joint Commission's Gold Seal of Approval® for Advanced Total Hip and Knee Replacement Certification.
- Leveraged the expertise of Ochsner's 160 athletic trainers to deliver healthcare training and education to the 95,000 student-athletes in Louisiana High School Athletic Association (LHSAA) member programs across the state. As part of the established multiyear partnership with LHSAA, Ochsner also served as title sponsor for LHSAA's 21 annual championship events.



# PEDIATRICS



Michael Podgurski was born with a complex series of birth defects, but his parents never gave up the fight — and neither did his care team at Ochsner Hospital for Children. After more than 40 surgeries ranging from pediatric cardiovascular surgery, gastroenterology and GI surgery and orthopedics, Michael is now a happy and thriving boy.

From routine checkups and vaccinations to highly specialized procedures, the pediatrics team at Ochsner is recognized nationally as a top destination for world-class, high-quality, patient-centered pediatric care, including the only pediatric heart and liver transplant program in Louisiana. Ochsner's more than 200 pediatric physicians across 30 specialties and subspecialties provide comprehensive care from birth through adolescence.

- Cared for more than 100,000 patients across the Gulf South and beyond in 2022 — a 16% increase in unique patients from the prior year.
- Maintained national ranking by U.S. News & World Report as the #1 Children's Hospital in Louisiana for the second year in a row. Three pediatric specialties nationally ranked among the Top 50 in the country — pediatric cardiology and heart surgery, pediatric gastroenterology and gastrointestinal (GI) surgery, and pediatric orthopedics.
- Served as a national training site for vertebral body tethering (VBT), a less invasive spinal surgical procedure for both children and adults. Ochsner is one of the top three hospitals performing VBT in the United States.
- Recognized by the Children's Hospitals' Solutions for Patient Safety network as one of 21 children's hospitals in the nation to achieve performance targets in the network's most common serious patient harms of central line-associated bloodstream infections, pressure injuries and unplanned extubations.
- Introduced a systemwide pilot internship for neurodiverse individuals, further expanding the ongoing work of the Michael R. Boh Center for Child Development's vocational social skills program. Awarded \$100,000 from Valero Benefit for Children to bolster this ongoing work.
- Continued to exceed national averages for pediatric cardiac surgical outcomes — for the fifth year in a row. Received a \$2.5 million investment from the Nathanson Family Foundation to layer in expanded support for congenital heart defect patients and their families.
- Completed 19,400 school nurse visits through the Ochsner Healthy Schools program — an ongoing initiative providing schools across Louisiana with dedicated school nurses, teacher support, community outreach opportunities and education.



# PRIMARY CARE

From coordinating regular health screenings to prevent and manage chronic conditions to educating patients about the benefits of healthy lifestyles, the more than 700 physicians, nurses and support staff on Ochsner's Primary Care team drive better health outcomes across our region.

- Helped more than 600,000 patients lead healthier lives year-round in 2022.
- Introduced Ochsner 65 Plus, a free-standing primary care clinic model that delivers value-based healthcare through an interdisciplinary care team to people 65 and older. In 2022, Louisiana's Baton Rouge and North Shore communities opened Ochsner 65 Plus clinics, serving more than 1,700 patients in their first months of service.
- Expanded access to care by offering E-visits, an on-demand feature within the MyOchsner patient portal that allows the user to complete a series of questions online for non-emergency conditions and get a diagnosis and treatment plan electronically within 24 hours. In 2022, Ochsner provided care through more than 3,000 E-visits for conditions as varied as urinary problems, upper respiratory, rash, infections and GI symptoms.
- Continued to connect underserved neighborhoods with access to high-quality patient care by opening two new Ochsner Community Health Centers in Monroe and Lafayette, increasing the number of sites in operation to five. A cornerstone of Ochsner's Healthy State initiative, these centers delivered care to more than 23,000 patients across Louisiana in 2022.



Dr. Jayesh Madrecha is board-certified in family medicine and practices at Ochsner Health Center — Driftwood.

# TRANSPLANT



Alexis Crews introduces her daughter Malayah Nelson to Stephanie Payton, the woman who donated part of her liver to save the 12-month-old girl. This is the second time in five years Stephanie has donated an organ to save someone she had never met, making her the first altruistic multiple organ donor in the Gulf South.

As the busiest, most experienced transplant center in the Gulf South region, the Ochsner Transplant Institute has successfully performed more than 8,700 life-saving liver, kidney, pancreas, heart and lung transplants for patients from 42 states and a dozen countries across the world. We're committed to training the next generation of transplant specialists and building a workforce pipeline through our fellowship programs in transplant surgery, nephrology and cardiology.

- Performed 379 transplant procedures in 2022, remaining the only program in Louisiana to offer heart and lung transplants, pediatric heart and liver transplants and the state's largest liver and kidney transplant program.
- Completed Louisiana's first international paired kidney transplant after a Danish donor matched with a transplant patient at Ochsner. Ochsner's living kidney and liver programs offer patients on the waitlist another pathway to match with an organ and access lifesaving care. Today, 30% of Ochsner's kidney transplant recipients receive organs from living donors.
- Increased access to transplant services by expanding our physical clinic footprint statewide and offering virtual pre-transplant evaluations across Louisiana and the 12 states in which the Ochsner Transplant Institute is licensed. In 2022, a total of 3,329 transplant-related virtual visits were conducted.
- Enrolled more than 520 liver cancer patients since 2016 into a prospective research trial to study the long-term impacts of transplant on liver cancer, securing \$2 million in grants to continue this vital research.

# WOMEN'S SERVICES

The goal of Ochsner's approach to Women's Services is simple — to provide multidisciplinary, holistic care that improves the lifelong health and wellness of our mothers, daughters, sisters, aunts and friends. In 2022, our team of more than 90 OB/GYNs cared for more than 167,680 women from across Louisiana and the Gulf South, empowering them with the information, resources, services and treatment choices they need to stay as healthy as possible in every aspect of life.

- Increased statewide access to gynecologic oncology services with the opening of a 2,299-square-foot gynecologic oncology clinic in Lafayette and expansion of existing gynecologic oncology services in the North Shore region.
- Empowered moms-to-be with the tools and support to manage their pregnancy from the comfort of home with fewer in-person visits through the Connected MOM (Maternal Online Monitoring) program. Patients digitally send weights and blood pressure readings to their medical team to ensure readings are within healthy levels and to help catch potential issues sooner. In 2022,

over 2,250 patients participated in Connected MOM — a 32% increase from prior year.

- Recognized by U.S. News & World Report for Ochsner Medical Center as the highest-rated maternity hospital in Louisiana, according to the Best Hospital for Maternity ratings. It also was recognized as a High Performing hospital for uterine cancer surgery.
- Delivered more than 10,860 babies across the state, including at the newly renovated family birthing center at Ochsner St. Anne Hospital, featuring six private birthing rooms that offer a more home-like setting, with state-of-the-art technology for monitoring mother and baby.
- Achieved Louisiana Perinatal Quality Collaborative and Louisiana Health Department's Birth Ready Plus designation for Ochsner Baptist and Ochsner LSU Health Shreveport — St. Mary Medical Center. Additionally, seven Ochsner-affiliated hospitals across the state earned the Birth Ready designation for evidence-based best practices addressing common causes of maternal mortality and morbidity.



Diana Leblanc, an obstetrics patient and first-time mom, is looking forward to delivering her baby at Ochsner St. Anne Hospital.

# COMMUNITY COMMITMENT

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## **Communities Choose Ochsner**

At Ochsner, we consider it the ultimate privilege to be the trusted care partner for communities throughout Louisiana and Mississippi. It's an honor we work to uphold with every patient, every single day. With aspirations to build stronger, healthier communities, Ochsner continues to innovate, partner, invest and grow, caring for patients at every step along their health journey. Because communities are only as strong and healthy as those who live there.



Dr. James Andrews, far right, is a Louisiana native investing in the health and wellness of his home state. Here, he is joined by Dr. Paul Williams (far left) and Dr. Otis Drew, orthopedists at Ochsner Lafayette General Orthopedic Hospital.

## A WINNING COMBINATION

The Ochsner Andrews Orthopedics & Sports Medicine Institute elevates care through shared expertise

Dr. James R. Andrews, a Louisiana native, is an internationally renowned orthopedic surgeon, known for his skill, research and education platform.

He has mentored more than 650 orthopedic sports medicine fellows and more than 80 primary care sports medicine fellows during his career. Dr. Andrews is also a founding member of the respected Andrews Institute in Pensacola, Florida, and a co-founder of the Andrews Sports Medicine & Orthopaedic Center in Birmingham, Alabama, the American Sports Medicine Institute in Birmingham, and the Andrews Research and Education Foundation in Pensacola.

Now, Dr. Andrews is lending his rich experience and depth of expertise to Ochsner Health through an exclusive, five-year partnership at The Ochsner Andrews Orthopedics & Sports Medicine Institute.

The partnership is designed to elevate Ochsner's award-winning sports medicine and orthopedic programs and strengthen best-in-class care for patients and athletes across Louisiana and Mississippi.

"There are a lot of unique reasons for this partnership; however, the most important reason is the impact we can have on the lives of

our patients in my home state," says Dr. Andrews. "Combining the Ochsner and Andrews commitment to excellence in clinical care, the prevention of injury and disease, and the ongoing drive to innovate and discover new treatments and best practices is an exciting opportunity for all of us."

The Ochsner Andrews Orthopedics & Sports Medicine Institute works in consultation with Dr. Andrews to expand Ochsner's Sports Medicine Research program, accredited orthopedic sports medicine fellowship program and enhance injury prevention, physical therapy and sports performance protocols and offerings.

Twice a month, Dr. Andrews consults with Ochsner physicians and sports medicine teams in person, providing guidance on programs and sharing clinical best practices. He also participates in educational, research and professional development initiatives, while continuing his advocacy in preventing youth sports injuries, which has been a personal passion for the last 20 years.

Ochsner is now home to two Andrews Institute fellowship-trained physicians, adding to Ochsner's already impressive roster of highly trained orthopedic surgeons, sports medicine physicians, advanced practice providers, athletic trainers, performance training coaches, sports medicine assistants and physical therapists.

"Our award-winning orthopedic and sports medicine team is gaining valuable insights from Dr. Andrews that allow us to continue growing and improving upon the care our patients and athletes have come to expect and rely on," says Dr. Deryk Jones, orthopedic surgeon and section head of Sports Medicine, Ochsner Health. "Through this partnership, we offer a nationally recognized and competitive sports medicine fellowship program to train the next generation of physicians."



# A HEALTHIER TOMORROW FOR ALL

New Healthy State Advisory Board will collectively improve the health and wellness of Louisiana

In 2020, Ochsner joined the state of Louisiana and Governor John Bel Edwards to announce Healthy State — an ambitious blueprint to enhance healthcare access, improve health equity and achieve better health outcomes across the state.

Ochsner introduced a 38-member Healthy State Advisory Board in 2022. The board — which represents 35 organizations across multiple sectors, businesses and industries — is aligned with a common mission to realize a healthier and more equitable Louisiana by improving the health and wellness of our communities; bringing resources to underserved urban and rural areas; better understanding the impact of health and social conditions; utilizing data, technology and innovation to improve outcomes; and investing in Louisiana's economic growth and workforce.

"We recognized that the Healthy State movement is too large and too significant to be impacted by just one organization," says Dr. Leonardo Seoane, executive vice president and chief academic officer, as well as the system's executive leader for Healthy State. "Our communities deserve this investment. And, through the lens of health equity, the advisory board is collaborating to use its unique capabilities in support of Healthy State priorities."

## Healthy State Priorities and Goals

In two years, Healthy State has made a difference for thousands of residents across Louisiana. Local and national partners have collectively committed to invest more than \$120 million over five years to change how Louisianans view health and improve its national rankings. In 2022, the Healthy State Advisory Board named its priorities and goals:

- Workforce development and education: Advance careers and **increase average per-capita income by \$4,838** through growing workforce development programs and improving high school graduation rates.
- Cancer and chronic conditions: Save **125,000 years of life** for Louisianans by accelerating access to lung, colorectal and breast cancer screenings. Expand detection and treatment of chronic conditions by coordinating payors, providers and foundations.
- Smoking cessation: Help **214,000 Louisiana residents quit smoking** by changing behavior, advancing policy and expanding access to comprehensive smoking cessation services.
- Broadband: Eliminate the digital divide by connecting **86,000 more homes** with high-speed internet.



### DR. EBONI PRICE-HAYWOOD

Dr. Eboni Price-Haywood serves as the first medical director for the Healthy State initiative. In this role, Dr. Price-Haywood leads efforts to better understand and address disparities and social determinants of health in Louisiana.

Healthcare equity, including access to care, is critically important and cannot be achieved overnight, nor by working alone. We are forming deep and meaningful partnerships to prioritize this work."





