



2023 Annual Report

DESTINATION **FORWARD**



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From left: Cameron Delhomme, Nursing Assistant, Med/Surg and Telemetry, Ochsner Lafayette General Medical Center; Luti Kashimawo, MD, Section Head of Pediatric Critical Care Medicine and Medical Director of the Pediatric Intensive Care Unit at Ochsner Children's Hospital; Dallas DeVore, RN, Critical Care and Virtual Nursing, New Orleans

Toward a Brighter, Healthier Future

Ours is a pursuit rooted in trust, teamwork, purpose and expertise. It's what makes Ochsner the leading nonprofit healthcare provider in the Gulf South. And, it's how we'll continue to reimagine all the ways we serve our patients, support our teams and enrich our communities. Indeed, this pursuit is moving us all toward a brighter, healthier future.



A photograph of a woman with dark skin and short hair, seen from the side, holding a baby. The baby is wearing a white dress with pink polka dots and a pink headband with a bow. The woman is wearing a smartwatch on her left wrist. In the upper right corner, there is a decorative pattern of white dots of varying sizes arranged in a grid-like fashion. The background is a bright, out-of-focus indoor setting.

FORWARD TO A PLACE

where patients and families
can easily navigate and
access the highest-quality
personalized care.



James Wayne, MD,
Associate Medical Director,
General Pediatrics, Baton Rouge

FORWARD BY EXPANDING

our national leadership in
complex care, health innovation,
research, technology and data.

Brian Moore, MD, Regional Medical Director,
Ochsner Medical Center — New Orleans,
Head and Neck Surgical Oncology



Ochsner Flight Care includes (from left) Catherine Cole Smith, RN; Caroline Phillips, Respiratory Therapist; and Lonnie Necaise, RN






FORWARD BY CULTIVATING

a culture of safety,
collaboration,
inclusivity,
empowerment
and trust.



A photograph of a hospital hallway. On the left, there is a medical cart with a monitor and various equipment. The hallway has white walls with several framed pictures and medical devices mounted on them. The floor is polished and reflects the light. On the right side of the image, there is a blue overlay with a grid of white dots of varying sizes.

From left: April McIlwain, RN, and Veranda Griffin, RN,
Ochsner Rush Health

FORWARD BY PROVIDING
the best environment,
resources and support
for our caregivers with a
continued focus on clinical
and academic excellence.



From Pete November,
Chief Executive Officer,
and Andrew Wisdom,
Chairman of the Board

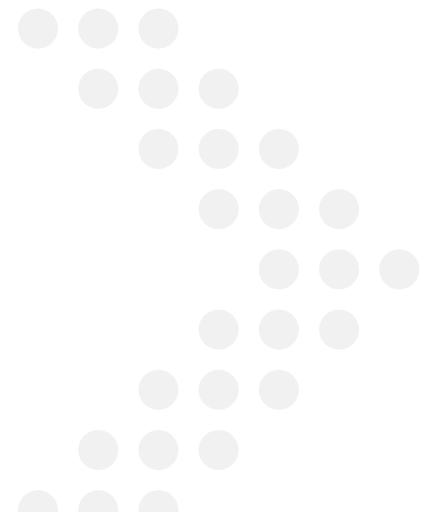
“

We are appreciative of the team members, clinicians, communities, partners and supporters who trusted us, and in turn contributed immeasurably to our progress toward a brighter, healthier future.”

Pete November
Chief Executive Officer

Leadership Perspectives

Pete November (left) and Andrew Wisdom



As we reflect on all that we achieved at Ochsner Health in 2023, we are immensely grateful and energized for the future.

We are proud of the milestones we achieved and the patients and families whose lives we improved. And we are appreciative of the team members, clinicians, communities, partners and supporters who trusted us, and in turn contributed immeasurably to our progress **toward a brighter, healthier future**. Thank you all for being an essential part of an important year.

Together, we made significant strides to deliver exceptional care and an unmatched experience for the people we serve, build new care models that streamline and improve our practice, embrace innovative partnerships and technologies, educate the next generation of expert clinicians, and make our communities stronger and healthier. In the pages that follow, you'll find stories of how we:

- **Put patients first:** Transformational cancer care has changed course in the Gulf South through our partnership with MD Anderson Cancer Center, accelerating critical advancements in the care and access to clinical research our patients need most. Breaking ground on the new Debra H. and Robert J. Patrick Neuroscience Center means our leading patient-centered and interdisciplinary neuroscience programs will be accessible to more patients, as we become the only freestanding facility of its kind between Houston and Atlanta. And the announcement of a new home for the consistently top-ranked Ochsner Children's Hospital will extend critical and life-changing access to leading treatments for our region's children in over 30 specialties and subspecialties.
- **Focus on people:** For 82 years, Ochsner has been driven by a mission to serve our communities and deliver exceptional care and outcomes. Our team members are expert leaders in their fields, and together we have embarked on an intentional journey to strengthen our culture of wellness, inclusivity, trust, belonging and excellence. This path includes greater investments in the employee experience and a deepened commitment to train and educate the next generation of healthcare professionals. Over the past year we advanced important partnerships with Delgado Community College and Xavier University of Louisiana, while expanding educational programming and mentorships that encourage early interest in science, technology, engineering and mathematics (STEM) and show young learners the world of possibilities in healthcare.

- **Elevate our communities:** A central part of our mission is to help make the Gulf South a place where all our friends and neighbors want to live, study, work and grow. That includes investing in neighborhood care facilities and community health centers across the region, so people don't need to travel far for coordinated, whole-person care. And it extends far beyond our walls and deep into schools, homes, organizations and community centers. From partnerships with nonprofits like Son of a Saint and educators like Discovery Schools to advocacy for programs and policies that help improve overall health and wellness, Ochsner took meaningful steps forward in how we support our communities.
- **Advance innovation:** Last year, we built on the momentum of new care models like Ochsner Digital Medicine and expanded our Ochsner 65 Plus Clinics into Northwest Florida. Adopting new digital tools and technologies, such as artificial intelligence (AI)-supported messaging and virtual nursing, is helping us enhance the quality care we provide and give clinicians more dedicated time with patients. Ochsner's investments in emerging companies across the healthcare space are leading to innovative solutions for some of our greatest healthcare challenges while creating economic growth and new, quality jobs in Louisiana and neighboring communities.

These are just a few of the key investments and milestones among the countless ways Ochsner Health made a difference in the lives of our patients, families, communities and teams in 2023. This report demonstrates what we can accomplish when 38,000 people come together to serve, heal, lead, educate and innovate.

Thank you for making our work possible this past year, and for your ongoing commitment to health and our community's greater good. We look forward to partnering with all of you to build on our remarkable progress and chart our **destination forward**.

Gratefully,



Pete November
Chief Executive Officer
Ochsner Health



Andrew Wisdom
Chairman of the Board
Ochsner Health

Year-at-a-Glance

A look back at a pivotal year

1.5M

Patients served from every
U.S. state and 65 countries

4.7M

Clinic appointments

46

Hospitals and more than 370
health and urgent care centers
across the Gulf South

38,000

Dedicated
team members

4,700

Group Practice and community physicians serving patients
across more than 90 specialties and subspecialties

175,000

Provider-to-provider tele-consult visits, bringing
our expertise to rural and underserved areas

12

Consecutive years U.S. News & World
Report has recognized Ochsner as the
No. 1 hospital in Louisiana

43,000

Active members enrolled
in Ochsner Digital Medicine
remote management programs

\$27M

Savings Ochsner
Accountable Care Network
achieved in both clinical
performance and healthcare
for Medicare population in
our care, ranking in top 5%
for service nationally

\$56M

Cost-of-care savings to
our community's most
vulnerable populations, with
\$38 million in rewards shared
among Ochsner Health
Network providers



1st

Historically Black Colleges and Universities (HBCU) medical school in the Gulf South, with the announcement of the Xavier Ochsner College of Medicine

8,211

Unique learners supported through Ochsner undergraduate and graduate medical education, nursing and allied health programs, and research-based education, a 13% annual increase

4,000

Participants in 600 active clinical research trials

Milestone Anniversaries

1

YEAR



5

YEARS



5

YEARS



10

YEARS





“

As a nervous parent facing an urgent situation, the most peaceful feeling was knowing that our daughter was in the right place. They've got her.”

Jesse Hill

Father of Ochsner patient
Amelia Hill

Patients **First**

The Ochsner Standard of Care

Ochsner is the leading nonprofit healthcare provider in the Gulf South, delivering expert care at 46 hospitals and more than 370 health and urgent care centers. For 12 consecutive years, we have been recognized by U.S. News & World Report as the No. 1 hospital in Louisiana. Additionally, Ochsner Children's Hospital has been recognized as the No. 1 hospital for kids in Louisiana for three consecutive years. Our expertise is matched only by the compassion with which we deliver our care — because kindness and empathy are just as important as treatment and prescription.

A Historic Gift for the Care Kids Deserve

Ochsner Children's Hospital serves more than 100,000 young patients every year. Plans for a new, state-of-the-art home are underway, made possible by a transformational gift from the Gayle and Tom Benson Charitable Foundation.

The Gayle and Tom Benson Ochsner Children's Hospital represents our commitment to exceptional pediatric care and will extend access to leading treatments for children across the Gulf South. This includes over 30 specialties and subspecialties to treat complex and critical conditions, such as pediatric heart and liver transplants.

Located at Ochsner Medical Center — New Orleans, the new, five-story, 343,000-square-foot building will provide a holistic pediatric and family experience, focusing on each child's personalized medical needs, along with their emotional and psychological well-being.

The facility will feature a children's-only emergency department, with significant enhancements to critical care, operating rooms, and imaging capacity and proximity. In addition, a Level IV Surgical Neonatal Intensive Care Unit (NICU) will enable the highly specialized care of babies who need surgery.

The hospital's innovative layout, guided by patient and provider movement routes, will speed time-sensitive processes and allow our multidisciplinary care teams to work seamlessly together, improving the patient experience and outcomes.

The Gayle and Tom Benson Ochsner Children's Hospital strengthens our nationally recognized programs and will help retain — and attract — highly skilled experts to Louisiana. It also will continue to define the Ochsner standard of pediatric care. Doors to the new hospital will open in late 2027.

Top 50

For seven consecutive years, Ochsner Children's Hospital has had programs ranked among the country's Top 50 by U.S. News & World Report. In 2023, the hospital ranked in pediatric cardiology and heart surgery, as well as pediatric orthopedics, making it the only children's hospital in Louisiana recognized for two specialties in the 2023–2024 Best Children's Hospital rankings.