## 2022 HEALTHY STATE ADVISORY BOARD HIGHLIGHTS

- Ochsner partnered with policymakers and Louisiana Community and Technical College System to allocate \$25 million in state funding to train more healthcare providers, with an initial focus on North Louisiana and the Bayou region. Healthy State will continue to support 3,000 residents by 2025 through Ochsner Scholars, a tuition assistance program to help keep healthcare professionals in Louisiana.
- The Urban League of Louisiana joined Ochsner to focus on community health outreach and health equity. Their first “The Big Health Event” was held in New Orleans, provided thousands of critical health screenings for residents and plans to expand to Baton Rouge in 2023.
- Xavier University will be the first in Louisiana, and the only Historically Black College and University (HBCU) location in the nation, to offer a genetic counseling training program. Ochsner is partnering with Xavier to provide the clinical training.
- Chevron and Ochsner Health expanded their Lung Cancer Awareness, Education and Prevention Program with a \$50,000 donation from Chevron. The program will continue to reach community members in St. Tammany Parish and impact more lives in East Baton Rouge, West Baton Rouge, Ascension, St. Charles, Terrebonne and Lafourche parishes.
- The Louisiana Campaign for Tobacco Free Living and its coalition partners are celebrating new comprehensive smoke-free communities, including the towns of Farmerville, New Iberia, Angie and Campti.
- Laitram and Ochsner Health are expanding innovative programming to support literacy. The partnership supports Ready Set Read!, an Innovations for Learning program.
- Healthy State supports ConnectLA, Louisiana’s broadband resource, working to stamp out the digital divide by securing financial support to address access, affordability and digital literacy in our communities. Parishes are receiving “Gumbo Grants” and funding from the federal Infrastructure Investment and Jobs Act.

## HEALTHY STATE ADVISORY BOARD MEMBERS

- **Missy Andrade**, Community Foundation of Acadiana
- **Matt Berger, JD.**, Gulf States at Humana
- **Ava Cates**, Louisiana Workforce Commission
- **Gerrelda Davis**, Louisiana Primary Care Association
- **Shelina Davis, MPH**, Louisiana Public Health Institute
- **Toni Flowers, PhD**, LCMC Health
- **Britney Green**, Caddo Parish District Attorney’s Office
- **Kristi Gustavson**, Community Health Foundation of North Louisiana
- **James Henderson, PhD**, University of Louisiana System
- **Veneeth Iyengar**, ConnectLA-Louisiana Broadband Development & Connectivity
- **John Kirwan, PhD**, Pennington Biomedical Research Center
- **Andy Kopplin**, Greater New Orleans Foundation
- **Thomas LaVeist, PhD**, Tulane University School of Public Health & Tropical Medicine
- **David Lewis, MD**, LSU Health Shreveport
- **Karl Lirette**, United Healthcare Community Plan of Louisiana
- **Fred Luter**, Franklin Avenue Baptist Church
- **Suzanne Mestayer**, ThirtyNorth Investments
- **Judy Morse, MPA**, Urban League of Louisiana
- **Steve Nelson, MD**, LSU Health Sciences Center New Orleans
- **Pete November**, Ochsner Health
- **Wendi Palermo, PhD RN**, Louisiana Community & Technical College System
- **Mayra Pineda**, Hispanic Chamber of Commerce
- **Kim Hunter Reed, PhD**, Louisiana Board of Regents
- **Joyce Rogers, JD**, US Policy and Public Affairs at Pfizer
- **Michael Rolfsen, MD**, Baton Rouge Clinic
- **Paul Salles**, Louisiana Hospital Association
- **Tracey Schiro**, Ochsner Health
- **James Schlottman**, Louisiana Healthcare Connections
- **Leonardo Seoane, MD**, Ochsner Health
- **Dennis Shields**, Southern University & A&M College
- **Nathalie Simon, JD**, Laitram
- **Steve Skrivanos**, Skrivanos Engineering
- **Victoria Smith, MD**, Ochsner Health
- **John Spain**, Baton Rouge Area Foundation
- **Steven Udvarhelyi, MD**, Blue Cross Blue Shield of Louisiana
- **Richard Vath, MD**, Franciscan Missionaries of Our Lady Health System
- **Reynold Verret, PhD**, Xavier University of Louisiana
- **Stephen Waguespack, JD**, Louisiana Association of Business and Industry



Ochsner Health Plan members Lloyd and Marie Crochet.



Around 11,000 people become eligible for Medicare every day in America, which means more seniors across Louisiana are seeking the best medical options available to them each year. A fully integrated health plan owned by a premier health system like Ochsner increases affordability and removes a potential barrier to accessing care.”

— **Jeffrey Fernandez**  
Senior Vice President,  
Population Health and  
CEO, Ochsner Health Plan

## A PLAN TO BE HEALTHY

### Seniors embrace Ochsner Health Plan

Ochsner Health Plan enjoyed another impressive enrollment season finishing 2022 with a growth rate of over 50%. Medicare beneficiaries appreciate the additional benefits of a Medicare Advantage plan, and they trust the name Ochsner.

The Ochsner Health Plan is the only provider-sponsored Medicare Advantage plan in the market that provides comprehensive benefits to members, with coverage in New Orleans, North Shore and Baton Rouge. Premiums and copays start at \$0 and include cost-saving features and wellness programs not available with the original Medicare benefits, such as prescription drug coverage, over-the-counter allowance, fitness, dental, hearing and vision.

The Ochsner Health Plan works collaboratively with Ochsner Health’s participating providers to offer fully integrated, quality care at an affordable price. This includes preventive care resources and health management services for chronic and complex conditions that are prevalent in Louisiana, such as diabetes, high blood pressure, heart failure, obesity and nicotine addiction.

Jeffrey Fernandez, senior vice president, population health and CEO, Ochsner Health Plan, says, “For too long, Louisiana has lagged not only in health outcomes, but also in affordability for our seniors on Medicare. Our goal is to help our patients and Louisiana communities live healthier lives.”



# INSPIRING CAREERS IN HEALTHCARE

Ochsner and Discovery Schools prepare to welcome students to the new Baton Rouge Ochsner Discovery Health Sciences Academy

Through an innovative partnership with Louisiana-based Discovery Health Sciences Academy, Ochsner is helping educate students and inspire the next generation of doctors, nurses and healthcare professionals.

It started in 2020 when Ochsner and Discovery Schools teamed up for the opening of the Dr. John Ochsner Discovery Health Sciences Academy in Jefferson Parish. Today, the school serves 700 students in kindergarten through 8th grade.

Now, the partnership is expanding west with the new Baton Rouge Ochsner Discovery Academy, set to welcome 400 students in pre-K through 4th grade in the fall of 2023. Baton Rouge Ochsner Discovery Health Sciences Academy is approved as a Type 2 charter, meaning students can enroll from anywhere in the state. Children of current Ochsner employees will comprise about half the enrollment, while the other half will be open for the community.

Tre Nelson, the director of economic development and community initiatives at Ochsner Baton Rouge, says that having a refined health science curriculum is unique to the area. “Any opportunity to expand educational chances for students is something Ochsner fully supports and is part of our larger mission,” Tre said. “By promoting possibilities in the space of STEM and healthcare, we are giving students newfound chances to broaden their educational horizons at an early age.”

Discovery Schools offer a health sciences-integrated curriculum with the flexibility to adapt to students’ individual educational needs. Among other subjects, younger students learn about nutrition, healthy lifestyle choices, physical fitness and a sustainable environment while also exploring science and technology.



The program at Dr. John Ochsner Discovery Health Sciences Academy in Jefferson Parish serves as a model for Baton Rouge Ochsner Discovery Health Sciences Academy opening this fall at the former Runnels School.

Middle and high school students follow the scientific method and practice science exploration. Through health and environmental literacy, they learn about preventive physical and mental health measures, establish personal health goals, examine public health concerns, analyze environmental issues and research effective solutions. They also are taught to propose questions, research answers and create evidence-based reports.

“We are excited to contribute to the educational community,” says Christy Reeves, vice president, Ochsner Community Engagement and Impact. “The academy model gives students an early start on careers in healthcare, which ultimately benefits patients as well.”



Dr. Wanda Robinson serves as medical director for the Brees Family Community Health Centers.

## KEEPING IT LOCAL

### Ochsner Community Health Centers increase access to quality care

Wanda Robinson’s mother inspired her to become a physician.

“She worked in the healthcare industry and would always come home telling me stories about how the doctors and nurses helped people,” remembers Dr. Robinson, medical director, Brees Family Community Health Centers. “They sounded like heroes.”

Today, Dr. Robinson is one of those healthcare heroes, helping to provide equitable access to quality care through her work with the Ochsner Community Health Centers. Having grown up on New Orleans’ West Bank, Dr. Robinson takes pride in having the opportunity to serve her patients in her own community.

Providing equitable access to quality healthcare means meeting patients where they are — close to home, family and friends. To do this, Ochsner has committed \$100 million to build 15 community health centers throughout Louisiana.

Ochsner already has opened the doors to five of these centers — New Orleans, Baton Rouge, Monroe, Shreveport and Lafayette, with more planned in the coming years.

“As we open clinics, it’s important to bring in local physicians, health workers and nurses,” says Dr. Robinson. “We’ve been very successful in doing that, as 90% of our care teams live in the communities they serve.”

Working in partnership with Xavier University and community organizations across the state, Ochsner Community Health Centers provide primary, specialty and pediatric care to address social determinants of health and health disparities. The centers prioritize chronic disease management and preventive care — both of which are key components of Ochsner’s ongoing Healthy State initiative designed to improve the health of Louisiana residents.

Regardless of social or financial background, Ochsner Community Health Centers provide equitable access to high-quality healthcare. Through clinics, health fairs and other events, Ochsner has become a trusted presence in communities across the state, making it easier for patients to receive care.

In addition to preventing negative health outcomes through the expansion of routine health screenings and the use of digital medicine, Ochsner Community Health Centers focus on reducing barriers to care access. Clinics offer extended hours, and staff can help patients access transportation benefits — a service that has led to a reduction in no-show rates at clinics.

Dr. Robinson says serving as a medical director for Ochsner Community Health Centers gives her an opportunity to fulfill her true purpose, which is to serve others. “I love my patients and that they’ve entrusted me with their care,” she says. “It inspires me to do my best every day and not to let my community down.”

#### 2022 OCHSNER COMMUNITY HEALTH CENTER MILESTONES

**5**  
community health centers  
in operation

**23,265**  
patients treated in New  
Orleans, Baton Rouge, Monroe  
and Shreveport Community  
Health Centers

**37**  
community engagement events  
statewide, serving more than  
15,000 patients

**653**  
screenings performed

**527**  
vaccinations administered

**530**  
education interactions

# COMMITTED TO VALUE-BASED CARE

Together, Ochsner Accountable Care Network and Ochsner Health Network positively impact vulnerable patients in very tangible ways

Dedicated to improving health outcomes — especially among those with chronic conditions — Ochsner Accountable Care Network (OACN) once again achieved top results in both clinical performance and healthcare savings for the Medicare population in Louisiana and Mississippi.

In 2021, OACN's network of physicians and providers who support the Medicare Shared Savings Program (MSSP) lowered expected cost of care by nearly \$24 million for more than 40,000 Medicare beneficiaries. Over the last six years, OACN has improved the health outcomes for its beneficiaries and reduced healthcare spending by more than \$100 million.

This achievement — which places OACN in the nation's top 5% of MSSP Accountable Care Organizations (ACOs) — comes in the wake of care delays that accumulated during the COVID-19 public health emergency and a 33% growth in OACN's beneficiary population.

OACN's 2021 clinical successes, highlighted by a 100% quality score, can be directly attributed to increasing primary care physician visits, focusing on high-risk patient care coordination and support, reducing unnecessary hospitalizations through ambulatory care coordination and improving patient satisfaction.

"OACN is just one of the many ways Ochsner connects communities across the Gulf South with value-based care," says Eric Gallagher, chief executive officer, Ochsner Health Network.

A clinically integrated network of more than 5,500 physicians who collaborate to improve healthcare outcomes and reduce total cost of care, Ochsner Health Network has increased the number of lives covered under value-based care contracts by 200% since 2016, earning \$500 million in value-based revenue and improving quality outcomes each year.

Gallagher shares, "When we bring like-minded physicians and healthcare partners together, and commit to providing the right care, at the right time, in the right place, our patients win."



Saving millions of dollars and improving the health of our region's most vulnerable patients six years running, and on the heels of a global pandemic, marks a milestone year for Ochsner Accountable Care Network."