“

Throughout the years, my husband Tom and I have been privileged to support Ochsner's exceptional team of physicians and caregivers in their tireless mission to assist patients and families facing health challenges in our region. Together, we embark on a collective journey to forge a brighter, healthier future for the children of our city, state and region.”

Mrs. Gayle Benson

Owner, New Orleans Saints;
Governor, New Orleans Pelicans



Mrs. Gayle Benson joins Ochsner Health CEO Pete November (left) and Chief Physician Executive and President of the Ochsner Clinic, Robert Hart, MD, at the announcement of The Gayle and Tom Benson Ochsner Children's Hospital

“

As a pediatrician, I deeply understand the critical need to deliver top-tier care to our youngest and most vulnerable patients. This innovative space will empower our skilled teams to extend care to countless children and families for years to come.”

Robert Hart, MD

Chief Physician Executive and
President, Ochsner Clinic



Left to Right: The Ochsner Health and MD Anderson teams gather to celebrate their new partnership and the creation of Ochsner MD Anderson Cancer Centers in southeastern Louisiana

A Partnership to End Cancer

Ochsner Health and MD Anderson Cancer Center are changing the course of cancer care in Louisiana through a transformative new partnership.

Ochsner is now one of seven MD Anderson Cancer Center partners — and the only one in Louisiana — offering full clinical integration and treatment guidelines based on MD Anderson's standards of care. Through this partnership, we join a collaborative network of hospitals and healthcare systems dedicated to advancing MD Anderson's mission to end cancer.

Seven Ochsner locations throughout southeastern Louisiana offer some of the nation's most advanced treatments. What's more, members of our select team of cancer physicians are certified by MD Anderson to clinically practice as part of the co-branded Ochsner MD Anderson cancer program. These experts adhere to the same philosophy, process and guidelines of MD Anderson's clinical leadership and provide a full continuum of care options, including medical oncology, surgery and radiation.

This continuum of care features a holistic, patient-centric approach to cancer treatment led by multidisciplinary teams of doctors, clinicians and support specialists to treat the entire person. It also offers groundbreaking research and innovative therapies, including access to select clinical trials available to eligible patients as the only Phase I clinical trial program in Louisiana.

40,000 patients

The Ochsner Cancer Institute treats more than 40,000 patients each year from all 50 U.S. states and 28 countries around the world. Each patient's care team can include as many as 20 multidisciplinary cancer specialists working together to provide the best possible treatment and save lives.





Ochsner MD Anderson at Ochsner Cancer Center — Baton Rouge

A leader in cancer care

MD Anderson is a national leader in cancer care and is recognized annually for its high-performing cancer programs.

“

For more than 80 years, MD Anderson has pursued a mission to end cancer. To accomplish that mission, we have made it a priority to seek out relationships with like-minded institutions committed to delivering high-quality cancer care and providing earlier access to clinical trials for treatments that are among the most advanced in the nation. Upon meeting the Ochsner team, we understood Ochsner would be an ideal partner to join us in Making Cancer History®.”

Peter WT Pisters, MD

President, MD Anderson Cancer Center



“

As the first and only provider in Louisiana with a fully integrated cancer program based on MD Anderson Cancer Center’s practice standards, this collaboration between MD Anderson and Ochsner will have far-reaching impacts for the cancer patients we treat.”

Zoe Larned, MD

System Chair of Hematology and Oncology
Medical Director, Ochsner Cancer Institute





“

Imagine having a cancer diagnosis and not knowing what the future holds. The bravery and the courage that is exhibited by these patients on a daily basis – all of that drives me.”

Brian Pettiford, MD

Section Head of General Thoracic Surgery and
Thoracic Surgical Oncologist

“

There is increased access to clinical trials, especially for diverse populations that we have here in Louisiana. This is an amazing opportunity to bring original science to patients in all our regions.”

Laura Finn, MD

Section Chair of Hematology and Associate Program Director,
Bone Marrow Transplant



“

When I graduated from college I was diagnosed with cancer, and I actually went over to MD Anderson [in Houston] for my treatment. We're now able to bring access to clinical trials and access to groundbreaking therapies here in Louisiana with this partnership.”

Ryan Griffin, MD

Senior Physician, Hematology and Oncology

One Day at a Time

Ashley Franklin Keene was in her early 40s when a blood clot in her brain and blockages in her carotid artery caused her to suffer a stroke. Ashley, who lives in Jena, Louisiana, was transported to Ochsner Medical Center — New Orleans by Ochsner's Flight Care Team for emergency surgery, a decision that has made all the difference.

Ashley received excellent care from her medical team and was able to return home after just four days in the hospital. But her stroke left her nonverbal, unable to follow a simple command or even nod yes or no to questions.

"I also had right side weakness affecting my ability to feed myself, brush my teeth, bathe, dress, write, play the piano and perform activities of daily living," explains Ashley. "We don't realize how much we take for granted."

Ashley's story is not unusual. The Ochsner Neuroscience Institute reports an increase in the number of young stroke patients. While grateful she received the expert care she needed to survive the initial stroke, Ashley knows her recovery is far from over.

"They say a stroke happens fast but the healing happens slow," explains Dustin Keene, Ashley's husband. "A lot of stuff goes through your mind when you see something like that, but I have the utmost respect for Ochsner. From the doctors to the teams that clean the rooms, they're all very nice people. We were expecting Ashley to stay over a month and were amazed that Ochsner was able to get her discharged in less than a week."

Ashley's weekly therapy sessions have helped her regain almost all of her function, though she still has some deficits that impact her daily routines, including some difficulty with grammar at the conversational level. But she's doing all the things she loves and is thankful for the Ochsner care teams who have helped her get this far.

"I was walking at Ochsner two days after my stroke and eating the next day, and I started talking two months later," says Ashley. "Now I walk and talk and play piano every day. I'm trying and improving every day. I have a different purpose now, and I want to encourage others who have had strokes to take it one day at a time."



It took a multidisciplinary team, including neurologists, helicopter pilots, neurointerventionalists, cardiologists, echo techs, etc. You take one little link out of that bicycle chain, and it doesn't pedal. Ashley is pedaling all day long right now."

Steve Jenkins, MD
Section Head,
Interventional Cardiology



The Future of Neuroscience

Patients consistently choose Ochsner for access to the latest medical advances, clinical trials and innovations in neurological care. In fact, for the last 13 years, our patient-centered neuroscience programs have ranked among the top 5%–10% in the nation.

Ochsner's unwavering push to advance the treatment of neurological diseases and enhance the patient experience continues with the groundbreaking of our new Debra H. and Robert J. Patrick Neuroscience Center.

Upon completion in 2026, the facility will be the only freestanding neuroscience facility between Houston and Atlanta and will include 25 nationally renowned centers, clinics and programs under one roof. This unique, collaborative and interdisciplinary approach to care is available at only a few neuroscience centers across the country and will enable our teams to deliver even more exceptional care for countless people across the region.

"The Patrick Neuroscience Center amplifies our ability to teach and train the next generation of neuroscience healthcare heroes while, at the same time, enhancing our ability to retain and recruit the best-of-the-best talents to New Orleans," says Pete November, Chief Executive Officer, Ochsner Health. "This institution will serve as a clinical, academic and economic driver for our great city."



Bobby Patrick (center) and the Ochsner Neuroscience team break ground at the Debra H. and Robert J. Patrick Neuroscience Center



Debbie and Bobby Patrick join Pete November at the groundbreaking celebration



We are deeply honored and filled with gratitude to be part of the groundbreaking work happening at the Ochsner Neuroscience Institute. The Debra H. and Robert J. Patrick Neuroscience Center will serve as a beacon of hope not just for the region but for patients and healthcare professionals around the world."

Bobby Patrick
Ochsner Health supporter

Enhancing Quality of Life for Patients with ALS

The future Debra H. and Robert J. Patrick Neuroscience Center will be home to the Team Gleason Assistive Technology Lab (Lab) — the second of its kind in the nation.

The Lab is designed to replicate at-home living spaces, helping patients with amyotrophic lateral sclerosis, or ALS, and other neurodegenerative diseases use leading-edge equipment and technology to increase their independence, mobility and communication.

The Lab features speech-language pathologists and occupational therapists who will work with patients and caregivers to identify solutions and technologies that meet their specific needs. And, support teams will offer ongoing education and resources to help families throughout their ALS journey.

Team Gleason was founded by Steve Gleason, a former NFL special teams player for the New Orleans Saints, when he was diagnosed with ALS in 2011. The nonprofit works to empower people with ALS to live purposeful lives through assistive technology, equipment and support services.

The collaborative partnership between Ochsner and Team Gleason combines Ochsner's clinical services and advanced capabilities with Team Gleason's innovative care solutions. Together we are working to provide ALS patients with continued purpose and independence.



Transforming Care for Older Adults

In 2022, Ochsner Health created a unique approach to care for senior patients with the launch of our 65 Plus clinics. We are now expanding that model throughout Louisiana and the Gulf South Region.

Ochsner 65 Plus features a holistic, team-based care model that accelerates value for adults 65 years and older. Here, seniors have extended visits with primary care physicians and multidisciplinary teams that design customized care plans to meet their individual health goals.

Set in a community environment, Ochsner 65 Plus also encourages seniors to live active, healthier lives, offering everything from social events and fitness centers to guest speakers and cooking demonstrations.

Ochsner 65 Plus has several locations in Louisiana and Florida, and through our partnership with North Carolina-based Novant Health, we are opening multiple clinics throughout the Southeast. As this partnership grows, we will continue to expand access to care for older adults, collaborate on new initiatives and together meet the healthcare needs of our communities.



Rebecca Broschart, MD, cares for a patient at Ochsner 65 Plus — University in Pensacola, Florida



Regular visits to primary care providers are incredibly important for maintaining health and preventing future problems, especially as we age. Ochsner 65 Plus views the provider-patient relationship as a true team effort. Our unique model specifically focuses on serving seniors and increasing their access to holistic care.”

Kenny Cole, MD

System Vice President of Clinical Improvement and Internal Medicine Physician



Quality Care and Cost Savings Through the Ochsner Accountable Care Network

For the seventh year in a row, Ochsner Accountable Care Network achieved exceptional quality outcomes and millions of dollars in healthcare savings for the Medicare patients in its care. In fact, physicians and providers lowered the expected cost of care by more than \$27 million for more than 52,000 Medicare beneficiaries in 2022. And, over the last seven years, the network improved health outcomes for its beneficiaries and reduced healthcare spending by more than \$127 million.