— **Dr. Sidney "Beau" Raymond,**

Chief Medical Officer, Ochsner Health Network and  
Medical Director, Ochsner Accountable Care Network

## OCHSNER ACCOUNTABLE CARE NETWORK 2021 CLINICAL SUCCESSES

- OACN hospitalizations were 9% lower than other Medicare fee-for-service providers.
- Patients with diabetes who received care from OACN providers were 27% more likely to have blood sugar levels controlled than the average ACO's patients.
- Patients receiving care from OACN providers were 20% more likely to receive preventive breast cancer screenings than the average ACO's patients.
- Care Coordination:
  - Coordinated care for nearly 8,000 ACO beneficiaries through a nurse advice line.
  - Discharged approximately 1,800 ACO beneficiaries from hospitals, who then received a coordinated transition encounter to help navigate the time between discharge and their first visit with their primary care provider post-discharge.
  - Coordinated COVID-19 care for nearly 4,000 ACO beneficiaries through a text-based tracker program.
- Patient-reported outcomes indicate overwhelming satisfaction for how providers deliver care when compared to the average Medicare Shared Savings Program ACO.

# REGIONAL IMPACT

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## **Advanced Care Close to Home**

Throughout Louisiana and into Mississippi, Ochsner Health has become synonymous with trust. It's a trust that anchors communities, inspires healthier lives and solidifies Ochsner as the place to go for the very best care. Working in 46 hospitals and 370 care centers across the Gulf South, our teams abide by a common mission to serve, heal, lead, educate and innovate. From New Orleans to Meridian, and everywhere in between, Ochsner consistently delivers exceptional care, close to home.

# THERE FOR A REASON

Ochsner employee brings patients to safety during a tornado



Five seconds. According to Ted Breaux, that's all the time it took for a tornado to cause extensive damage to Ochsner Cancer Center of Acadiana — New Iberia. But it was Ted's instinctive, courageous actions that likely saved the lives of several patients just in the nick of time.

Ted, a carpenter employed at Ochsner Lafayette General Medical Center, was in New Iberia to make repairs. Dark clouds loomed on the horizon, and soon phone alarms started blaring with warnings of a tornado. Ted and others in the office turned to the television where they saw images of a tornado taken from a traffic camera right outside the hospital.

"I realized, oh my God, we're right there," remembers Ted.

Ted immediately ran from the office to get people to safety. His first thought was of the patients and visitors sitting in the lobby, which was surrounded by glass walls. Ted began shouting for those in the waiting areas to go to the stairwells and quickly grabbed hold of a woman in a wheelchair, directing her and others to safety.

Within moments, the tornado was upon them. Glass exploded and sheetrock was torn from the walls with paperwork and ceiling tiles flying all around. Then, just as quickly as it arrived, it was over. Ted and the patients he had brought to safety were unharmed, but the damage left behind had them waiting for rescue.

As soon as he was able, Ted joined the rescue efforts, searching for those who needed assistance. He helped nurses and doctors escort patients and visitors out of the building and assisted one woman who had become trapped in her vehicle right outside the hospital doors.

"God put me there that day for a reason," says Ted. "I've never seen anything quite like it. The doctors and nurses coming from all over, walking through the debris and broken glass to help. That will stay with me."

Hailed a hero by his peers, the carpenter doesn't see his actions as heroic, simply saying, "It's what anyone would have done in that situation."

## REGIONAL ACHIEVEMENTS

- Jennings American Legion joined Ochsner Lafayette General to become Ochsner American Legion Hospital (OALH) — a merger that brings high-quality care close to home for residents of Jefferson Davis Parish. Ochsner invested \$570,000 to increase the minimum wage at OALH, as well as \$3.25 million to implement a new electronic health record system. In addition, patients have access to the MyOchsner patient portal to easily schedule appointments, communicate with their doctors, request prescription refills and view visit summaries, lab and imaging results.
- Louisiana State University at Eunice (LSUE) and Ochsner Lafayette General have contributed nearly \$700,000 towards the expansion of LSUE's Allied Health programs. The combined investment will increase capacity for the Nursing and Surgical Technology programs and build a robust pipeline of qualified healthcare professionals in the region. The nursing program added evening classes and weekend clinical rotation with an expansion of 30 students, while surgical technology brought on 24 additional students.



# NORTH LOUISIANA

## PROVIDING THE HIGHEST-QUALITY CARE FOR STROKE PATIENTS

Ochsner LSU Health Shreveport — Academic Medical Center designated as the region's first Comprehensive Stroke Center

Thomas Ortiz suffered a stroke while driving, causing him to lose control, hit another car and ultimately a wall. "I knew something was wrong," he says of the frightening experience. "What, I did not know."

Responders reached Thomas within minutes. Believing it was a stroke, they immediately transported him to Ochsner LSU Health Shreveport, where physicians gave him the TPA IV drug to begin dissolving the clot and quickly performed a thrombectomy to remove it.

"Whenever I see a patient like him with a clot in one of the major arteries of the blood vessels, I expect to see some damage, but in this case, I didn't see any evidence," says Dr. Pankaj Sharma, Ochsner LSU Health Shreveport, who treated Thomas. "Stroke is a treatable disease if you recognize it in time and get good care."

Patients like Thomas have access to the best in stroke care at Ochsner LSU Health Shreveport, which has earned the Joint Commission's Gold Seal of Approval<sup>®</sup> and the American Stroke Association's Heart-Check mark for Comprehensive Stroke Center Certification — the most demanding stroke certification available.

This designation is given only to hospitals that can treat the most complex stroke cases with advanced treatment techniques and highly standardized, reliable care. Facilities must meet rigorous criteria and commitment of resources, including:

- Neurologist and neurosurgeon accessibility to meet emergent needs of multiple complex stroke patients at the same time.
- Highly advanced treatment capabilities and investigational opportunities.
- Around-the-clock access to neurosurgical services, mechanical thrombectomy and advanced on-site neuroimaging.



Ochsner LSU Health Shreveport provides the highest quality care for North Louisiana residents, and has earned the most demanding stroke certifications available.





Dr. Hugo Cuellar, a neurosurgeon and the medical co-director of the Ochsner LSU Health Shreveport Stroke Program and director of neuro-interventional surgery, talks with his patient, Melvina Stewart.

According to Dr. Hugo Cuellar, co-director, Ochsner LSU Health Shreveport Stroke Program, this designation was years in the making. “It’s a culmination of several years of work in the area of stroke to bring the latest technology and treatment for our patients,” says Dr. Cuellar. “When a patient goes to a Comprehensive Stroke Center, they won’t need to be transferred to a different hospital to get the appropriate treatment because every resource is available in the emergency department.”

The Ochsner LSU Health Shreveport — Academic Medical Center Comprehensive Stroke Center is a first in the region, with a stroke team comprised of emergency medicine physicians, vascular neurologists and neurovascular interventionalists who determine the best treatment options for the best possible outcomes.

Chris Mangin, CEO, Ochsner LSU Health Shreveport — Academic Medical Center says this is a win for the North Louisiana community. “This outstanding achievement reflects the excellence and dedication of our stroke program and our team’s focus on providing the most advanced care possible,” he says. “Living here and knowing this highly advanced care is available to us and our neighbors, is a great benefit that really makes a difference in people’s lives.”

Thomas agrees, “If they had taken me to any other hospital, I don’t think I’d be where I’m at right now.”

- **Ochsner LSU Health — Monroe Medical Center** received certification as the first Primary Stroke Center in Northeast Louisiana after a rigorous, onsite review that evaluated compliance with related certification standards, including stroke program management and delivering and facilitating stroke clinical care. This certification represents the excellence of Ochsner’s stroke program and is indicative of the care these patients receive.
- **Ochsner LSU Health Shreveport — St. Mary Medical Center** completed a \$9.7 million operating room and breast center expansion, resulting in two additional operating rooms, 11 day surgery/pre-operative bays, two procedure rooms, and the addition of a new Hologic mammography unit. St. Mary Medical Center also delivered 2,342 babies in 2022 — the most in the health system’s history.
- **Regional Urology and Ochsner LSU Health** have joined together to expand services and resources, providing patients with access to more and different medical specialties. Both Ochsner LSU Health and Regional Urology have a history of providing high-quality specialty care, offering the latest treatments for patients with chronic and complex medical conditions. The addition of Regional Urology’s physicians, providers, staff and facilities to Ochsner LSU Health increases access to healthcare and generates more opportunities for medical education.



(From left) William and Olivia Lustig, Savannah and Mason Kent and baby Joshua Brooks Kent.

## THE GIFT OF LIFE

A generous act that will forever bind two families

Olivia Lustig, a NICU nurse at Ochsner Medical Center — Baton Rouge, knows just how precious new life is — so much so that she offered the ultimate gift to someone she barely knew who was unable to carry a baby on her own.

Born with a liver disease, Savannah Kent was fully aware that having a child might not be a possibility, which was why she and her husband Mason were overjoyed when she became pregnant. But 17 weeks into the pregnancy, there were complications. Soon after, Savannah and Mason experienced the devastating heartbreak of losing their child.

“He passed as I gave birth,” says Savannah. “At the time, I was in such shock.”

A few weeks later, a still grieving Savannah saw Olivia at church and told her they were looking into surrogacy. Knowing what Savannah and Mason had been through, Olivia instantly offered to carry her baby.

This is something I’ve always wanted to do,” says Olivia. “It was one of those moments when you got chills. You just knew what you were doing was supposed to happen.”

On August 10, 2022, Olivia delivered a healthy baby boy named Joshua Brooks Kent in the very hospital where she works.

“They’re the best parents in the whole world and love him more than anything,” says Olivia. “I can’t describe it as anything other than a dream come true.”

The two families, now profoundly connected, each have tremendous gratitude for the beautiful new life that binds them.

“I can’t thank her enough for doing something I can’t do for our family — and that’s to give us a healthy baby,” says Savannah. “I’ve been having empty arms for the past year and a half, and they’re not empty any more. I feel full and complete. Even though we still grieve our son, Brooks has brought so much peace in my heart, and I needed that.”

# OCHSNER CONTINUES NEW MODELS OF CARE

Innovative approaches to expand care access

Through new partnerships, Ochsner is embracing resourceful models to provide Baton Rouge communities with expanded health services that are more accessible than ever before.

A partnership with Impact Network — a premier critical care, intensivist and hospital medicine physician group — expands physician and advanced practice provider support to Ochsner Medical Center — Baton Rouge and Ochsner Medical Complex — The Grove. Adding this robust team of experts helps ensure hospitalized patients receive treatment when and where they need it with around-the-clock care from providers.

Ochsner also opened a 65 Plus clinic location in Baton Rouge, which offers a reimagined, holistic approach to primary care. Not only are these clinics making care more accessible and affordable for those 65 years and older, the team-based model incorporates dietitians, pharmacists, social workers, fitness instructors, physicians and health coaches in a single location, where patients also have opportunities to socialize with each other and their care teams.

## REGIONAL ACHIEVEMENTS

Ochsner Medical Center — Baton Rouge was named **2022 Hospital of the Year** in the 61–160 beds category by the Louisiana State Nurses Association and the Louisiana Nurse Foundation — the second time over a three-year period. The award recognizes innovation in nursing leadership and organizational initiatives that support the nursing practice and RN achievements.



Ochsner also opened a new health center in Gonzales, Louisiana, offering an extensive array of services for patients in Ascension Parish. This location includes 18 exam rooms, a laboratory and a full radiology suite with MRI, CT and mammography.

# SOUTH SHORE

## A DESTINATION FOR NEUROLOGICAL CARE

Generous donors make new, one-of-a-kind neuroscience institute a reality

Debra (“Debbie”) and Robert (“Bobby”) Patrick have been involved with various aspects of Ochsner for over fourteen years, starting with Bobby’s service as a member of the hospital’s Board of Directors. Early on, they made a commitment to help develop and expand the neurosciences program as they knew all too well what it is like to lose a loved family member to a neurological disorder. Debbie lost her mother to Alzheimer’s after an extended and difficult battle, and supporting research to advance treatment options became a personal passion for the Patrick family. A transformational gift from the Patrick family will establish a new, freestanding, state-of-the-art neuroscience center, serving as the only one of its kind between Houston and Atlanta.

Once complete, the new, 208,000 square-foot Debra H. and Robert J. Patrick Neuroscience Center will serve as a comprehensive destination for neurological care. The center will feature a multi-specialty early onset dementia clinic, a state-of-the-art neurological rehabilitation center, a Biodesign lab to develop and pioneer innovative technologies and a healing garden. It will also provide more holistic services for patients like art, music, and additional social support for caregivers. Furthermore, it will enable Ochsner to expand research programs, educate the next generation of neuroscience clinicians and recruit talent in the field of neuroscience and behavioral health.

Bobby shares, “We want to develop the best possible neurological care and research teams, with a goal of becoming a Top 5 program nationally. This is not just about a gift, it is about investing in our physicians, nurses, and researchers, so that we can attract and retain top talent to Ochsner Health. Most importantly, it is about changing the lives of our patients who will come to be treated by the very best. They will come from around the world to New Orleans, to the Patrick Family Neuroscience Center. This is an incredibly exciting time for Ochsner, and we are so very proud to be associated.”

Dr. C.J. Bui, system chair of neurosurgery, and co-director, Ochsner Neuroscience Institute, says, “The goal for this neuroscience center is to bring the most innovative and advanced multidisciplinary neurological care to the Gulf South region. Our vision will now become a reality through the support of the Patrick family.”

Dr. Richard Zweifler, system chair of neurology and co-director, Ochsner Neuroscience Institute, adds, “Neurological diseases are complex and require a multidisciplinary team to care for those patients impacted. Thanks to the Patrick family, our neuroscience teams will have the ability to treat patients in one location, providing convenient access to neurological care.”



**Alanna “Lani” Fast** was named CEO for St. Bernard Parish Hospital, where she has served on its executive team as associate administrator since 2018. Lani joined Ochsner Health in 2010 and has worked closely with local CEOs on Ochsner’s partnership and integration with both St. Bernard Parish Hospital and Ochsner Medical Center — Hancock. She also served as assistant vice president of clinic operations for Ochsner North Shore and the Mississippi Gulf Coast Region.

# NORTH SHORE

## A SHARED GOAL AND A HOLISTIC APPROACH

Ochsner provides a unique, team-based care model with the launch of 65 Plus clinics

Ochsner is offering an entirely new primary care experience for people 65 years and older with the launch of its 65 Plus clinics — part of its commitment to provide high-quality care at every stage in life.

The clinics feature a holistic, team-based approach that offers access to a variety of healthcare professionals including dietitians, pharmacists, social workers, fitness instructors, physicians and health coaches — all working together to achieve their patients' health goals.

"I was raised by my grandmother, so I have a natural way of identifying with older people," says Dr. Kerry-Ann Miller, who is a primary care physician at the first 65 Plus location, which opened in Covington, Louisiana. "Patients 65 years and older have specific health needs that require a team approach. We can now offer this in one convenient location."

Not only do 65 Plus clinics offer longer appointment times for physician visits and follow-ups, they also feature a fitness area and community room with arts and crafts, educational sessions and cooking demonstrations to nurture social interactions between patients and care teams.



**Dr. Timothy Riddell** was named CEO of Ochsner's North Shore and Mississippi Gulf Coast Region where he has practiced family medicine and served in various leadership roles for

the past 25 years. Prior to becoming CEO, Dr. Riddell served as regional medical director, leading regional efforts to recruit and support physicians, as well as growing community healthcare services and programs. He also serves as a trustee for the Ochsner Health board of directors.

According to Dr. Kenny Cole, system vice president of clinical improvement, 65 Plus clinics also address critical issues of healthcare affordability and accessibility. "It's clinics like these that will drive improvements in making care more affordable for everyone," he says. "We've created a setting where physicians get to spend quality time with their patients and are supported by a team of resources to achieve a shared goal."

For many healthcare providers, it's also a venue that restores joy of practice and helps them reconnect with that deep sense of purpose of why they entered the medical field — to provide personalized care, in a wellness community, so patients can live their very best life.

"When you work in a nice place where you get to see your patients active, exercising and socializing, it's one of the best jobs on earth," says Dr. Miller. "We're a family here at Ochsner 65 Plus, and we want patients to feel like a member of this family."

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Dr. Kerry-Ann Miller is a primary care physician at Ochsner 65 Plus in St. Tammany Parish.

# BAYOU

## A TRUE TESTAMENT

Ochsner St. Anne Hospital Labor and Delivery unit demonstrates teamwork at its finest

Jamie Grayson was just feet away when the ceiling collapsed in the Labor and Delivery (L&D) unit at Ochsner St. Anne Hospital. She had been working a five-day stretch leading up to Hurricane Ida — a Category 4 storm whose wrath was on full display.

Thankfully, no one was injured, but water was pouring into the unit.

“You could literally see the sky,” says Jamie, an RN manager of Women’s Services. “The entire team jumped into action. We were checking on patients, catching water with trash cans, mopping floors and spreading kitty litter to control the flooding — trying to save whatever equipment we could.”

Hurricane Ida raged through Raceland, Louisiana, where Ochsner St. Anne Hospital offers critical access to care for the surrounding rural community. The entire L&D unit was destroyed during the storm, but the team quickly pivoted and within weeks began providing 24/7 obstetrics care out of Ochsner St. Mary, some 40 miles away, while repairs and previously planned renovations were made.

“It was a struggle for a lot of our patients and expectant moms — even for many of our own team members,” explains Jamie. “People were living out of campers and had transportation issues, but they followed us because they love their doctors and the care we provide.”

Endless preparations were made, leading up to the reopening of what is now a state-of-the-art L&D unit, which features a mother and baby unit on one floor and an entirely new blueprint. “We were essentially

- Ochsner St. Anne Hospital was recognized as a 2022 Top 100 Critical Access Hospital in the U.S. by the Chartis Center for Rural Health. The award highlights outstanding performance among the nation’s rural hospitals. As a fully accredited, full-service hospital staffed by skilled physicians and specialists, Ochsner St. Anne Hospital offers essential healthcare services to Lafourche and the surrounding parishes.
- Renovations at the Ochsner St. Anne Family Birthing Center were completed, making the facility a premier maternity destination. The Gift Shining Star-designated birthing center, which meets the gold standards for mother and baby care practices related to breastfeeding, includes private birthing suites and a home-like setting with sophisticated technology for monitoring mother and baby.

starting from scratch, making sure we had all the equipment and supplies in place ready for our first delivery back,” says Jamie.

As it turned out, the Women’s Services team was more than ready. When the time came, the first delivery in the new unit was a preterm baby, requiring special accommodations. But because the team had prepared so meticulously, so thoroughly, the delivery went perfectly, as if they had been operating in the space for years.

“Every last detail was in place to handle the delivery and care for the mother and baby,” says Jamie. “It was a true testament to our staff — everyone pitched in, even during their time off, to help prepare. I feel so proud to be part of such a great team that’s here for our patients and our community.

“Putting patients first is one of our core values — and that’s exactly what our staff does every single day,” she continues. “We treat our patients with respect and take such good care of them. They always get that Bayou welcome. It’s a different culture here.”

People were living out of campers and had transportation issues, but they followed us because they love their doctors and the care we provide.”

— **Jamie Grayson**  
RN manager of Women’s Services,  
Ochsner St. Anne Hospital



Paul and Claire Lovell are grateful for the care their family received when they delivered their three children at Ochsner St. Anne Hospital.



Fredia Eley and her daughter Nicole Fairconeture both work at Ochsner Medical Center — Hancock.

## COMPASSIONATE CARE

Ochsner care team member views nursing as a calling — and a gift

Fredia Eley has worked at Ochsner Medical Center — Hancock as a nurse for 26 years. Her mother, also a nurse, retired from the same hospital after 30 years. And now Fredia’s daughter, Nicole, is carrying on the family tradition.

“It’s generations of caring for people,” says Fredia. “And we’re going to figure out which grandchild is next.”

Fredia has dedicated her career to providing compassionate care, always attentive to her patients’ needs and responding to their questions and concerns with a nurturing spirit. Often, she sees former patients at the store or when she’s out and about in the community. They remember her, and she always remembers them.

“You don’t just let patients walk in and walk out; they’re not numbers,” says Fredia, who is loyal to the hospital and her community. “Our intent is to do good by our patients every day we walk in the door.”

Fredia says she’s empowered by her “mighty” team of nurses, but admits some days are harder than others. There are times when she takes a quiet moment to appreciate her gift so she can be strong for others.

“I always try to be the light,” Fredia says. “You’ve got to be the strength when nobody else has it. That’s part of nursing. It’s like a calling to me.”

You don’t just let patients walk in and walk out; they’re not numbers,”

— **Fredia Eley,**  
Pre-Op/Post-Anesthesia Care Unit Manager,  
Ochsner Medical Center — Hancock

### REGIONAL ACHIEVEMENTS

Rush Health Systems officially merged with Ochsner Health to become **Ochsner Rush Health**. The move expands patient access to high-quality care in east Mississippi and west Alabama and anchors Ochsner’s services at seven regional hospitals. Enhanced patient care includes increased access to Ochsner’s specialty and subspecialty services, technological and digital capabilities and robust clinical research network.



# WORKPLACE STRENGTH

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## **Ochsner Strong**

We like to say that we hit the jackpot at Ochsner. Every day, more than 37,000 team members prioritize the needs of others and impact lives in profound ways. These team members are the heart and soul of our organization, and no matter what role they fill, they each represent the compassionate care that is so often associated with Ochsner. This is why we prioritize employee well-being and promote a supportive culture that offers our own professionals the same level of care that they so generously provide to their patients, colleagues and communities. Because without our team members, there simply would be no Ochsner.



# KING DAVID RICE

Ochsner employee inspires with his generous heart



David Rice was once a patient at the Michael R. Boh Center for Child Development.

When David Rice walks into a room, everyone smiles.

David, who has exceptional abilities with Down Syndrome, was once a patient at the Ochsner Hospital for Children in the Michael R. Boh Center for Child Development. Now David is fulfilling his dream of working in the very same facility, where he shares his big heart and abundant joy.

I care a lot about people, because I learned to do what's right — with medicine, with sickness or health," says David. "I'm there doing anything I can to help. My coworkers are there to teach me."

David, in fact, was the inspiration for the Vocational Social Skills Program, funded by the Valero Benefit for Children. "David made a comment to our program director, Dr. Lacey Ellis, about his dream of being able to work at the Boh Center and that led us to figure out ways we can support the transition of some of our patients into competitive work situations," says Nicole Lasserre, PhD, child psychology at the Boh Center. "One of the reasons he wanted to work here was to help the kids."

David's parents say from the time David was young he exceeded every expectation and met every milestone. There was never a time when David thought he was different or that he couldn't do something. Indeed, he has embraced Down Syndrome and celebrates his special needs as "cool."

"Having a special needs child is a true gift," says Ward Rice, David's father. "The love that he offers us is always unconditional. He means the world to me, because he doesn't let anything stop him from accomplishing what he wants in life. He's an inspiration."

## SERVING THOSE WHO SERVE: CONNECTING VETERAN TALENT WITH HEALTHCARE POSITIONS.

Every day, nearly 550 service members leave the military, but only about 25% have new jobs secured before they discharge from active duty. And often, that transition from the military to civilian life is difficult as veterans navigate a new employment environment.

A partnership between Ochsner Health and NextOp is working to address these employment challenges by helping regional veterans find rewarding civilian careers in the healthcare industry that utilize their skills and experience.

And, funding from a \$1.1 million Workforce Opportunity for Rural Communities Initiative Grant from the U.S. Department of Labor and the Delta Regional Authority, is providing the resources needed to meet a goal of hiring 300 veterans into clinical and nonclinical careers with Ochsner over three years.

"This partnership with NextOp allows us to increase the number of veterans we hire each year across our system," says Missy Sparks, vice president of talent management for Ochsner Health. "Our military veterans are adaptable and understand teamwork and are great employees who bring proven technical and leadership skills."

In addition to hiring a hybrid military and veteran recruiter to connect the veteran talent population to jobs, Ochsner and NextOp are developing six career and training pipelines for transitioning military healthcare professionals and underemployed veterans. Ochsner will provide candidates with access to new careers and advise on training and opportunities for healthcare sector networking and career advancement.

"The focus is breaking down barriers for skilled military veterans so they can efficiently enter the workforce, utilize their superb training and address healthcare talent gaps across Louisiana and the Mississippi Delta," says Shelby Mounts, executive director of NextOp. "In the future, we expect success from this effort to drive scalable best practices targeted at the significant healthcare talent demands of our nation."

David also inspires his co-workers and supervisors with his heart and how unreservedly he cares for his patients — making him a perfect member of the Boh team.

"I am a different person, but I like to be different," says David. "I can't believe the man I am now — a strong, healthy man. I'm King David Rice. That's what people call me. Life is good, my friend. You have a problem? Come to me."



Brent Pelloquin, an Ochsner Lafayette General employee, practices yoga to help decompress and maintain a healthy mindset.

# PRIORITIZING EMPLOYEE WELLNESS

Ochsner awarded \$2.9 million to build workforce mental health and resiliency

Confronted with multiple waves of COVID-19, adverse weather events and ongoing labor shortages, Ochsner staff have endured through some of the most challenging of circumstances while caring for their patients and communities.

With help from a \$2.9 million grant by the U.S. Department of Health and Human Services (HHS), through the Health Resources and Services Administration (HRSA), Ochsner is investing in programs to support the well-being and resilience of its teams.