Top 10%

Ochsner Accountable Care Network ranks among the top 10% for all accountable care organizations (ACOs) for care coordination and in the top 5% for customer service.

Ochsner Accountable Care Network and **Ochsner Health Network** are recognized nationally for care coordination programs, physician collaboration, and advanced analytics and digital tools. Combined, these resources and efforts translate into better health outcomes for patients at a lower cost and with an enhanced experience.

2022 Ochsner Accountable Care Network Patient Outcomes

<9%

Had uncontrolled diabetes
(20% better than the
mean ACO)

89%

Received appropriate breast
cancer screenings (14% better
than the mean ACO)

87%

Received appropriate colorectal
cancer screening (15% better
than the mean ACO)

2023 Ochsner Health Network

For two consecutive years, Ochsner Health Network was awarded the United In Care Service Award in recognition of exemplary breast cancer screening performance, presented by the National Equity and Inclusion value-based care team and the American Cancer Society.

Ochsner physicians performed at the highest diamond level in 16 out of 26 measures in Blue Cross and Blue Shield of Louisiana's quality program.

Ochsner Health Network providers earned top decile performance nationally in kidney health evaluation for patients with diabetes.



Euil "Marty" Luther, MD, Family Medicine, Ochsner LSU Health — Monroe Medical Center consults with a patient

Ochsner LSU Health Celebrates Five Years

On October 1, 2018, Ochsner Health and LSU Health Shreveport joined forces to become the Ochsner LSU Health System. Over the past five years, Ochsner LSU Health has dramatically increased quality and access to care with preventive, primary care and specialty services.

Building on the strengths of both partners, we continue to improve and upgrade facilities, enhance patient-centered technology and work together to grow the medical school and advance research — all to better serve communities throughout north Louisiana and beyond.

Ochsner LSU Health Accolades

- **Academic Medical Center** is the only hospital in Louisiana with Level I Trauma Center, Level II Pediatric Trauma Center, Comprehensive Stroke Center, Level IV Epilepsy Center and ECMO Gold Center of Excellence designations.
- **St. Mary Medical Center** was named a Top Teaching Hospital by the Leapfrog Group and one of America's Best Hospitals by Money Magazine. It also received Press Ganey's Human Experience Guardian of Excellence Award for outstanding patient experience and is a Louisiana Birth Ready+ hospital.
- **Monroe Medical Center** was the first hospital in northeast Louisiana to be certified as a Level III Trauma Center. It also received the Get with the Guidelines — Stroke Silver Plus award from American Heart Association, was named as a Best Maternity Hospital by Newsweek and The Leapfrog Group and is a designated Birth Ready facility.
- **Clinic visits up 75%**
- **Practicing physicians grew 70%**
- **Increased workforce by 700+ employees**
- **\$245 million+** in investments to improve facilities and infrastructure
- **Grew from 7 to 20 outpatient locations** and more than **50 access points**
- **Academic Medical Center increased critical care capacity** from 28 to 59 licensed ICU beds
- **Single-occupancy rooms at the Academic Medical Center increased from 35% to 100%**, ensuring patients are provided a private room

Ochsner LSU Health Team

4,100+

Team Members

950

Physicians

150

Advanced Practice
Providers



Above: The Crayne family welcomes Scott

Right: Scott Stafford Crayne turned 10 years old in 2023



Ochsner Baptist Celebrates 10 Years as a Women's Center of Excellence

When Ochsner took ownership of Ochsner Baptist after Hurricane Katrina, the hospital had not delivered a baby since before the storm. That all changed in 2013 when we moved our primary women's health services from Ochsner Medical Center — New Orleans to Ochsner Baptist.

On December 1, 2013, the very first day of operation, Scott Stafford Crayne came into the world weighing 7 pounds, 5 ounces — becoming the first baby born at Ochsner Baptist.

"When I realized that my firstborn, the boy who made me a mom, was the first baby born at Ochsner Baptist, I felt proud," says Dr. Courtney Crayne, who trained at Tulane and Ochsner for pediatric residency and reflected on the 10th anniversary. "It was not planned, but my son brought life back into a historic hospital and community that continued to feel the devastation of Katrina."

33,100+ babies

Newsweek ranks Ochsner Baptist as one of America's Best Maternity Hospitals, which has delivered more than 33,100 babies since 2013.

“

We're here to develop healthcare professionals who are patient-centered, collaborative and driven by a mission to serve our communities with exceptional care. This requires a world-class workplace culture that leads with purpose and offers an individualized path built on support, growth and inclusivity.”

Tracey Schiro

Executive Vice President and
Chief People and Culture Officer

“

We prioritize the health of our patients and of our team members who are the heart of our organization. We're having huge conversations about the future of nursing and making Ochsner an easy place to work, and we want our teams to feel heard.”

Tiffany Murdock

Senior Vice President and
Chief Nursing Officer

People **Focused**

We are Ochsner.

Little moments matter. A welcoming smile, words of encouragement, the squeeze of a hand. When you combine human connection, clinical excellence, opportunities to develop and an environment of trust, you've arrived at Ochsner. Our team is 38,000 strong, focused on a singular mission — delivering a world-class health system that helps people live healthier lives.



From left:
Maira Harris, RN, System
Nursing Professional
Development;
Stephanie Matthew, RN,
Critical Care;
Jordan Kahan, MSN, RN,
System Nursing Strategy;
Kentrisha Davis,
Clinical Services

A Calling

Named senior vice president and chief nursing officer for Ochsner Health in 2023, Tiffany Murdock brings the passion of an experienced nurse and the vision of a leader ready to transform her profession.

Tiffany was introduced to the nursing profession in college while on a mission trip to Guatemala where she spent 90 days learning from a compassionate group of nurses. Hearing their stories and seeing the way they cared for those around them left a lasting impression. “I knew my calling was to become a nurse,” Tiffany says.

That calling was solidified shortly after when her mother was diagnosed with stage 4 colorectal cancer at the age of 40, which eventually spread to her lungs and brain. “I wanted to be a nurse, but at that moment, I also knew I wanted to be a leader with a seat at every decision-making table,” explains Tiffany, “so no one ever had to feel like I did the day I walked out of the hospital without a mother.”

That passion and empathy have been the driving force behind Tiffany’s 20-year career in healthcare. She started as a nurse tech, served in various executive, operations and nursing leadership positions at health systems across the country and became the first female CEO of Singing River Health System. Her calling has now come full circle in her role as senior vice president and chief nursing officer of Ochsner Health — one of two nurses on Ochsner’s executive leadership team.

“I’ve never stopped being a nurse,” says Tiffany. “During every phase of my journey, I had my mom and patients like her guiding every decision. Joining Ochsner in this role is a natural progression to expand my vision for the nursing profession and the impact I can make within Ochsner.”

Tiffany drives the strategy and vision for Ochsner’s nursing practice and leads over 10,000 nurses in clinical excellence, quality of care, education and workforce development. This includes partnering with experts across the system, working to create an ideal environment for nurses through recruitment, staffing, workplace safety and enhanced benefits.

For Tiffany her job is about taking the time to listen to workforce concerns and create models that give each team member the ability to reach their highest potential. Above all, she is the voice of the nurse working hard every day to make the right choices for their patients.

“We are having huge conversations about the future of nursing, and we want our teams to feel heard,” she says. “Fostering this sense of trust, empowerment, value and belonging is essential to how we redesign our care delivery models and how we attract more young people to the profession.”



Bailey Murray, RN, (left) is a member of the nurse residency program at Ochsner LSU Health — Monroe Medical Center and Dallas DeVore, RN, is a supervisor for Ochsner's virtual nurse program

Begin Within

At Ochsner, our ability to deliver the highest level of patient care begins within. This is why we foster a culture where team members can show up as their authentic selves, knowing their voice is heard and their experience is valued.

Inclusion at Ochsner can be felt in ways both big and small. When our Women empowering Women (WoW) employee resource group told us the maternity leave process was outdated, we implemented new policies systemwide. Based on input from our PRIDE (People, Resources, Inclusiveness, Diversity and Education) employee resource group, we added partner benefits and transgender benefits to our plan. And when our Young Professionals Association (YPA) and African Americans Building & Leading Equity (ABLE) employee resource groups asked for more formal mentorship opportunities, we launched our Momentum Mentorship program, which provides 100 diverse team members with access to one-on-one mentoring with our senior leaders.

We also recognize our leadership teams must better reflect our community and employee populations. In 2021, we adopted intentional strategies for increasing diversity in leadership, committing to 25% Black, indigenous and people of color (BIPOC) in positions of assistant vice president and above by 2025.

Ochsner Resource Groups:

- **AAIM** (Asian American Innovation Movement)
- **ABLE** (African Americans Building & Leading Equity)
- **EA** (Exceptional Abilities)
- **GLOBE** (Globally Linked Ochsner Belonging & Engagement)
- **HOLA** (Hispanics at Ochsner Leading & Advocating)
- **PRIDE** (People, Resources, Inclusiveness, Diversity and Education)
- **RETRO** (Resourceful Experienced Team Rises at Ochsner)
- **VET FORCE 1** (Military / Veterans)
- **WoW** (Women empowering Women)
- **YPA** (Young Professionals Association)

HBCU Summit

Ochsner hosted our second Historically Black Colleges and Universities (HBCU) Summit to provide opportunities for students and recent graduates of HBCU to learn about paid internships, full- and part-time jobs and administrative fellowships at Ochsner.



Catherine Saucier, RN, and Kayla Piazza, RN, Information Services project manager

Community Contracting Program

Through the Gulf South Community Contracting Program, Ochsner commits to purchasing from local and diverse suppliers to boost economic development throughout the region.

6,085

Ochsner Resource Group members, over 20% of workforce

85

Diversity, Equity & Inclusion (DEI) Council and workgroup meetings

10

Ochsner Resource Groups

198

Facilitated DEI trainings, with 5,318 employees trained

209

Ochsner Resource Group events and cultural celebrations

Lift Every Voice

Wesley “Wes” Heath, PhD, assistant vice president of Diversity, Equity & Inclusion (DEI) is recognized for his commitment to community engagement and health equity. Under Wes’ leadership, which is driven by his genuine passion for positive change, the DEI team has played a pivotal role in fostering an inclusive healthcare environment that embraces diversity and ensures accessible services for everyone.

“I’m so proud to be a part of an organization that truly values the incredible benefits of a diverse and inclusive culture. It starts by understanding that personal and institutional biases impact how we interact and support each other and our patients. As a DEI team, we work to build coalitions of change agents that bring necessary and lasting social change through education and policy.”



From left: Sean Nguyen, Director, Clinical Operations and AAIM President; Wes Heath; and Ashley Bailey, DEI Regional Director, Ochsner Medical Center — New Orleans and Corporate

Investing in Our Workforce

Ochsner is working to improve health outcomes by increasing initiatives that embrace inclusion and diversity in medicine and inspire the next generation of talent to become healthcare professionals. We are partnering with academic institutions and community organizations to raise awareness and create pathways for new Ochsner nurses, physicians and allied health professionals through a variety of workforce development programs.



Olivia Sweet, RN (right) followed in the footsteps of her mom, respiratory therapist Denise Segari (left) when she became a nurse at Ochsner

Going Above and Beyond

Nurses are at the heart of every Ochsner care team, treating both the clinical and emotional well-being of our patients. Through workforce training, academic partnerships, tuition assistance and employee referral programs, we continue to attract and retain exceptional nursing professionals — true champions who consistently go above and beyond to serve our patients and our communities.

Our Nursing Workforce

10,885

Ochsner nurses across Louisiana, Mississippi and Alabama

Nurses Stay at Ochsner

Registered Nurse (RN) turnover decreased from 14.79% in 2022 to 12.77% in 2023, compared to the national average of 22.5%

Nurses Train at Ochsner

3,543

Clinical experiences provided to undergraduate RN and Licensed Practical Nurse (LPN) students across Ochsner campuses. 472 of the students participated in a preceptor-led experience with our nursing staff

Ochsner Nurse Scholars

We invest in the future of Bachelor of Science in Nursing (BSN), Associate Degree in Nursing (ADN) and LPN nursing students by providing financial support for tuition to those enrolled in accredited nursing schools in exchange for service at Ochsner

614

Accepted nurse scholars, an additional 94 starting the program in 2024

Ochsner Physician Scholars

Ochsner provides financial assistance dedicated to medical school expenses for eligible students admitted into the LSU Health Shreveport School of Medicine or The University of Queensland Medical School — Ochsner Health

Admitted students commit to work in an Ochsner Health facility for five years after completing their residency. Six Ochsner Scholars are currently participating in the program

The Respiratory Therapy Apprenticeship Customized Training Program

Ochsner Lafayette General, Louisiana State University Eunice and Acadiana Workforce Solutions are partnering to train more respiratory therapists. The Respiratory Therapy Apprenticeship Customized Training Program is a first-of-its-kind in Louisiana that lets students “earn while they learn” through a paid apprenticeship while pursuing an associate of science in respiratory care at LSU Eunice

Pathways to Opportunities

Along with academic partnerships with nursing schools throughout the Gulf South, Ochsner also offers LPN-RN apprenticeships and high school pre-apprenticeship programs to help young talent visualize the possibilities in nursing and the opportunities available at Ochsner.

- Delgado Community College Ochsner LPN to RN Apprenticeship Program
- South Louisiana Community College Practical Nursing Program
- North Shore Technical Community College MA to LPN Accelerated Program
- Ochsner Rush Student Nurse Academy
- New Orleans Career Center Pre-Apprenticeship Program (Partnership with Delgado Charity School and Ochsner Health)
- The New Orleans High School Pre-Nursing Apprenticeship Program
- Earn as You Learn CNA Program with Delgado Community College
- Ochsner Accelerated BSN Program (Ochsner Lafayette General and the University of Louisiana at Lafayette)
- Ochsner Nurse Scholars Program tuition assistance for the Accelerated Bachelor of Science in Nursing program at Loyola University in New Orleans

Ochsner supports **150** universities, colleges and schools along with over 8,100 clinical education rotations to expand the future healthcare workforce with a focus on clinical and academic excellence.

“

New tools, technology and data are changing the entire landscape of healthcare, including the way we work and how we diagnose and treat our patients. These advancements are elevating the level of care we provide, but also require us to educate and train the next generation of healthcare professionals in new ways. We are making significant investments to embrace everything technology has to offer so that our people can deliver the very best patient experience and fulfill our purpose in innovative ways.”

Tracey Schiro

Executive Vice President and
Chief People and Culture Officer



Together with the University of Louisiana at Lafayette (UL), Ochsner Lafayette General launched the UL Lafayette — Ochsner Accelerated BSN Program in 2023. Directed by UL Lafayette's College of Nursing & Health Sciences and its LHC Group — Myers School of Nursing, the program will enable students who hold a bachelor's degree in any field to earn a bachelor's degree in nursing in less time. And that means more qualified, highly-skilled nurses entering the healthcare workforce at a time when the state and nation are facing a critical and growing shortage.

Education Outreach

Ochsner has an entire team committed to supporting the educational development of students in grades pre-K through 12. Through partnerships, programming and mentorships, we are encouraging interest in STEM (science, technology, engineering, mathematics) at an early age and showing young learners the world of possibilities in healthcare.

Ochsner STAR Summer Scholars Program

Through a rigorous, hands-on summer course STAR (Science, Technology, Academic, Research) Summer Scholars Program engages and inspires students to pursue further education and careers in science and medicine. Over the course of four weeks, the 2023 STAR students engaged in scientific research, professional development and community service to better prepare them to pursue further education and careers in science and medicine.



After completion of the program:

- **94%** of students reported increased confidence in their ability to perform scientific research
- **100%** of students are more interested in pursuing a healthcare career

To date, **78%** of all STAR alumni have successfully earned a degree in a STEM-related field.

STEM Pathfinder

This one-week summer program features Ochsner professionals from a range of healthcare disciplines who serve as mentors, guiding students through possibilities and preparing them to make intentional career decisions.



After completion of the program, **100%** of students are more aware of the variety of different healthcare careers and more confident in their ability to pursue a STEM-related healthcare career.

STEM NOLA

Ochsner is a committed partner to STEM NOLA, a community organization that creates interactive, STEM-based learning activities and programs for K-12 students. Ochsner team members help to facilitate programs and give participants deep dives into healthcare careers and STEM-themed sessions.



Through this collaborative partnership, Ochsner and STEM NOLA join forces to host several opportunities for the community each year, including STEM Saturdays and the Urban League Big Health Event.

Ochsner has hosted several field trip opportunities for high school students who participate in the STEM NOLA STEM Fellows Program. After these experiences:

- **100%** of students reported that they are more interested in pursuing a career in healthcare
- **84%** of students expressed that they are more likely to consider being an Ochsner patient and one day becoming an Ochsner employee

7,500

Students engaged at 383 volunteer events,
65 of these events focused on DEI

11,508

K-12 students and teachers reached at
42 schools throughout our communities through
education outreach programs, introducing
students to healthcare career pathways and
supporting a hands-on science curriculum

33

Graduates of the Xavier University
Physician Assistant Program in partnership
with Ochsner Health

19

Graduates of the first Ochsner Rush Health
medical assistant cohort through Ochsner's
workforce development program



Dr. Sarah Bertrand, a 2019 Xavier University of Louisiana alumna and the first recipient of the Ochsner Health Medical School Scholarship, graduated from LSU Health Shreveport School of Medicine. She is entering her residency in a primary care nonprofit dedicated to addressing healthcare disparities and supporting underserved communities in rural and urban Alabama.



Xavier provided me with a solid education in the biological sciences and liberal arts, both of which have greatly aided my medical school career and helped shape my service-oriented view of medicine. I am grateful to Ochsner for providing me with a scholarship that helped secure my future in primary care. Following residency, I hope to pursue a fellowship in addiction medicine and continue practicing with the hope of following Xavier's mission in creating a more just and humane society."

Sarah Bertrand, MD

Xavier University of Louisiana graduate, 2019;
LSU Health Shreveport School of Medicine graduate, 2023

A Selfless Donation

Donna Dimitri began her career at Ochsner 28 years ago as a nurse in the transplant and critical care units where she worked for seven years. And, while she later transferred to the Day of Surgery Center at Ochsner Medical Center — New Orleans, Donna was called back to the transplant unit in 2023 — not as a nurse, but as a donor.

In the early 2000s, Donna's mother and brother, Kevin Voisin, were both diagnosed with polycystic kidney disease and required kidney transplants. Her mother received a cadaver donor kidney after Donna tested negative for a match, while Kevin received one donated by their brother, Mark.

Kevin's donated kidney lasted 21 years before beginning to fail, leading to dialysis and declining health. "I just wanted to see him at optimal health again and give him another 20-plus years," says Donna, who again underwent extensive testing to see if she was a match for Kevin — this time with positive results. "God gave me a spare kidney, and Kevin needed it more than me."

There are more people on the national waiting list than there are available kidneys, so Donna's decision to donate was truly lifesaving. Donna says she is grateful for the selfless donation made to her mother years ago and for her brother's continued recovery.





Hospitals play a pivotal role in keeping communities healthy and resilient, and at Ochsner, our commitment runs deep. For us, it's about promoting wellness, preventing diseases and fostering health and well-being far beyond the walls of our clinics. It means showing up and meeting people where they are to forge connections, build trust and inspire healthy possibilities."

Yvens Laborde, MD
Chief Community Medical Officer

Community Centered



Inspiring the Healthcare Professionals of Tomorrow

It's a partnership that began in 2013 when Ochsner donated science equipment to Kenner Discovery Health Sciences Academy and evolved to physicians and staff hosting virtual chats with students about their profession. Now it's an inventive public charter school model that's poised to scale regionally and beyond.

Patty Glaser, PhD, CEO and Founding Head of School for the Discovery Health Sciences Foundation, knew something amazing was percolating every time Ochsner doctors and nurses spent time with Discovery students. Their engaging, hands-on approach to science, technology, engineering and mathematics (STEM) and health sciences was taking education to an entirely new level.

"It's been a beautiful symbiotic relationship," says Dr. Glaser. "Ochsner brings real-world science experiences into the classroom that captivate the imagination of our students and open their eyes to future possibilities in health sciences."

Dr. Glaser was so impressed that she wanted to formalize these experiences into a unique educational curriculum within the Discovery Schools framework. She approached Ochsner with an extraordinary ask — a community partnership to launch students on a learning adventure of a lifetime.

That ask led to the opening of the Dr. John Ochsner Discovery Health Sciences Academy at John Martyn Campus in Jefferson, Louisiana, in 2020, and the Baton Rouge Ochsner Discovery Health Sciences Academy in 2023. In August 2024, the Discovery Fusion: Hybrid Virtual Program will launch, combining elements of both online learning and traditional on-campus experiences.