The grant was created to reduce burnout, promote mental health and wellness among healthcare workers, help support retention efforts and respond to the nation's critical staffing needs.

According to Dr. Nigel Girgrah, chief wellness officer, Ochsner Health, Ochsner is the first health system in Louisiana to establish a department dedicated exclusively to workforce wellness. "We are determined to help our workforce stay engaged, reclaim joy and find harmony," says Dr. Girgrah. "This grant award allows us to implement training and strategies well ahead of what was initially planned."

Dr. Girgrah's team is launching programs that address burnout, resiliency, workplace stress and the mental health needs of employees, including the increased rates of depression and anxiety among healthcare workers, which were compounded by the COVID-19 pandemic. Ochsner will use the grant funds over three years to support several evidence-based or evidence-informed solutions, including:

- **Ochsner Leadership Institute's Resilience Course**, which teaches frontline physicians, caregivers and leaders how to integrate resilience practices into their day so they can deliver optimal care to patients.



Participants gather for Ochsner's off-site personal leadership program that coaches physicians and other senior leaders on how to live better at home and at work.

- **Personal Leadership Program** to focus on self-awareness driven by the concept of self-leadership. The goal is to help Group Practice members and senior leaders live more purposefully, rather than just “doing,” both at work and at home. The four-day program helps participants achieve clarity about the things they value most in their lives and reconnect to the reasons they initially chose this profession, while completely acknowledging the pressures of today’s healthcare environment.
- **Penn Resilience Program and PERMA™ Workshops** that equip individuals with a set of practical skills that can be applied in everyday life to navigate adversity and thrive in challenging environments.
- **Institute for Healthcare Improvement (IHI) Coaching** to support nurses overall, including improving their well-being and resiliency in difficult circumstances.
- **Cabana by Even Health** that provides anonymous, group support to healthcare professionals from across the country around shared issues and areas for self-care and self-improvement.
- **Schwartz Rounds**, offering all members of the care team a regularly scheduled time during their fast-paced work lives to openly and honestly discuss the social and emotional issues they face in caring for patients and families.
- **Employee Assistance Program** to help employees with common personal problems, such as family or marriage conflicts, job stress, financial worries, dependence on alcohol or drugs, depression, loss of a loved one and parenting concerns, among others.

## AN ACT OF PROTECTION: OCHSNER INFLUENCE IS KEY TO PASSING THE WORKPLACE VIOLENCE REFORM BILL.

Ochsner played a critical role in protecting healthcare workers throughout Louisiana by advocating for SB 136 legislation, known as the Safety from Violence for Healthcare Employees (SAVE) Act. As a result of its advocacy, Louisiana now has a new law stating that battery of healthcare professionals or those working in emergency rooms or in emergency services will carry stiffer penalties, and creates the crime of assault on a healthcare professional.

Working with state leaders, including Governor John Bel Edwards and Senator Patrick Connick, who sponsored the bill, Ochsner offered an influential voice of support for the legislation, including powerful testimony from several of its own experts and leaders, before state lawmakers. This new law will help protect Ochsner care teams and healthcare workers throughout the state.



Ochsner leaders join Louisiana Governor John Bel Edwards in the official signing of workplace violence reform bill, SB 136.

# CREATING FULFILLING NURSING CAREERS

Supporting nurses at every stage of their career



William "Billy" Hale is a licensed practical nurse at Ochsner Medical Center — North Shore.

William "Billy" Hale joined Ochsner Health as a licensed practical nurse and, within months on the job, felt certain his career with Ochsner could last for decades.

"Everybody is willing to help, and I've received more support than I could ever ask for," says William. "Top managers are very involved. We see them often and, as employees, we feel respected and appreciated."

Billy, who plans to return to school to become a registered nurse and hopes to one day specialize in anesthesia, is just one of the many nurses Ochsner supports through a range of programs that educate, train and develop these essential caregivers at every stage of their career.

Once a nurse joins Ochsner, there are multiple developmental programs, including continued training, academic opportunities for new graduate nurses and formal development programs for nurses interested in leadership roles.

Ochsner also launched the Ochsner Nurse Scholars Program as part of its Healthy State commitment to invest in workforce development programs. The program awards tuition support to eligible students enrolled in RN and LPN programs — many of whom are Ochsner employees — in exchange for service at Ochsner.

"We offer hundreds of in-person and online options to support ongoing clinical practice in every specialty," says Tracey Moffatt, Ochsner's system chief nursing officer and system vice president of quality. "When people fall in love with nursing and want to spend their careers with us, we want to give them skills to continue to grow."

Dianne Teal, chief nursing officer at Ochsner Medical Center — Baton Rouge, embraced several professional growth opportunities since joining Ochsner in 2017, which include completing a fellowship for nurse executives and earning a master's degree in healthcare administration.

Dianne says she admires how Ochsner supports nurses as they welcome students to shadow them while on duty and mentor those who are new to the profession. "Healthcare provides almost limitless opportunities to match your passion and skills to the needs," she says. "That's why we invite people to spend time in a facility and with clinicians. We are always open to answer questions as people explore their options."

Even with more than 35 years of nursing experience, Valerie Jackson continues to grow and develop new skills. She has held multiple nursing and leadership positions at Ochsner and implemented a drive-through COVID-19 testing system in the early days of the pandemic. She also earned a master's degree and is currently pursuing a PhD.

"There is a place for everybody in healthcare," says Valerie. "If you have a passion for working with people and making your community a better place, we will welcome you with open arms."



Johnrocco De Lara, Elen Chacko and Sean Nguyen are members of our AAIM (Asian American Innovation Movement) resource group. Our HOLA (Hispanics at Ochsner Leading and Advocating) and AAIM resource groups were recognized by the Jefferson Parish School Board for their ongoing commitment to our local school communities.

# EVERYONE'S STORY MATTERS

Embracing and promoting inclusion to provide better care

"Diversity and inclusion is like jazz music," says Deb Grimes, chief diversity officer for Ochsner Health. "If you have just the trumpet, or just the drums, you don't have much. You miss the texture, complexity and beauty of all of the instruments playing together. It can be more challenging playing with an entire jazz band than playing by yourself — but the music you create is far better and more enthralling."

Deb's words are a powerful articulation of Ochsner's commitment to diversity, equity and inclusion (DEI). It's a commitment so important that Ochsner adopted inclusivity as one of its formal Core Values in 2022 and attached ambitious goals to measure progress and accountability.

Ochsner encourages every team member to actively engage in diversity and inclusion work. It's conscious, deliberate work that takes on many forms, including training, education and experiences.

## Ochsner Resource Groups

Ochsner Resource Groups (ORGs) were created to engage and empower employees who belong to traditionally marginalized or underrepresented populations and their allies through networking, philanthropy, education and collaboration. What started as four resource groups with a few hundred members in 2014 has grown to 10 groups comprising more than 6,800 employees who represent 20% of the Ochsner workforce.

## Inaugural HBCU Summit

As part of its effort to create and sustain relationships with HBCUs and build a diverse pipeline of medical professionals, Ochsner hosted its first-ever HBCU Summit.

Students attended a panel discussion featuring Ochsner executives who graduated from HBCUs and participated in several career labs. In addition, clinical students visited Ochsner's innovative SimLab and took part in workshops to pursue professional opportunities, hone their interviewing skills and build their resumes. Students also had the opportunity to network with Ochsner professionals and build relationships.

## Supporting Black Healthcare Executives

In 2022, Ochsner sponsored the National Association of Health Services Executives conference, where healthcare executives from across the country, including Ochsner team members, had the opportunity to discuss issues, share ideas and celebrate accomplishments. During the conference, Corwin Harper, Ochsner senior vice president and chief growth officer, was awarded the 2022 Bernard J. Tyson Award, which recognizes leaders who have made lasting contributions that have advanced and developed African American healthcare leaders and elevated the quality of healthcare services in underserved communities.

## OCHSNER DEI HIGHLIGHTS

162

cultural observances celebrated

395

facilitated trainings reached 5,331 employees

138

DEI Council meetings

103

University of South Florida Diversity, Equity and Inclusion in the Workplace Certificates awarded

85%

employees completed Ochsner Learning Institute Health Equity Training

77%

employees completed new patient and visitor bias training

15%+

Ochsner assistant vice president and higher leaders who are Black, Indigenous and people of color (BIPOC)

# ACADEMICS & EDUCATION

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## **The Ochsner Way**

Healthcare is not for the faint of heart. It requires an extraordinary commitment to serve humankind and the greater good. It calls for life-long learners who continually seek to perfect their practice and provide exceptional care, day in and day out. At Ochsner, we embrace the opportunity to teach, train and inspire the next generation of medical providers. Through our varied partnerships and programs, we are creating more accessible pathways for those who dream of pursuing a career in healthcare — giving them the tools and knowledge to carry forth the standard of care that has come to define our organization.



UQ-Ochsner Clinical School graduates share results from the 2022 Match Day.

## IT'S A MATCH

The University of Queensland-Ochsner Clinical School celebrates highest-ever residency match

Match Day is a rite of passage and milestone day in which applicants from around the world learn who has been selected by a U.S. residency program to start their next chapter in medicine or pharmacy.

The University of Queensland-Ochsner Clinical School (UQ-Ochsner) once again had a successful match year with a 98% match rate through the National Residency Match Program — representing the highest rate in the history of the program and one that far exceeds the national match rate of 94% for U.S. medical schools.

The 98% match rate marks the 10th consecutive year that the school's match rate has been 90% or above. Overall, more than 70% of UQ-Ochsner graduates matched in their top three choices for residency.

This year, 94 medical students from the UQ-Ochsner Class of 2021 matched into residency training programs at prestigious institutions across the country in a variety of specialties, including anesthesia, dermatology, emergency medicine, family and internal

In addition to UQ-Ochsner success, the Graduate Medical Education at Ochsner matched 100% of positions to students participating in this year's match, while the Ochsner Health and Ochsner Pharmacy Residency Programs received an 81% match rate through the American Society of Health-System Pharmacists Resident Matching Program."

— **Dr. Ronald Amedee**

Dean of Medical Education for Ochsner Health and Director of Ochsner Clinical School

medicine, general surgery, neurology, OB/GYN, orthopedic surgery, otolaryngology, pathology, pediatrics, psychiatry and radiology. Of those matched, roughly a quarter will remain in Louisiana for their residency.

To match with a residency program, UQ-Ochsner students enter the National Residency Match Program during their final months of medical school. Throughout the fall and into the early winter, students apply and interview with residency programs as they complete their coursework. After the new year, candidates and residency programs submit a preference list to the National Residency Match Program, which then uses a computerized mathematical algorithm to match locations and applicants. The final placement results are revealed each year on Match Day.

"We are so proud of all our medical students as they carry on the rich legacy that comes with being a UQ-Ochsner graduate," says Dr. Leonardo Seoane, executive vice president and chief academic officer, Ochsner Health. "Our unique program offers students a global perspective as they train, giving them valuable insight and preparing them to thrive professionally and with compassion in a world changed by the COVID-19 pandemic."

### TWO CONTINENTS, ONE EXCEPTIONAL PROGRAM

The UQ-Ochsner Clinical School is a unique four-year training, academic and clinical experience, which takes place across two continents. The first two years of medical school curriculum occur at The University of Queensland in Brisbane, Australia, which is recognized as one of the top medical schools in the world and ranked 36th worldwide on the 2021 U.S. News & World Report Best Global Universities list.

The final two years of clinical study are completed with Ochsner Health in New Orleans — one of the largest independent academic medical centers in the United States.

# BUILDING A DIVERSE PIPELINE

Ochsner and Xavier University of Louisiana open a new college of medicine

Xavier University and Ochsner Health are expanding their partnership with the opening of a new, standalone college of medicine in New Orleans. The goal of this latest endeavor is to fill a diverse physician pipeline, address longstanding inequities within the nation's healthcare system and build the healthcare workforce of the future.

The two organizations share a long, celebrated partnership that began in the early 1980s when Ochsner and Xavier's College of Pharmacy came together to offer more clinical training sites for pharmacy students. Xavier's College of Pharmacy is the oldest in Louisiana and is among the top in the nation in producing African American graduates with Doctor of Pharmacy degrees.

That partnership has only strengthened through the years with the addition of new graduate programs in health sciences, the establishment of the Ochsner Health and Xavier University Institute for Health Equity and Research, as well as the creation of a physician assistant (PA) program.

"Our work with Ochsner and other partners who hold close to their hearts a vision of healing a broken world is a testament to Xavier's mission to promote a more just and humane society," says Dr. Reynold Verret, president of Xavier University of Louisiana. "Our dedication to preparing more Black healthcare professionals in our fight against health inequity is our answer to the call of our nation's critical need."

By anchoring their partnership with a medical school, Xavier and Ochsner are advancing a legacy of healthcare excellence and education for the next generation, bringing new opportunities to marginalized populations in Louisiana and the United States.



Ochsner Health leaders, physicians and board members gather to celebrate the historic announcement.

## XAVIER-OCHSNER PHYSICIAN ASSISTANT PROGRAM CELEBRATES INAUGURAL CLASS OF 2022 COMMENCEMENT

Xavier University of Louisiana and Ochsner Health celebrated their inaugural PA Program Class of 2022 commencement. The 28-month, full-time graduate program, which leads to a master's degree in health sciences, began in 2020 and is comprised of three semesters of classroom instruction followed by 16 months of clinical training within Ochsner Health. The inaugural Xavier and Ochsner PA Program class graduated 37 PAs. Xavier is one of four universities in Louisiana, and just one of five HBCUs in the nation, to offer a PA program.

As demand for doctors is expected to grow, research shows an urgent need for a college of medicine steeped in the HBCU tradition. And, representation of African Americans within the practice of medicine lags, as they comprise 5% of the nation's physicians — while Black and African American populations account for 13% of U.S. residents.

Both institutions are uniquely positioned to co-lead efforts to close the healthcare workforce gap. For decades, Xavier University of Louisiana has produced more African American and students of color who achieve medical degrees and doctorates in the health sciences than any other higher education institution in the nation. "As one of the premier academic medical centers in the U.S. that trains more than 330 residents and fellows in 32 ACGME (Accreditation Council for Graduate Medical Education) accredited programs, Ochsner is excited to partner with Xavier University to develop this new and innovative college of medicine," says Dr. Leonardo Seoane, chief academic officer.

Ochsner has a long and rich history of excellence in medical education, and we are honored to continue our work with Xavier to improve the health of our state and region. This significant expansion of our partnership demonstrates our commitment to training the next generation of healthcare providers to solve the critical shortage of physicians in the U.S. and meet the needs of the diverse communities we serve."

— **Pete November**  
CEO, Ochsner Health



# EXPANDING THE PIPELINE AND ADVANCING CAREERS

Ochsner-Delgado partnership provides expanded, flexible pathways to nursing

For students seeking meaningful, rewarding careers as nurses and healthcare professionals, a new Ochsner and Delgado Community College partnership is scaling Delgado's capacity to train even more students for generations to come.

The Ochsner-Delgado partnership includes an evening and weekend track for pre-nursing and allied health — offering courses outside of regular business hours for adults — as well as a new, state-of-the-art Ochsner Center for Nursing and Allied Health building on Delgado's City Park campus.

The Pre-Nursing and Allied Health Track prepares students to apply for the Registered Nursing Program and any of Delgado's 29 allied health associate degree and certificate programs. It is one of three options in the Delgado Evening & Weekend Track that lets students choose courses that meet face-to-face on Saturdays or in the evenings after normal business hours. Students can also opt for hybrid courses that offer face-to-face and online instruction or courses that are entirely online.

The expanded pre-nursing and allied health class offerings are part of the Ochsner Center for Nursing and Allied Health. The new, \$44 million, 120,000-square-foot building is now home to the Delgado Charity School of Nursing, and most programs offered by the Division of Allied Health are now under one roof.

Ochsner's commitment toward the new building and full-time tuition supports the pursuit of degrees and credentials in nursing and allied health programs at Delgado through Ochsner-sponsored programs such as Ochsner Scholars, our flagship tuition assistance program, or through one of our many pre-apprenticeship and apprenticeship pathways.

According to Tracey Schiro, Ochsner's executive vice president, chief human resources officer and chief administrative officer, this investment in Delgado is critical, as healthcare workforce challenges continue, and the U.S. Bureau of Labor projects a need for more than 1.1 million new nurses by 2030.

## POSITIVELY IMPACTING THE FUTURE OF HEALTHCARE

In partnership with Delgado Community College and the Louisiana Community and Technical Colleges, Ochsner supports tuition and workforce programs, like MA to LPN, surgical tech, lab tech and LPN to RN training programs. Ochsner Scholars is on track to positively impact more than 3,000 students, including Ochsner employees, by 2025.



Delgado Community College healthcare students explore the Ochsner Center for Nursing and Allied Health.

"Ochsner is dedicated to filling the workforce development pipeline by partnering with higher education institutions like Delgado to provide quality training for the next generation of healthcare workers," says Tracey. "Working with Delgado, we are also investing in our own employees, offering them high-caliber education and an opportunity to advance their careers in healthcare."

Delgado Community College is the largest educator of nurses and allied health professionals in Louisiana, graduating 1,200 nursing and allied health professionals each year who remain in the New Orleans metropolitan area and enhance the healthcare workforce. Delgado Allied Health graduates approximately 400 students per year, offering 29 different healthcare certificate and associate degree programs, including non-credit programs.

The Delgado Charity School of Nursing, which was established in 1894 and became part of Delgado in 1990, had outgrown its original building downtown. "The Charity School of Nursing, housed in the new facility, is highly regarded in Louisiana and throughout the country for the caliber of LPN and RN nurses it produces," says Larissa Littleton-Steib, chancellor, Delgado Community College. "We are thrilled to work with Ochsner because we know the tremendous number of lives this partnership will transform."



The Loyola Ochsner Nursing Simulation Lab was made possible by generous donations from the William Randolph Hearst Foundations, the Selley Foundation, the Edward G. Schlieder Educational Foundation and the Alden and Margaret Laborde Foundation.

# ADVANCED TRAINING TECHNIQUES

Life-like training lab on Loyola University campus produces floor-ready nurses

It is a training experience that is as close to real as it gets — complete with life-like, responsive mannequins designed to react like humans. These high-fidelity mannequins, in fact, are capable of mimicking medical conditions that will improve or deteriorate based on the intervention provided.

There also are simulators that allow students to experience a variety of birth scenarios and practice their skills assessing a woman experiencing complications. Plus, a range of adult and child simulation mannequins that let students hone their skills in airway management, CPR, heart and lung sound assessment, as well as common clinical scenarios like excessive blood loss, cardiac arrest and stroke.

These advanced training techniques are all part of the Loyola Ochsner Nursing Simulation Lab on the Loyola University New Orleans campus. Known as the “Sim Lab,” this high-tech facility offers immersive, hands-on learning opportunities to help nursing students prepare for careers in hospitals, labor and delivery rooms, emergency rooms and other clinical settings.

According to Dr. Cherie Burke, director of the School of Nursing, Loyola University New Orleans, providing lifelike replications of clinical practices in a safe environment gives nursing students opportunities to practice their clinical and decision-making skills through varied situational experiences.

“Being able to practice basic nursing skills on high-tech mannequins in a simulated environment is invaluable,” says Dr. Burke. “Students can ask questions and repeat skills over and over again before working in a real healthcare environment.”

The Sim Lab was designed to educate students in Loyola and Ochsner’s joint Bachelor of Science in Nursing program, undergraduate programs and Loyola’s new accelerated Bachelor of Science in Nursing program. “The Loyola Ochsner Simulation and Nursing program is another great example of two anchor institutions coming together to address our healthcare workforce shortage and improve the health of our communities,” says Dr. Leonardo Seoane, executive vice president and chief academic officer, Ochsner Health.

In the Sim Lab, undergraduate nursing students have the chance to ask questions, adjust and rehearse their responses repeatedly before beginning on-the-floor training in a real hospital or clinic setting. They enter their clinical rotations ready to respond and ultimately will emerge from their four years of cumulative education as floor-ready nurses.”

— **Dr. Michelle Collins**

Dean of the College of Nursing and Health  
at Loyola University New Orleans

The experimental learning space furthers Loyola’s partnership with Ochsner, which provides the university’s undergraduate students access to clinical training and placements and eliminates common barriers for nursing students. These programs are also supported by the Ochsner Scholars initiative, a tuition-assistance program for aspiring nurses and allied health workers who pledge to serve as Ochsner employees following education at an accredited school.

Such investments in future nurses are critical, especially as healthcare workforce challenges have grown in recent years. In fact, the U.S. Bureau of Labor projects more than 1.1 million new nurses will be needed by 2030.

Ochsner stands ready to be a resource. Working together, we can ensure the patients of today and tomorrow receive the primary, specialty, urgent and emergency care they need and deserve.”

— **Dr. Leonardo Seoane**  
Executive Vice President  
and Chief Academic Officer,  
Ochsner Health

## ADDRESSING THE ISSUES

Ochsner’s Dr. Leonardo “Leo” Seoane testifies before Congress on important issues facing the healthcare industry

Few issues over the past several years have impacted the healthcare industry more than workforce gaps and patient access to care. Nuanced by related factors and exacerbated by COVID-19, these issues go hand-in-hand and are impacting the industry’s ability to meet demand. To provide a frontline voice and represent the nurses, physicians and other healthcare professionals at Ochsner, Dr. Leonardo Seoane, executive vice president and chief academic officer for Ochsner Health, testified before the Senate Health, Education, Labor and Pensions (HELP) Committee to convey the gravity of what’s at stake and potential solutions moving forward.

In his testimony, Dr. Seoane explained:

“The ongoing nursing workforce challenge has created a nationwide reliance on agency nurses, which significantly drives the cost of delivering care. In addition to the increased costs, relying on high numbers of agency nurses can impact the effectiveness of care delivery teams.

“There also is a severe shortfall in physicians in Louisiana and across the nation. The American Association of Medical Colleges projected that ‘physician demand will grow faster than supply, leading to a projected total physician shortage of between 37,800 and 124,000 physicians by 2034.’

“Of serious concern is that these staffing shortages and the rising costs, coupled with a growing senior population with multiple chronic conditions, are impacting our ability to meet current and anticipated demand for primary, specialty, preventative, urgent and emergency care.”

Dr. Seoane shared Ochsner’s own initiatives to retain healthcare workers and expand the future pipeline for doctors, nurses and other allied health professionals. This includes significant, multiyear commitment to operate more than 29 different workforce programs, serving over 1,200 individuals so far.

Additionally, Ochsner has created programs to increase the supply of nurses, grow the pipeline of high school and college students entering healthcare training programs and advance existing employees by offering earn-as-you-learn programs to incumbent employees.



### OCHSNER RECOMMENDATIONS FOR FEDERAL POLICY, PROGRAMS AND FUNDING

As part of his testimony, Dr. Seoane called on public and private sectors to join together to recruit, train, educate and retain a diverse and robust healthcare workforce to ensure access to quality primary and specialty care for patients across the nation. He offered several recommendations, including some that require programmatic changes to Medicare, Medicaid and other programs, to address healthcare workforce shortages and access to care.

#### Healthcare workforce shortages

- Support nonprofit health systems and academic partners working together to increase the pipeline of physicians, nurses and allied health professionals.
- Invest in nurse faculty salaries and hospital training time, including reimbursement for hospitals and health systems that make their nurses available as faculty to colleges of nursing.
- Authorize and fund new programs to support and scale innovative solutions that reduce the burden on bedside nurses and other clinicians.
- Boost the nation’s ability to leverage availability of international physicians and nurses.

#### Access to Care

- Increase the number of physician residency slots and safeguard graduate medical education funding.
- Establish new scholarships for minority health professional students in return for work in rural or safety net hospitals, or those in federally designated health professional shortage areas.
- Provide additional Medicare funding to hospitals experiencing extraordinary inflationary pressures caused by the pandemic.
- Prevent further reductions to Medicare and Medicaid physician payments and support adjustments for inflation and rising input costs.
- Make permanent Medicare coverage of certain telehealth services made possible during the pandemic.
- Redesign current Medicare coverage and payment policies for remote patient management to remove barriers that thwart patient access to innovative care delivery models shown to improve patient health outcomes and reduce the overall cost of care for patients.

# INNOVATION & RESEARCH

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## **Transforming Medicine**

Healthcare is an ever-evolving science fueled by perpetual inquiry, research and innovation. It's a quest for answers and a pursuit of excellence. At Ochsner, we have a drive to discover and an unwavering willingness to embrace what's next. It's only when we question the status quo that we find new ways to provide care and achieve life-saving and life-changing results for our patients. This is how you transform medicine.

# BOLD STRATEGIES IN A DIGITAL AGE

## Q&A

## WITH

**DENISE BASOW, MD**

Executive Vice President and Chief Digital Officer



Serving as Ochsner's first chief digital officer, Denise Basow, MD, is charged with growing the organization's expanding suite of digital programs while also increasing access and convenience in primary and specialty care. For her, it's a mission to transform healthcare through technology. Here, Dr. Basow shares the thinking behind the strategy and how Ochsner is innovating with a disruptor mentality.

### **How do you define Ochsner's digital strategy?**

Ochsner is thinking less about a traditional digital strategy, and more about implementing a system strategy for a digital world. Digital transformation is not just about technology, it's also about the people and processes that support the technology. It requires us to embrace change. It also requires us to act with urgency, especially as the healthcare industry faces a range of competitive, financial and workforce challenges. We are thinking boldly about all the ways we can provide more accessible, quality care to our patients using digital solutions while also enhancing the work environment for our healthcare providers.