This tuition-free, open-enrollment charter school model prides itself on its innovative health sciences and STEM curriculum for students K-12. At every stage, Ochsner incorporates the latest

science into the curriculum, bringing lessons to life in palpable ways and exposing students to a world of career opportunities in healthcare and STEM.

The Ochsner-Discovery Schools partnership is already proving to be transformational. According to the Louisiana STEM Initiative, over the next 12 years Louisiana and the nation will see a surge in STEM job opportunities. Ochsner and Discovery Schools are supporting that statistic — educating more than 3,100 students each year — and partnering with the Charter School Growth Fund to scale their model regionally.

"As a charter school, we have a responsibility to listen to our community and act on its needs," says Kassie Cusachs, M. Ed., Kenner Discovery High School Principal and founding faculty member. "Our partnership with Ochsner is like a petri dish of collaboration. Our teams are constantly experimenting with new ideas and approaches to prepare



By aligning my dreams with such esteemed institutions, I'm not just charting a course for my future, I'm contributing to a legacy of excellence and compassion in healthcare that extends far beyond myself."

Najah Nicholas

Kenner Discovery valedictorian, 2020
Xavier University of Louisiana graduate, 2024
Summa cum laude, biology honors, chemistry honors



Kassie Cusachs and Patty Glaser, PhD, celebrate a decade working together at Discovery Schools

students for the future with a strong health sciences and STEM education."

This education includes learning experiences that cannot be found in other school environments. The Kenner Discovery Health Sciences Academy high school, for example, features a SIM lab that replicates a hospital room, complete with high-fidelity mannequins that simulate various medical scenarios, including seizures, stroke and childbirth. It also offers certification programs for patient care technicians and clinical medical assistants so high school graduates can either begin their careers or advance their health science studies — many of whom come back to work at Ochsner.

"We give students the opportunity to dream big at a very young age, and the tools and pathways to make those dreams a reality," says Dr. Glaser. "We are thrilled by our success and are excited about the potential to scale this partnership to reach even more students in the future."



A STAR Is Born

Diara Bryant wants to make a strong, positive impact on her community, and through the Ochsner STAR program, she realized a career in nursing was the way to do it.

Ochsner's STAR program provides qualified high school students with opportunities to explore the world of healthcare. Through a rigorous, hands-on summer course focusing on science, technology, academics and research, STAR encourages students to pursue further education and careers in science and medicine.

The STAR program guided Diara through different careers, concentrations and available opportunities in medicine. Inspired and focused, Diara is now in her freshman year at the University of Louisiana at Lafayette studying to become a nurse.

“

I knew I wanted to help people by working in the medical field, but I didn't know what area would be best for me,” says Diara. “The STAR program allowed me to visit the labor and delivery team at Ochsner Baptist. The nurses were very nice and compassionate and made me realize that I wanted to follow in their footsteps.”

Diara is also an Ochsner Nurse Scholar, a program that provides students attending an accredited nursing school in eligible regions with tuition assistance, mentoring and career coaching in exchange for service at Ochsner Health upon graduation.



School is in session at the new **Baton Rouge Ochsner Discovery Health Sciences Academy**. The school is the second through an innovative partnership with Louisiana-based Discovery Schools where Ochsner helps to educate students and inspire the next generation of doctors, nurses and healthcare professionals. Pictured here, Principal Charles E. Natt, Jr., engages with students during an assembly.

Ochsner Eat Fit celebrates 10 years as a leader in nutrition and wellness across Louisiana. The team of Eat Fit dietitians collaborates with local chefs to develop nutritious menu options for those looking to watch their weight, meet fitness goals and manage chronic conditions. Now a statewide movement, Eat Fit partners with more than 600 restaurants, markets and other food service establishments. The Eat Fit team connects deeply within the community, offering culinary teaching programs, the Alcohol Free For 40 challenge, cookbooks and nutrition-related events.





Art installation at Ochsner Children's Hospital

Ochsner brings our spaces to life through a creative partnership with **Where Y'Art**, an art consulting company in New Orleans that connects organizations and individuals with local artists. Since 2016, we have invested in **3,396 pieces of artwork**, which have been placed in 89 Ochsner facilities.



Through a **\$4M** leadership gift, Ochsner Baton Rouge was proud to open the **Ochsner Wellness Center** as we joined Louisiana State University in rededicating the Huey P. Long Field House to exercise, physical education and wellness. As the new home of the LSU College of Human Sciences & Education, the Field House will serve as the state's premier location for educating future generations of professionals in health care and wellness.

Through a partnership with Chapter One, **Ochsner Serves** volunteers commit to weekly tutoring through the **Ready, Set, Read** program at the Dr. John Ochsner Discovery Health Sciences Academy. Their commitment is substantially increasing the reading abilities of elementary school students from a variety of backgrounds.

26

Ochsner Serves volunteers completing a year-long commitment to the program

7,100

Tutoring minutes over 301 one-on-one sessions with first grade students



Shaquille O'Neal engages with a young fan at the clinic dedication

In honor of a donation from basketball legend Shaquille O'Neal, Ochsner Health established the **Shaquille O'Neal Pediatric Super Clinic** inside the **Ochsner Medical Complex — The Grove**. The all-inclusive clinic handles everything from well-child checkups and immunizations to complex diagnoses and pediatric specialties.

Leo Seoane, MD,
Ochsner Executive
Vice President and
Chief Academic Officer;
Dean, Xavier Ochsner
College of Medicine

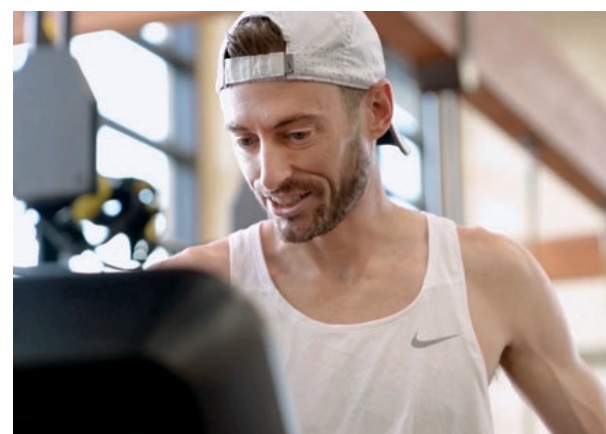


Ochsner and the Urban League of Louisiana hosted the second annual **Big Health Event** in Baton Rouge. The event featured free health screenings and hundreds of interactions through fitness sessions, a kids zone, career information, expert panels and cooking demonstrations.

4,000+

**Community health
screenings and
educational interactions
provided through
the Big Health Events**

Ochsner has a deep, long-standing partnership with **Son of a Saint**, a nonprofit dedicated to transforming the lives of fatherless boys in New Orleans. Since 2020, Ochsner has donated **more than \$2M** and crucial program staff to further its mission to create self-sufficient, independent thinkers and leaders who give back to their communities.



Distance runner **Jarrett LeBlanc**, a cardiac sonographer at Ochsner Lafayette General Medical Center, set a new world record for running a half marathon on a treadmill — all to raise funds for **Camp Bon Coeur**, which offers children with congenital heart defects a safe youth camp experience.

“Children with heart defects hold a special place in my heart. I often see them in distress as babies. Seeing them grow up and enjoy a camp designed for their unique needs is really special,” said Jarrett. “Donations are vital to sustaining programs like this and ensuring their continued success and impact on young lives.”



Ochsner RN Elizabeth Desmond
and elementary school student

The Ochsner Healthy Schools Program supports the physical and emotional well-being of children in a school-based setting. Our goal is to improve health outcomes and access to care by identifying children struggling with chronic health conditions and connecting them to healthcare resources.



Ochsner supports local efforts, like those of UNITY of Greater New Orleans, to provide **medical and mental health services** for community members who are unhoused and newly housed. This includes a **\$1.5M investment** to cover more than **750 primary care visits**, transportation, digital medicine enrollment and two staff positions to help newly housed people manage their care.



Partnering for a Healthy State


Ochsner continues its leadership of Healthy State, a bold initiative to catalyze healthcare, community, education and policy organizations from across the state to tackle the leading causes of poor health — together. A prosperous Louisiana requires more than just economic mobility; it requires good education, good jobs, health awareness and sustainable living. We are united by a common goal: to build a healthier Louisiana where families, neighbors and friends can thrive. Healthy State strategy is centered around six priorities:

- Smoking cessation
- Food security
- Cancer and chronic conditions
- Wellness and obesity
- Workforce and education
- Broadband access

One of Healthy State's goals is to have **214,000 fewer smokers in Louisiana by 2030** by changing behaviors, advancing policy and expanding access to smoking cessation services. In an effort to achieve our goal, we are partnering with Chevron to continue our **Lung Cancer Awareness, Education and Prevention Program**, and we offer a free **Ochsner Smoking Cessation Program**. In 2023, we served 8,990 smoking cessation patients across 36 clinics in Mississippi and Louisiana, with a quit rate of 30.7% — two times the national average.



Through the advocacy of The Ochsner-Xavier Institute for Health Equity and Research (OXIHER), Medicaid is now covering smoking cessation, and — in partnership with the Cancer Advocacy Group of Louisiana — OXIHER got legislation passed to mandate a minimum six-month smoking cessation benefit coverage for anyone in Louisiana.



Sammy Khatib, MD, is embraced by
cardiology patient Danny Abramowicz

In 2023, we invested more than

\$300M

in the communities we serve
through education, community
health services, research, health
education and more. This includes

\$52.1M

in financial assistance for
underinsured and uninsured
patients.

The Greater Good

At Ochsner, we're focused on providing high-quality healthcare to more than 1.5 million people annually in communities throughout the Gulf South. This includes providing more than \$300 million worth of care, every year, below cost, and investing in care facilities and community health centers across the region so people can get the care they need close to home.

Our commitment extends far beyond our hospitals and health centers and deep into the schools, homes, organizations and community centers where dreams are nurtured and futures can be focused.

We're committed to partnerships that create economic opportunity, improve education, train the next generation of healthcare professionals and address pressing social needs. Ours is an ongoing, purpose-driven, community commitment to achieve the greater good.