### **How will digital transformation move healthcare further along the quality continuum?**

One of the most exciting aspects of digital transformation is it allows us to shift our focus from reactive care to more predictive, preventive and personal care. Remote patient monitoring and management, for example, is exploding from a technology perspective and is the foundation for a continuous and predictive care model that is transforming how we approach healthcare.

Technology is also helping us transform the way our care teams work and make their work easier. Examples include virtual nursing, automated vital sign monitoring and chatGPT to assist with patient messages.

### **How is digital medicine lowering the cost of care?**

Digital medicine is about meeting patients where they are and providing them with easy-to-use tools to take increased ownership of their health. New care models improve access and lead to better adherence to recommended care, lower utilization of high-cost sites of care like the hospital or emergency department, and higher-quality care, all of which results in healthier patients and lower cost.

### **What role does artificial intelligence (AI) play in patient care?**

AI-assisted care is a powerful tool, and we are just scratching the surface of what's possible. Already, AI technology is helping to diagnose patients, aid in the development of pharmaceuticals and enhance communication among physicians and their patients. But it's important to note that AI on its own does not drive results. It must be integrated into our processes and used to support our care teams as they predict and respond to patient needs.

### **How is Ochsner working to provide exceptional experiences for patients through new and innovative ways?**

Ochsner is focused on making our services convenient, accessible and more affordable. Patients increasingly value online scheduling, timely care and open communications with their physicians. Using the variety of tools in our "digital tool chest," like remote patient management, E-visits and E-consults, allows us to provide this experience.

### **What inspires you the most about digital medicine and what's possible?**

We are on the brink of an entirely new era of how we care for ourselves, our patients and our communities as technology continues to bring so many possibilities into the fold. There's now an app that can determine if you have pneumonia or an upper respiratory infection — just by coughing into your phone. And one that measures blood pressure, heart rate, oxygen saturation and more — just by looking into your phone. By continuing to embrace innovation and integrate new technologies with Ochsner's already high standard of care, we can truly transform patient care.

# ADVANCING PRECISION ONCOLOGY

How Ochsner advocated for genomics testing to enhance precision care

Dr. Marc Matrana, medical director of Precision Medicine at Ochsner Health, knows the value of genomic testing — both in diagnosing cancer and reducing complications during treatment. So much so that he, along with Kevan Simms, director of Ochsner's Precision Medicine Program, successfully advocated for Louisiana state legislation requiring insurance companies to cover the cost of the test.

A simple blood draw for a genomics test can tell an oncologist a lot — including how a patient's body works on a molecular level, variations in their genetic code and how a cancer might grow and spread. This information is useful for treatment as well, helping to determine a patient's metabolizing rate, possible side effects and dosage.

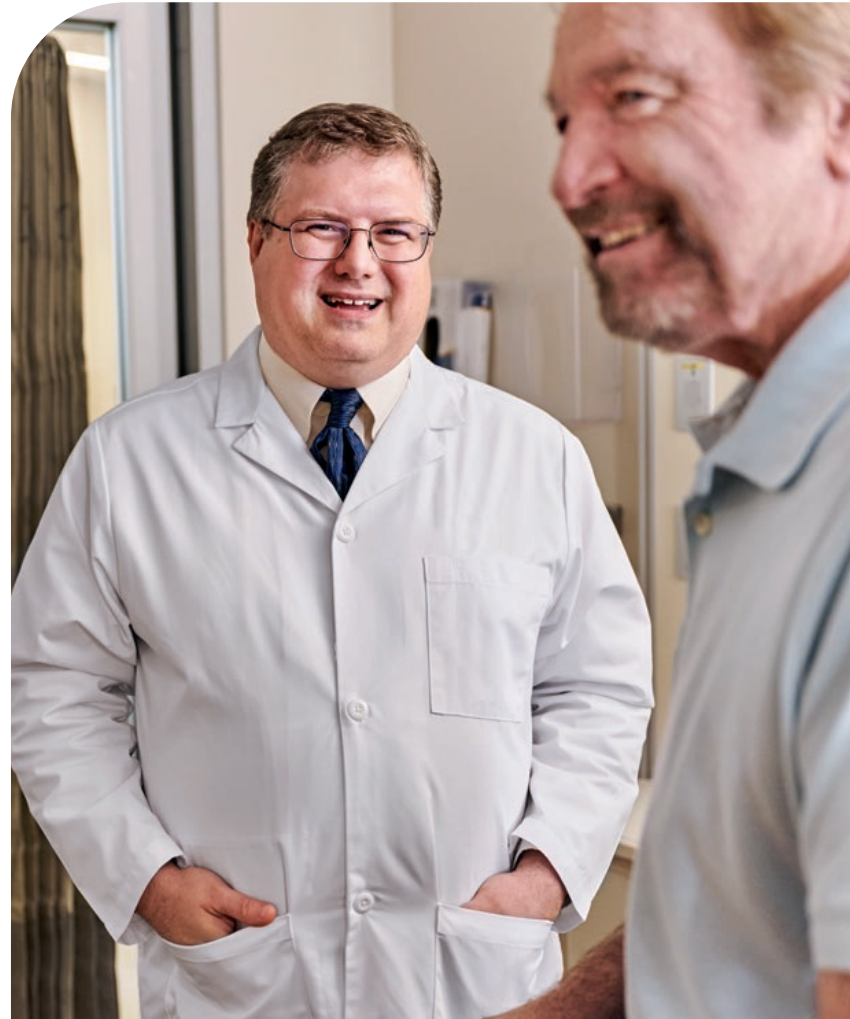
As a result of Ochsner's advocacy, genomic testing is now covered by insurance in Louisiana and has become a standard oncology practice for precision care and better outcomes. And, through its Precision Medicine Program, Ochsner is the first in the nation to incorporate Epic's Orders and Results Anywhere integration with its genomics module.

Through Epic's partnership with Tempus, which analyzes cancer cells to understand a patient's disease at the molecular level, Ochsner physicians can seamlessly order tests and access distinct biomarkers within the patient's electronic health record to offer highly personalized cancer treatment options.

With the click of a button, Ochsner physicians can order a genomic test to identify a patient's actionable genomic variants and therapeutic options, including matched clinical trials. This information flows directly into Epic, providing a single view of the patient's genomic and clinical information. In fact, the integration significantly cuts the amount of time clinicians spend ordering tests and reviewing results, enabling near real-time, data-driven decisions.

Epic is the most widely used comprehensive health record, and Ochsner relies on it to support a single integrated system across its 48 hospitals and hundreds of clinics throughout the Gulf South. Clinicians at any hospital on the Epic system can view or access other electronic health records, which improves clinician communication and patient care.

"We are using discrete actionable data to create invaluable patient insights," says Amy Trainor, chief application officer, Ochsner Health. "This technology provides results to our clinicians in an actionable format to quickly make an impact on patient care."



Dr. Marc Matrana serves as medical director for Precision Medicine at Ochsner Health, the only dedicated precision medicine team in the Gulf South.

This integration greatly enriches the precision care we provide to patients with cancer. Through efficient, streamlined access to discrete genomics data, we can determine a patient's unique cancer and tailor treatment for the best possible outcome."

— **Marc Matrana, MD**  
Medical Director, Precision Medicine



Ochsner Digital Medicine hypertension program participant Rory Kowaleski attributes his new quality of life to the program.

# MOVING THE NEEDLE

## How access to digital medicine can improve health outcomes

Rory Kowaleski's blood pressure was through the roof. It was so high that the nurse who took the reading was convinced her blood pressure cuff was broken.

Rory's doctor prescribed a high blood pressure medicine and promptly asked if Rory would be interested in participating in the Ochsner Digital Medicine program. Rory says his decision to say yes has given him a new quality of life.

"If my numbers are out of whack, I'll get a phone call or a text message within minutes of taking my blood pressure. They are that quick," explains Rory. "They are my guardian angels. I tell people I have a care team watching my back without me ever seeing them."

Rory is one of thousands of patients participating in Ochsner's Digital Medicine program who have seen positive results. In fact, the program's success led to the launch of Ochsner's Louisiana Medicaid Digital Medicine Pilot in 2020 to study how access to digital medicine with remote patient management can improve outcomes for Medicaid patients battling chronic diseases like hypertension and Type 2 diabetes.

The results of the pilot are telling. Digital health dramatically improves outcomes for Medicaid patients battling chronic diseases — with nearly 50% of hypertensive patients and almost 60% of Type 2 diabetes patients achieving their control goals within the first few months of participation.

**59%**  
of people with poorly controlled diabetes achieved control over their condition as part of Ochsner's Digital Medicine program — a rate twice as high as usual care.

usual care. And, control rates continued to improve as patients remained in the program during its first 18 months. More impressively, 59% of people with poorly controlled diabetes achieved control over their condition as part of the digital program — a rate twice as high as usual care.

The statistically and clinically significant results of the pilot program — one of the first in the United States — showed that enrollment in Ochsner Digital Medicine brought nearly half of all out-of-control hypertension patients under control in only 90 days — 23% more likely than

Meaningfully moving the needle among Medicaid patients with Type 2 diabetes and hypertension is unprecedented. We are confident this program can be scaled to improve the lives of others across the state and around the country to mitigate the impacts of chronic disease."

— **Dr. Denise Basow**  
Executive Vice President and Chief Digital Officer,  
Ochsner Health

In Louisiana, roughly 14% of the adult population has diabetes, and 40% has hypertension. After witnessing Medicaid programs fall behind in providing access to critical digital health programs that could create better chronic disease outcomes, Ochsner launched the pilot in 2020 at Ochsner LSU Health Shreveport and has enrolled more than 4,400 patients.

"As clinicians, we are always working to improve patient outcomes and the overall patient experience," says Dr. Lauren Beal, medical director of primary care and community clinics — Northwest Louisiana. "This program shows that we can use home-based technologies to accomplish both."

Following completion of the first year of the pilot, an independent actuarial firm confirmed that health outcomes of Medicaid patients improved by scientifically significant standards. Most patients achieved control of their hypertension and diabetes within 90 days of beginning the program, even those who had poor control prior to enrollment.

In addition to improving health outcomes, participation in the Ochsner Digital Medicine program resulted in high patient satisfaction. Rory counts himself among those satisfied patients.

"I'm an old guy who didn't take to technology very easily, but it's that easy," he says. "It's so great to have this care team behind you, watching your back, knowing that I'm going to have a good quality of life so I can do the things that I love to do. You can't beat it."

# ABOUT OCHSNER

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Ochsner Health is an integrated healthcare system with the mission to Serve, Heal, Lead, Educate and Innovate. Founded in 1942, Ochsner is a national leader in cancer care, cardiology, neurosciences, transplants, orthopedics and sports medicine, and pediatrics, among other specialties. Ochsner is consistently named both the top hospital and top children's hospital in Louisiana by U.S. News & World Report, the global authority on hospital rankings and consumer advice.

Our not-for-profit organization is inspiring healthier lives and stronger communities. We focus on preventing diseases by providing patient-centered care that is accessible, affordable, convenient and effective. Ochsner Health pioneers new treatments, deploys emerging technologies and performs groundbreaking research, including 4,000 patients enrolled in 685 clinical studies in 2022.

Ochsner today has more than 37,000 employees and over 4,700 employed and affiliated physicians in more than 90 medical specialties and subspecialties. We operate 47 hospitals and more than 370 health and urgent care centers across Louisiana, Mississippi, Alabama and the Gulf South. Our cutting-edge Connected Health Digital Medicine programs care for patients beyond our walls.

In 2022 Ochsner Health treated more than 1.4 million people from every state and 62 countries. As Louisiana's top healthcare educator, Ochsner Health and our partners educate thousands of healthcare professionals annually.



# EXECUTIVE TEAM



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Chief Operating Officer



**Denise Basow, MD**  
Executive Vice President and  
Chief Digital Officer



**Jeffrey Fernandez**  
Senior Vice President, Population Health  
and Chief Executive Officer,  
Ochsner Health Plan



**David M. Gaines**  
Executive Vice President and  
Chief External Affairs Officer



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**Corwin Harper**  
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**Tracey T. Schiro**  
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**Leonardo "Leo" Seoane, MD, FACP**  
Executive Vice President and  
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 Insurance Group



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# PHILANTHROPIC IMPACT

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## **Generosity Beyond Measure**

Donors of Ochsner Health are as generous as they are passionate about the causes they support. They give knowing that Ochsner will be a good steward of their contribution, using it in ways to further research, find new therapies and improve lives in ways not yet known or fully understood. This faith in Ochsner is among the highest praise we could receive and is the very reason we can continue our mission to serve our patients and our communities. Financial contributions in any amount save lives and improve outcomes, and we are grateful for each and every one.