Community Commitment by the Numbers

15,410

Unique patients served at Community Health Centers with a **17% reduction in emergency department visits** and **30% reduction in hospital admissions** for patients served

27,000

Clinic visits across 7 **Ochsner Community Health Centers** in underserved communities

\$36M

Total spend with Black, Hispanic, LGBTQ+ and woman-owned businesses through our **supplier diversity** efforts

7,459

Free community **health screenings** provided outside traditional clinical settings

4,738

Employees volunteered 16,000+ hours at 126 community organizations through **Ochsner Serves**

\$12M

Committed to innovation funds and companies in Louisiana, including 9 investments in early-stage healthcare and life sciences companies, which support over 235 jobs in the state

\$1M

Federal grant received by Ochsner Lafayette General to combat opioid addiction and abuse in rural communities

\$5.9M

Cash and in-kind donations to charities that perform a community need related to furthering Ochsner's mission and services

\$296M

Commitment in **77 transformational projects** to improve healthcare in Louisiana and create jobs

300 veteran jobs

To be created over 3 years to provide meaningful healthcare employment opportunities for those who have served in the armed forces

29,417

School nurse visits provided for students through the **Healthy Schools program**

60,000

Louisiana K-12 students reached through more than 23,000 mentorship hours via the **Ochsner Education Outreach Program**

“

We are committed to revolutionizing healthcare using technology, rapidly designing and adapting to meet patients where they want to seek care — and meet providers where they want to deliver it. It's all about making it easy to engage with people in their own environment. This is how we will expand access for patients and improve the experience for everyone.”

Denise Basow, MD
Executive Vice President and
Chief Digital Officer

Future **Ready**

The Healthcare of Tomorrow

At Ochsner, our mission to heal is driven by purpose and what's possible. It's as much about nurturing a creative and collaborative culture as it is about making strategic investments that accelerate health innovation and breakthrough therapies. Our patients and our care teams are expecting different care in the digital age. By recruiting the best, educating the brightest and thinking outside the box, we remain forward focused and future ready.

Working Smarter

At Ochsner we want our clinical teams to focus on what they do best — treating and healing our patients. This is why we are making sizable investments in new care delivery models to reduce administrative burdens and enhance our ease of practice.

While some are still in the Ochsner pilot phase, these resources are proving to be invaluable tools that support the well-being of our team members and positively impact the care and experience they provide.

Carving Out More Time for Patient Care

Ochsner is implementing creative changes to help our physicians and advanced practice providers (APPs) manage the messages they receive, so they can spend more time delivering exceptional quality and patient care. As a result of these efforts, we have diverted more than 300,000 messages from the inbox in the last year to more patient-friendly self-service solutions, convenient virtual visit options and scheduling support.

- Over 2 million patients visit our MyOchsner patient portal every year. We have redesigned the menu to drive patients to quicker, self-service care options — such as E-visits and refilling prescriptions — and away from the inbox.
- Each day, we are directing more and more patient care messages to an E-visit (up 400% year-over-year) where an in-depth online questionnaire helps quickly connect patients with a physician or APP for a diagnosis and treatment plan for certain common health conditions.

Digital Innovation Meets Nursing Practice

- Building on the successes of Ochsner Medical Center — Kenner's virtual nurse program, we have scaled our capability to shift various routine bedside nursing tasks, such as discharge coordination, to an experienced virtual nurse, giving onsite nurses more time for direct patient care. In 2023, this model was live at Ochsner Medical Center — Kenner, Ochsner Medical Center — West Bank Campus and St. Bernard Parish Hospital.
- Ochsner is piloting a wireless wearable device that monitors patient vitals, including heart rate, respiratory rate, skin temperature and blood pressure. The device adheres to the skin, measuring vital signs as often as every five seconds and displaying them on a dashboard that allows the nurse to monitor them without disturbing the patient.
- Ochsner is streamlining bedside nursing tasks through the support of technology. This work includes utilizing MyChart at the bedside to empower patients to manage some of their own care needs, such as dietary requests.

Top Women Leaders in Healthcare 2023

Dr. Denise Basow, Executive Vice President and Chief Digital Officer for Ochsner, was honored among the Top Women Leaders for 2023 by Modern Healthcare. This prestigious distinction recognizes women executives from all sectors of the healthcare industry for their contributions to care delivery improvement, health equity, policy and gender equity in healthcare leadership.



Magen Dolce (center) was the first obstetrics patient at Ochsner Baptist to be part of the wireless wearable device system pilot



One of our top priorities is implementing data and technology to make frontline care teams more successful. When they're successful, more efficient and when they enjoy their work more, we're all going to be successful."

Michael Hulefeld
President and
Chief Operating Officer



Lifesaving Implants Represent More Ochsner Firsts

Doctors at Ochsner Children's Hospital performed groundbreaking procedures to treat severe heart failure in a child. These lifesaving treatments represent another Ochsner first in Louisiana, with one of the devices implanted being the first use in a child worldwide.

The nine-year-old patient was referred to our advanced heart failure/transplant team at Ochsner Children's Hospital. Dr. Katerina Boucek, a pediatric specialist in advanced heart failure therapies, led a team of specialists who quickly went to work to save the young patient.

Congenital pediatric cardiovascular surgeon Dr. Dennis Wells was called in to implant a mechanical pump to provide left ventricular support. A HeartMate 3™ Left Ventricular Assist Device (LVAD) was used — the first in a child this young in the state of Louisiana, and one of the youngest to receive this device in the U.S.

Many patients who require an LVAD also need temporary right heart mechanical support, which was the case for this young patient. The Ochsner Pediatric Interventional Catheterization team, led by Dr. Sam Lucas and Dr. Ivory Crittendon, successfully implanted a catheter-based, non-surgical Right Ventricular Assist Device, the Impella RP Flex with SmartAssist. The manufacturer of this device confirms that this patient was the youngest and only pediatric patient who has received lifesaving support from the temporary Impella RP Flex.



Drawing on over two decades of experience at Ochsner Children's Hospital with pediatric mechanical heart support, we are proud to introduce cutting-edge treatments for severe heart failure in children. Backed by a team of world-class pediatric specialists, we lead the most extensive pediatric cardiology and surgery program in the Gulf South region. These groundbreaking innovations distinguish us, enabling us to deliver unparalleled care to our young patients."

Victor "Sam" Lucas, MD
Section Head, Pediatric Cardiology



Kayla Bell, RN, assists A'Iijah Junius with placement of her ventricular assist device



Benjamin Peeler, MD, (left) and colleagues perform complex cardiovascular surgeries with exceptional outcomes

Superior Pediatric Cardiac Outcomes

Recent pediatric outcomes for congenital heart patients show that the highly specialized surgeons at Ochsner Children's Hospital perform significantly better than others in the region — even when caring for the most complex cases. And, for the fifth year in a row, our surgical outcomes continue to exceed national averages.

Results from the 2017 – 2021 Society of Thoracic Surgeons Congenital Heart Surgery Database show Ochsner's outcomes surpass expectations for congenital heart surgeries, based on a mortality risk model that accounts for how sick patients were before treatment and the complexity of the surgery. This data also indicates that our results especially excel for neonatal surgery and the most complex operations. In these groups, our results far exceed national averages and are unmatched in the region.

100,000 children

Ochsner Children's Hospital offers the only pediatric heart transplant program in Louisiana and the most comprehensive liver transplant program in the region, serving more than 100,000 children every year with over 150 physicians specializing in more than 30 pediatric specialties and subspecialties.



We are thankful to our growing team of pediatric and congenital heart experts, which include cardiology, surgery, critical care, anesthesia, nursing and so many more. Our consistently superior results show that Ochsner is truly a leader in cardiovascular surgery for our region, and it speaks to our team's excellence in providing high-quality pediatric care.”

Benjamin Peeler, MD

Chief, Pediatric and Adult Congenital Cardiac Surgery



Ochsner Connected MOM patient Javon Williams (right) with her family

Connected to Care

First-time expectant mother Javon Williams signed up for the Ochsner Connected MOM (Maternity Online Monitoring) program to give herself peace of mind throughout her pregnancy.

“Some of my concerns were dealing with preeclampsia, overall morning sickness and all the other aches and pains that come with being pregnant,” explains Javon. “I was told about the program and knew it was something I wanted to participate in to prevent any of those scares.”

Connected MOM was designed to help expecting mothers manage their pregnancy from the comfort of home between visits to their obstetrician. The program uses a digital blood pressure cuff to send

readings directly to a patient's provider. Connected MOM helps to ensure patients' readings stay within healthy levels and, if not, catch potential issues sooner.

Javon says she came to rely on the program's easy digital device to monitor her progress between doctor's visits — and they proved invaluable. One day toward the end of her pregnancy, Javon used her digital device and her provider was alerted that something was off.

The Connected MOM device automatically notifies care teams of results that are outside the norm and gives patients the option to call their provider with questions or schedule a visit.

“This made it a lot easier to focus on some of the more important things,” says Javon, “like my home and family life, getting the nursery together and all the nesting and cleaning I had to do toward the end of my pregnancy.”

Aloha, Digital Care

As an early innovator in remote patient management and leader in digital medicine, Ochsner can help patients manage their health from anywhere — including Hawaii. In fact, Ochsner Digital Medicine is partnering with Hawaii-based health plan AlohaCare to provide digital medicine services to its members.

Through the partnership, we are offering AlohaCare members who have been diagnosed with hypertension and Type 2 diabetes remote programs designed to manage and control their conditions. The programs use remote patient management through digital devices and personalized plans, along with medication management, lifestyle modifications, progress tracking and motivational support to help members live healthier lives. Plus, members are assigned a licensed clinician and professional health coach who coordinates care with the member's primary care provider.



ALOHACARE



What differentiates our Digital Medicine program is the care team approach of combining health coaching with a licensed clinician assigned to each member. This allows our solution to address not only the necessary lifestyle changes but also the ability to adjust medication appropriately to completely manage the member's condition. The result is better outcomes than traditional care."

Dan Shields

Chief Executive Officer, Ochsner Digital Medicine

Stay Connected

Through a range of Connected Health and Digital Medicine programs, Ochsner is leveraging the very latest in medical technologies and shaping the future of medicine. Most importantly, we are expanding access to care by meeting patients where they are.

Reducing the cost of care while improving the patient experience

Ochsner's Digital Medicine program achieved validation for savings by the Validation Institute, an independent nonprofit organization, which confirmed that members of our Digital Medicine management program have lower per member, per month costs than similar nonparticipants. The program continues to demonstrate high rates of patient satisfaction, earning a world-class Net Promoter Score (NPS) for the fifth consecutive year with a score of 82. NPS is a recognized system to measure customer loyalty, satisfaction and enthusiasm for a company or product.



In 2023, over 3,500 patients participated in **Connected MOM**, helping expecting mothers manage their pregnancy from home between visits to their obstetrician. Using a digital device, patients can send blood pressure readings to their medical team, allowing them to ensure readings stay within healthy levels and, if not, catch potential issues sooner.

This is one of many investments Ochsner has made to improve quality, access, convenience and equity for the patients we serve.

Through the **MyOchsner platform**, Ochsner Health successfully conducted over 250,000 virtual visits and more than 26,000 24/7 OnDemand virtual urgent care consultations in 2023.

The OnDemand virtual service, accessible across all 50 states, offers real-time consultations for low-acuity conditions and maintains a patient satisfaction rating of 4.8 out of 5 stars.

Digital Medicine empowers patients to take control of their cardiometabolic conditions, like obesity, high blood pressure, high cholesterol and Type 2 diabetes. Through digital tools and the support of a dedicated care team that provides one-on-one pharmacological management and professional health coaching, patients are improving their health between visits to the doctor.

In 2023, Ochsner continued to scale Digital Medicine nationally to employers, payors and health systems. The program cares for members across 39 states and increased gross enrollment 34% from 2022 to serve more than 43,000 members since inception.



Ochsner MD Anderson Cancer Center patients Andy Wisdom (left) and Donnie Ray Stafford

A Breakthrough in Cancer Treatment

Ochsner MD Anderson Cancer Center at The Gayle and Tom Benson Cancer Center in New Orleans has become the first institution in Louisiana to treat adult patients using the pioneering CAR T cell therapy.

The patients, Donnie Ray Stafford, a retiree who worked in seismograph and oil exploration, and Andy Wisdom, chairman of the Ochsner Health Board of Directors, were the first to receive the immunotherapy treatment for their lymphoma. Both are now in full remission.

Chimeric Antigen Receptor T (CAR T) cell therapy, is currently approved to treat certain blood cancers. The treatment involves collecting a patient's immune cells through a process called apheresis, reprogramming the immune cells in a lab to target and destroy cancer cells, and infusing them back into the patient's bloodstream. These engineered CAR T cells then seek out and bind to the cancer cells, leading to their destruction.

According to Dr. Laura Finn, section chair of Hematology and associate program director, Bone Marrow Transplant, CAR T therapy is a game-changer for blood cancers. "It's a lifesaving therapy for patients who would be approaching the end of the line of treatment options," says Dr. Finn. "We call it a living drug because this therapy now lives within a patient and is constantly hunting for cancer cells."

CAR T cell therapy is effective against certain types of relapsed blood cancers, such as acute lymphoblastic leukemia, certain types of non-Hodgkin lymphoma and multiple myeloma. Studies have even shown a benefit in certain patients with non-Hodgkin lymphoma after one line of therapy. Given its success, clinical trials at Ochsner

MD Anderson and MD Anderson Cancer Center in Houston are evaluating CAR T cell therapy as first-line treatment in non-Hodgkin lymphoma.

"For a lot of patients, once their cancers relapsed, we were talking to them about palliative therapies that may buy them a year or two of life or hospice care," says Dr. Carter Davis, senior physician, Bone Marrow Transplant. "Now we have a therapy where we're actually talking about a cure. It's amazing to see that progression."



They brought me happy birthday balloons and a cake and said, when they infused the T cells, you actually start a new life. That's what I felt, like I started a new life. It was a blessing to know it worked so fast. I hope they continue doing what they do to heal other people."

Donnie Ray Stafford

Ochsner MD Anderson Cancer Center patient

Advancing Maternal Health Equity

Ochsner, along with Tulane University and the community nonprofit RH Impact, is launching the Southern Center for Maternal Health Equity — one of 10 Maternal Health Research Centers of Excellence in the United States.

The research center represents a unique academic, clinical and community partnership to promote maternal health equity in the Gulf South. Funding for the center comes from a seven-year, \$16.5 million grant awarded by the National Institutes of Health (NIH) as part of its IMPROVE initiative (Implementing a Maternal health and Pregnancy Outcomes Vision for Everyone).

The Southern Center for Maternal Health Equity will bring together experts from a variety of disciplines to address maternal death rates and bias. These experts will incorporate community priorities, vision and expertise into multilevel research projects across the region. They also will support the professional development of maternal health researchers, including those from backgrounds underrepresented in the biomedical research workforce.

This work emphasizes a community-based approach that will meet new and expecting mothers where they live. Strategies include training medical professionals and hospital staff to reduce biased treatment, identifying community supports for women after they leave the hospital and implementing remote home monitoring systems in maternal healthcare deserts and other areas with low access to care.

The NIH Centers of Excellence include 10 research centers, a data innovation and coordinating hub and an implementation science hub. Together, these institutions will design and implement research projects to address the biological, behavioral, environmental, sociocultural and structural factors that affect pregnancy-related complications and deaths.

39 out of 100,000

According to U.S. Centers for Disease Control and Prevention, Louisiana has one of the highest maternal mortality rates in the country with 39 out of every 100,000 mothers dying during or shortly after childbirth. In Louisiana, Black pregnant and postpartum women are three to four times more likely to die from complications related to pregnancy compared to their white counterparts.



Jolisha Eubanks-Jones, MD, examines patient Kristen Woods at Ochsner Health Center — West Bank



We must address social determinants of health, including economic stability, education and access to healthcare. You cannot have quality without equity. In healthcare, this means everyone receives the same quality of care. As providers, we must address our implicit bias, implement evidence-based practices and acknowledge the social barriers that may prevent them from achieving optimal health outcomes.”

Veronica Gillispie-Bell, MD
Head of Women’s Services
Ochsner Medical Center — Kenner



Leo Seoane, MD, and Deborah Terry at the 2023 UQ-Ochsner partnership extension ceremony

A Broad Perspective

The University of Queensland (UQ) and Ochsner Health extended their unique partnership through 2030, underscoring their ongoing commitment to grow the physician workforce through our joint doctor of medicine program.

Our partnership began in 2009 when The University of Queensland Medical School — Ochsner Health welcomed its first class. Since then we have continued our dual-continent program. Students spend their first two years at UQ's Brisbane, Australia, campus, which consistently ranks among the top 50 global universities by U.S. News & World Report, before completing two years of clinical immersion in Ochsner's facilities. Upon completion, graduates are qualified to enter both U.S. residency and Australian internships.

This unique collaboration allows students to broaden their medical training and experience and take advantage of the exceptional educational opportunities offered by both institutions. It is also particularly relevant today, as the U.S. continues to experience a shortage of physicians. Workforce growth programs such as ours represent a proactive solution to create medical systems of the future.

Match Day Successes

Match Day — two words that represent a rite of passage for medical graduates around the world and the day when U.S. residency programs announce where students will continue their training.

The University of Queensland Medical School — Ochsner Health (UQ-Ochsner MD Program) has a long history of successful Match Days, and this year was no exception.

- **78 UQ-Ochsner MD Program graduates** entered the match
- **96% match rate for 78 medical graduates from the Class of 2022 through the National Residency Match Program.** This marks 11 consecutive years that the UQ-Ochsner MD Program's match rate has been 90% or above
- **729 UQ-Ochsner MD Program graduates** who successfully matched into U.S. Accreditation Council for Graduate Medical Education (ACGME)-accredited programs in nearly every state and every specialty since 2009, with approximately 30% remaining in Louisiana
- **15,000+ community service hours logged by UQ-Ochsner MD Program students** over the past 11 years, volunteering at clinics, public schools and community health fairs
- **55% medical graduates** choosing the primary care specialty, more than double the average of U.S. medical schools
- **\$8.5M investment in academics and education** in 2023, including the UQ-Ochsner MD Program, residency programs, allied health programs and continuing medical education



UQ is extremely proud to continue this collaboration with Ochsner Health. Learning in both Brisbane and New Orleans allows medical students to foster unique perspectives and address a wide variety of healthcare challenges.”

Deborah Terry

Vice-Chancellor and President, The University of Queensland

In Good Hands

Olivia Malone was a typical teenager living her best life in Bernice, Louisiana. She loved to read books, play basketball and was a straight A student. One day she became ill with what her mom, Katrina Jenkins, thought was a stomach bug.

But Olivia couldn't seem to shake it. She couldn't eat and was vomiting incessantly. After several doctor visits and unsuccessful treatments over the course of five months, Olivia became severely malnourished.

"To look at your daughter, and it's like every day she's withering away," says Katrina. "There's nothing as a mom that you can do but just pray that God can just give the doctors an idea of what's going on."

It wasn't until Olivia was admitted to Ochsner LSU Health Shreveport — St. Mary Medical Center that doctors began to understand her condition.

"We put her to sleep, and I was astonished because her esophagus was capacious; I had never seen anything like it before," says Dr. Ilana Fortgang, Pediatric Gastroenterology, who diagnosed Olivia with achalasia, a rare swallowing disorder that affects the esophagus. "It's so uncommon in children because it's a degenerative disease."

Adult gastroenterologist Dr. Qiang Cai, chief of Gastroenterology at Ochsner LSU Health Shreveport, was called in to perform a peroral endoscopic myotomy (POEM) procedure, which treats swallowing disorders caused by muscle problems such as spasms in the esophagus.

Due to the rarity of achalasia in young people, as well as the particular expertise required, POEM is not frequently performed on children. "It's a new procedure, but it has shown many times to be very effective," says Dr. Cai, who is a world leader on the procedure. "The children I perform this on are doing very well."

Olivia proved to be no exception. Within one week of being admitted, her esophagus was repaired and she walked out of the hospital on the road to a full recovery.

"The kind doctors and nurses would come in and talk to me and let me know they were going to help me get better," says Olivia. "There wasn't an hour of the day that a nurse wasn't checking on me. While I was in the hospital I decided I wanted to be a nurse."



Candie Branim, RN, Ochsner LSU Health Shreveport — St. Mary Medical Center, takes a selfie with patient Olivia Malone

“

The kind doctors and nurses would come in and talk to me and let me know they were going to help me get better. There wasn't an hour of the day that a nurse wasn't checking on me. While I was in the hospital I decided I wanted to be a nurse.”

Olivia Malone
Ochsner LSU Health patient

Hearing those words touched Candie Branim, who was one of the dedicated nurses who cared for Olivia. "I'm humbled and honored that she would take the little bit of time that we spent together and create a whole life plan to do what I do and help people," she says. "I'm glad she could feel how much I care."