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**Breast cancer survivor reshaping aftercare**

Hundreds of patients throughout the Ochsner system have already benefited from the Breast Surgery Recovery Fund, which has since blossomed into a holistic approach to improve all aspects of recovery.

I wanted to start a recovery fund where women could go home with what they need. I thought that if I could give more patients a hand up and give them these goodie bags and a decent bra after surgery, it would create an easier recovery experience.”

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**BILL KEARNEY**  
**First lifetime member of the**  
**Alton Ochsner Society**



Bill Kearney's relationship with Ochsner began at birth. This lifelong link to Ochsner is what led Bill to become the first lifetime member of the Alton Ochsner Society.

I make the choice for Ochsner to be my healthcare provider for all the things I do. Some people look at it as a client-healthcare relationship. I view it as something much deeper."

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 Community champions

In honor of their late son, Everett Mark McGregor, Brittany and George McGregor turned their tragedy into something beautiful — a celebration of life fundraiser to give back to children in need. The inaugural fundraiser, named for Everett's nickname WiBo, "Wild Boar," included an auction, live music, food and a blood drive to honor his memory and support Child Life Services, a department that touched their hearts in so many ways.



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**Ochsner Neuroscience Institute donors**

Lillian and her husband say the decision to support the Neuroscience Institute was easy.



In addition to clinical care, these patients need hope, social support, music and laughter — a holistic model of care where patients and families are at the center. We believe in Ochsner Neuroscience Institute and its team's vision to lead the Gulf South into a new era of neurological care."

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     Dr. Mary L. McCormick  
 Dr. Pat O'Brien, Ph.D.  
 Morris and Joanie Ochsner  
 Octagos Health  
 Oldmixon Cove  
 Onco360  
 Mr. and Mrs. James B. Oustalet  
 Mr. and Mrs. Joseph S. Pappalardo, Sr.  
 Dr. Angela M. Parise  
 Dr. Jennifer M. Parkerson and  
     Mr. G. Bruce Parkerson  
 Ms. Christi D. Parson  
 Ms. Ashleigh Patel  
 Dr. Smitaben S. Patel  
 Mr. Elmore Patterson  
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 Ms. Twila J. Pennington  
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 Mary E. Peters & Robert W. Polchow  
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 Dr. Sidney Raymond  
 Dr. Suma P. Reddy  
 Mr. Richard Redmann  
 Ms. Christy Reeves  
 Mr. George Reeves and  
     Ms. Ross Wisnewski  
 Dr. and Mrs. Charles R. Reininger  
 Mr. and Ms. Leon J. Reymond, Jr.  
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 Mr. Hugh Riddleberger and  
     Ms. Louise McIlhenny  
 Dr. Amy E. Rivere  
 Ms. Sarah A. Roberts  
 Dr. William M. Roberts  
 Mr. Shane Robichaux  
 Dr. Wanda M. Robinson and  
     Mr. James Robinson  
 Dr. Jake J. Rodi  
 Dr. Kimsey H. Rodriguez  
 Ms. Donna G. Rogers  
 Dr. Paul A. Rogers  
 Dr. Ecoee F. Rooney and  
     Mrs. Sharessa Garland  
 Rotary Club of Metairie  
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 Ms. Christy A. Schexnayder  
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Services Corporation  
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Mr. Robert E. Young and Ms. Nell Nolan  
Dr. and Mrs. Joseph Zavatsky  
Dr. Ian H. Zlatkiss

Celebrating its 40th anniversary, the Alton Ochsner Society is a distinguished group of donors who have joined together to help ensure Ochsner's position as a global medical and academic leader. Through the Excellence Fund, members support care that falls outside what specifically dedicated funds can offer, ensuring life-saving treatments, excellent medical education and innovative research will always be available at Ochsner.

It is with deepest gratitude that the staff and patients of Ochsner thank all the members of the Heritage Society for their generosity and dedication. For more information about becoming a member of the Ochsner Heritage Society, please call 504-842-6585.

#### **2022 Ochsner Heritage Society**

Danielle M. Borne  
Robert L. Borne  
Candace M. Collier-Collins  
Patricia Cooper  
Kerry D. Deichmann  
Casey T. and Edward J. Goelz  
Sherri L. and Stephen J. Hoff  
Valencia C. Hudson  
Sabrina Huffman  
Ada M. Jones  
Christine and Brian Jones  
John P. Latino  
Matthew G. McCann  
Donna W. Thiebaud  
Mary C. Waguespack  
Lex D. Williamson

#### **Planned Gifts Received in 2022**

Anthony M. Bloise\*  
Morrie L. Eakin\*  
Fannie Hunt\*  
Summerfield Roberts Foundation  
Alva Sherrer Ross\*  
Warner Thomas  
Mr. and Mrs. William "Tom" Watson

In 2022, Ochsner Health received distributions or planned gifts from the generous donors listed above. Their legacies will help us continue to care for patients — both today and in the future.

\*Deceased



FINANCIAL  
STATEMENT  
**SUMMARY**

This summary is intended to present a brief overview of Ochsner Health's financial condition and activity for the 12 months ended December 31, 2022. Ochsner was founded 80 years ago to help patients and their families. As a nonprofit institution, Ochsner dedicates its resources to making a difference in patients' lives and helping make Louisiana and the Gulf South region a healthier place to live. Through charity or uncollected payments, Ochsner made significant investments in providing free or discounted care to the people who depend on it most.

In 2022, Ochsner invested more than **\$318 million** in community benefits, including patient financial assistance and charity care, community building, education and research.

## 2022 PATIENT DISCHARGES

	2020	2021	2022
Ochsner Medical Center	25,531	27,239	<b>26,029</b>
Ochsner St. Anne Hospital	2,002	1,813	<b>1,930</b>
Ochsner Medical Center — Baton Rouge	8,439	9,397	<b>9,494</b>
Ochsner Medical Center — Kenner	6,773	7,171	<b>7,234</b>
Ochsner Medical Center — West Bank Campus*	7,311	7,249	<b>7,098</b>
Ochsner Baptist*	10,829	11,186	<b>10,658</b>
Ochsner Medical Center — North Shore	3,542	3,770	<b>3,242</b>
Ochsner Medical Center — Hancock	1,155	1,110	<b>790</b>
Ochsner St. Mary	1,787	2,231	<b>1,941</b>
Ochsner Lafayette General**	7,536	29,029	<b>29,518</b>
Ochsner Rush***	—	—	<b>3,725</b>
<b>Total</b>	<b>74,905</b>	<b>100,195</b>	<b>101,659</b>

\* A campus of Ochsner Medical Center.

\*\* Ochsner Lafayette General was acquired October 1, 2020, consisting of Ochsner Lafayette General Medical Center, Ochsner Acadia General Hospital, Ochsner Abrom Kaplan Memorial Hospital, Ochsner St. Martin, Ochsner University Hospital & Clinics and Ochsner American Legion Hospital, which was acquired April 1, 2022.

\*\*\* Ochsner Rush was acquired July 1, 2022 and consists of Ochsner Rush Medical Center, Ochsner Specialty Hospital, Ochsner Choctaw General Hospital, Ochsner Watkins Hospital, Ochsner Stennis Hospital, Ochsner Laird Hospital and Ochsner Scott Regional Hospital.

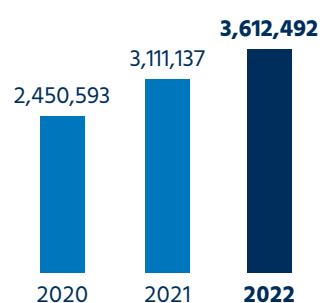
## 2022 STATEMENT OF OPERATIONS

12 months ended December 31 (in millions)

	2020	2021	2022
Patient Service Revenue	\$ 2,905.0	\$ 4,176.9	<b>\$ 4,322.1</b>
Premium Revenue	392.5	435.0	<b>471.0</b>
Other Operating Revenue	1,197.1	1,296.1	<b>1,598.1</b>
<b>Total Operating Revenue</b>	<b>\$ 4,494.6</b>	<b>\$ 5,908.0</b>	<b>\$ 6,391.2</b>
Patient Care Expense	\$ 4,210.2	\$ 5,654.4	<b>\$ 6,373.6</b>
Research	25.3	26.9	<b>29.7</b>
Education	45.8	49.1	<b>49.9</b>
Charitable Collaborative	78.4	39.0	<b>34.4</b>
<b>Total Operating Expense</b>	<b>\$ 4,359.7</b>	<b>\$ 5,769.4</b>	<b>\$ 6,487.6</b>
<b>Income (Loss) From Operations</b>	<b>\$ 134.9</b>	<b>\$ 138.6</b>	<b>\$ (96.4)</b>
<b>Non-operating Gains (Losses)</b>	<b>\$ 497.1</b>	<b>\$ 167.9</b>	<b>\$ (88.6)</b>
<b>Excess (Deficit) of Revenues over Expenses</b>	<b>\$ 632.0</b>	<b>\$ 306.5</b>	<b>\$ (185.0)</b>

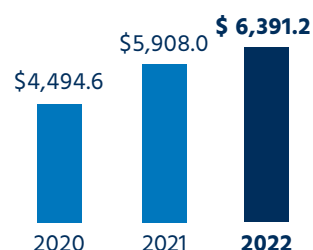
## TOTAL CLINIC VISITS

12 months ended December 31



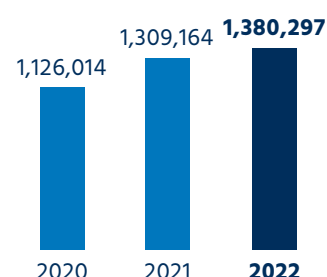
## TOTAL OPERATING REVENUE

12 months ended December 31



## TOTAL PATIENTS SERVED

12 months ended December 31



Further information can be obtained by writing to:

Scott Posecai, Executive Vice President and Chief Financial Officer  
Ochsner Health  
1514 Jefferson Highway  
New Orleans, LA 70121

# IN MEMORIAM



## **DR. PEDRO CAZABON**

Internal Medicine Specialist, Caregiver, Friend, Colleague, Mentor

**1965-2023**

Dr. Pedro Cazabon was held in the highest esteem by his colleagues and patients during his 27 years of service to Ochsner Health. He dedicated his career to community health and was instrumental in the design and development of the Ochsner Center for Primary Care and Wellness. Respected for his wisdom, empathy and strong leadership, Dr. Cazabon impacted thousands of lives and made Ochsner a better institution.

During his storied career at Ochsner, Dr. Cazabon served as the associate medical director for primary care and the system service line leader for the department. He twice served on the board of directors for Ochsner Health. Dr. Cazabon leaves behind a remarkable legacy, both at Ochsner and in every other circle he traveled.

OUR SHARED STORY BEGAN  
**80 YEARS AGO**

Our shared story began in 1942, when in the midst of World War II, New Orleans medical school professors Drs. Alton Ochsner, Edgar Burns, Guy Caldwell, Francis LeJeune and Curtis Tyrone each contributed \$4,300 to open the first private group practice clinic in the southern United States. They looked to the models of the Cleveland Clinic and Mayo Clinic in developing the practice, and since then Ochsner Health has provided world-class, patient-centered care to millions while upholding our founders' commitment to improving the health and well-being of our communities.



Alton Ochsner, MD



Edgar Burns, MD



Guy Caldwell, MD



Francis E. "Duke"  
LeJeune Sr., MD



Curtis Tyrone, MD

Our 80th anniversary also provides a reason to lay out our path moving forward. We are changing as the world is changing, redefining our role to transform patient-centered care, improve outcomes, make care more affordable and revolutionize digital solutions.

We are writing a brand-new chapter in the history book on Ochsner Health. Thank you for all you have done and continue to do to build upon the promise of our founders' vision.



**WITH GRATITUDE**

Warner Thomas leaves a 24-year legacy at Ochsner Health, where he served as President and CEO from 2012 to 2022.

"Ochsner Health would not be in the strong position we are today without the leadership of Warner Thomas and his decade of service as President and CEO from 2012 to 2022. Warner led our organization through a historic chapter, overcoming unprecedented challenges and growing our reach to provide quality care to thousands of new patients across the region. We are all deeply grateful for his countless contributions to Ochsner and the people we serve, and his tireless efforts to prepare us for our next chapter in an evolving healthcare environment.

Moreover, Warner has also served as a dear friend and valued mentor to myself and so many of us at Ochsner. Personally, I will always cherish all that I learned from our many years of partnership and collaboration. We thank Warner for his unwavering dedication to Ochsner's mission, and the tremendous impact he has had on us and on our Gulf South communities."

**A note from Pete November, Chief Executive Officer**



For more information about Ochsner Health, visit [ochsner.org](https://ochsner.org)

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