Ochsner Ventures CEO Aimee Quirk (pictured second from right) joins local innovators and business founders participating in the Women of Health Tech panel at the 2023 New Orleans Entrepreneur Week hosted by Ochsner Health



Supporting healthcare innovators in Louisiana and beyond is an important way Ochsner is working to help make Louisiana a healthier state and hub of healthcare innovation, while also growing the Louisiana economy and investing in the communities we serve.”

Aimee Quirk

Senior Vice President and Chief Corporate Development Officer;
CEO, Ochsner Ventures

Supporting Innovative Health Companies

Ochsner is investing in emerging companies whose innovations and breakthroughs can improve health outcomes and further economic development in Louisiana.

Established in 2022, Ochsner Ventures creates and supports innovation partnerships and new ventures to advance Ochsner Health’s mission and strategy to inspire healthier lives and stronger communities. Our team identifies, evaluates and invests in new ventures across the healthcare space and collaborates with thought leaders to develop innovative solutions for our greatest healthcare challenges. We foster new collaborations, support our emerging healthcare and innovation ecosystem and develop diversified businesses that positively impact the communities we serve.

The Ochsner Ventures portfolio includes 64 companies across the country representing some of the fastest-growing digital health ventures. Significantly, the portfolio includes nine early-stage companies located in Louisiana with products and services ranging from healthcare delivery and health tech to life sciences and value-based care. These companies have created nearly 200 new, quality jobs to Louisiana, and represent 36% women and Black, indigenous and people of color (BIPOC) founders.

Personalized Care, Advanced Technology



Stanley Hoang, MD, performs robotic surgery at Ochsner LSU Health Shreveport

Dr. Stanley Hoang, a neurosurgeon at Ochsner LSU Health Shreveport, became the first physician in Louisiana to perform a robotic single position prone lumbar fusion using the Medtronic Mazor™ robot system.

The surgery, which is used to treat disc problems in the lower back, is typically performed as two separate operations. The robotic technology allows physicians to perform one surgery with pinpoint guidance in screw placement to fuse the spine. This allows patients to recover faster, with fewer complications and less pain.

The Ochsner Aortic Center opened its doors as the only one of its kind in the Gulf South and one of fewer than 10 in the nation featuring Cydar EV Maps. This revolutionary imaging technology harnesses AI technology to automate processes and provide real-time maps throughout a procedure for improved patient outcomes.



Ochsner Health vascular surgeons joined by the vascular surgery team



Jim Jukes, Ochsner Health patient and recipient of a myoelectric prosthetic arm

Jim Jukes, a former wildlife agent and duck guide, suffered a hand injury while leading a group of hunters, which led to a life-threatening infection and amputation of his arm. Jim struggled with a basic prosthetic arm, which he found frustrating and inadequate.

Thanks to Targeted Muscle Reinnervation, a cutting-edge procedure, Jim became a candidate for a myoelectric prosthetic arm. He received this advanced prosthetic at Ochsner Lafayette General Orthopedic Hospital, the only hospital dedicated to orthopedics in the region, allowing him to control the arm with his mind, significantly improving his quality of life.

With the help of a talented orthopedic surgical team, Jim went from feeling handicapped to regaining independence, including resuming duck hunting, and training his beloved dogs. Jim's story highlights the transformative impact of Ochsner's innovative medical procedures and highly specialized care teams across Louisiana, along with the importance of aggressive, timely care in saving and improving lives.

Select **Accolades**

Ochsner Medical Center — New Orleans, including Ochsner Medical Center — West Bank Campus and Ochsner Baptist, ranked **No. 1 in Louisiana** for the 12th consecutive year by U.S. News & World Report. Ochsner Children's Hospital was named the **No. 1 Hospital for Kids in Louisiana** by U.S. News & World Report for the 3rd consecutive year

WebMD named Ochsner Health among the **Best Hospitals According to Patients & Health Care Providers**

Ochsner Health was recognized as one of **America's Greatest Workplaces for Diversity** in 2023 by Newsweek. Top Workplaces honored Ochsner Health with the Healthcare Industry Award and ranked Ochsner as a **2023 Top Workplace** in the United States

For the second consecutive year, the College of Healthcare Information Management Executives (CHIME) recognized Ochsner for level 9 achievement in the **2023 Digital Health "Most Wired"** survey for using **advanced technologies to improve patient outcomes**

The American Medical Association awarded Ochsner a Gold recognition in its **Joy in Medicine Health System Recognition Program** for preserving the well-being of clinical care teams and combating burnout

Ochsner Medical Center — New Orleans and Ochsner Hospital for Orthopedics & Sports Medicine earned **The Joint Commission's Gold Seal of Approval** for **Total Hip and Knee Replacement Accreditation**

Ochsner Health received a **2023 Vizient Pharmacy Vision Award** for **Excellence in Innovation**

Ochsner Health was included in the 15th annual **Gartner Healthcare Supply Chain Top 25** ranking

Several Ochsner Health hospitals and partners earned an **'A' Leapfrog Hospital Safety Grade**, including Leonard J. Chabert Medical Center, Ochsner Baptist, Ochsner Medical Center — Kenner, Ochsner Medical Center — New Orleans, Ochsner Medical Center — Hancock, Ochsner Medical Center — Baton Rouge, Slidell Memorial Hospital, St. Bernard Parish Hospital and St. Charles Parish Hospital

St. Charles Parish Hospital was included on the **Great Community Hospitals** list by Becker's Hospital Review

Ochsner Lafayette General Medical Center, inclusive of Ochsner Lafayette General Surgical Hospital, Ochsner Lafayette General Orthopedic Hospital and Ochsner Cancer Center of Acadiana, ranked as **Best Hospital in Southwestern Louisiana** on U.S. News & World Report's 2023 - 24 Best Hospitals list

Leonard J. Chabert Medical Center, Ochsner Rush Medical Center, Ochsner Baptist, Ochsner Medical Center, and Ochsner LSU Health's Academic Medical Center and Monroe Medical Center received multiple **quality achievement awards** from the American Heart Association including **Silver Plus, Gold Level Resuscitation, Stroke Gold, and Target: Type 2 Diabetes Honor Roll**

Ochsner Health ranked #9 among the **Most Trusted Healthcare Brands** by Monigle

Ochsner Health named among Best Companies for Future Leaders 2024 (#122) by Time Magazine



St. Bernard Parish Hospital was recognized with several awards highlighting patient care and experience, including a **"High Performing" in Procedure and Condition Award** for Pneumonia from U.S. News & World Report and inclusion on the 2023 **Great Community Hospitals** and **Top Hospitals for Patient Experience** lists by Becker's Hospital Review

About Ochsner

Ochsner Health is a healthcare system that aims to Serve, Heal, Lead, Educate and Innovate. Established in 1942, Ochsner is a leading provider in various specialties such as cancer care, cardiology, neurosciences, transplants, orthopedics, sports medicine and pediatrics. Recognized as the top hospital and children's hospital in Louisiana by U.S. News & World Report, Ochsner is committed to improving lives and communities through its nonprofit efforts.

Our nonprofit 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, uses emerging technologies and performs groundbreaking research, including 4,000 patients enrolled in 600 clinical studies in 2023.

Ochsner today has more than 38,000 employees and over 4,700 employed and affiliated physicians in more than 90 medical specialties and subspecialties. We operate 46 hospitals and more than 370 health and urgent care centers across Louisiana, Mississippi, Alabama and the Gulf South. Through advanced Connected Health Digital Medicine initiatives, Ochsner extends care to patients outside traditional healthcare settings. In 2023 Ochsner Health treated more than 1.5 million people from every state and 65 countries.

Our Mission

We serve, heal, lead, educate and innovate.

Our Vision

Inspiring healthier lives and stronger communities.

Core Values



Patients First



Integrity



Compassion



Inclusivity



Excellence



Teamwork



Ochsner Health Executive Team



Pete November
Chief Executive Officer



Robert Hart, MD, FAAP, FACP
Chief Physician Executive and President, Ochsner Clinic



Michael Hulefeld
President and Chief Operating Officer



Tracey Schiro
Executive Vice President and Chief People and Culture Officer



Denise Basow, MD
Executive Vice President and Chief Digital Officer



Jim Molloy
Executive Vice President, Chief Financial Officer and Treasurer



Leonardo "Leo" Seoane, MD, FACP
Executive Vice President and Chief Academic Officer; Dean, Xavier Ochsner College of Medicine



Matthew Block
Executive Vice President and Chief Administrative Officer



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



Deborah Grimes, RN, JD, MSHQS
Senior Vice President and Chief Diversity, Equity and Inclusion Officer



Tiffany Murdock, BSN, MSN, PhD
Senior Vice President and Chief Nursing Officer



Aimee Quirk
Senior Vice President and Chief Corporate Development Officer; Chief Executive Officer, Ochsner Ventures



Shelley Sullivan Tynan
Senior Vice President and Chief Legal Officer



Celebrating 36 Years of Service

After 36 years leading Ochsner Health through many important moments, Scott Posecai retired from the role of chief financial officer and treasurer at the close of 2023. Scott's distinguished career and remarkable accomplishments have been among the most impactful in our history. His steadfast dedication to the prosperity of the organization, the well-being of our patients and the betterment of our communities will leave a lasting impact for generations to come. We extend our sincere gratitude to Scott for his invaluable contributions and congratulate him on a legendary career at Ochsner Health.

2023 Ochsner Health Board of Directors



Andrew Wisdom
Chairman of the
Board, Ochsner Health;
Principal, Financial
Advisor, CAPTRUST



Pete November
Chief Executive Officer,
Ochsner Health



**Vincent "Butch"
Adolph, MD**
Chief Medical
Officer, Ochsner
Children's Hospital



Karen Blessey, MD
Medical Director,
Ochsner Physician
Recruiting, Professional
Staff Services



Cuong "CJ" Bui, MD
System Chair,
Department of
Neurosurgery and
Co-Director, Ochsner
Neuroscience Institute



**Benjamin "Ben"
Doga, MD**
Chief Medical Officer,
LHC Group



John Evans
Chairman of the
Board, St. Tammany
Health System; Former
President, Rehab
Partners, Inc.



Susan Gunn, MD
Medical Director, Lung
Cancer Screening —
Pulmonary Diseases,
Ochsner Health



William "Bill" Hines
Managing Partner,
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Suma Jain, MD
Chair of Pulmonary
Critical Care Medicine,
Ochsner Health



Alisha Lacour, MD
Regional Medical
Director, St. Tammany
West, Ochsner Health



Dennis Lauscha
President, New Orleans
Saints and Pelicans



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President, Dr. G.H.
Tichenor Antiseptic Co.
and Special Counsel,
Jones Walker



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Founder and Past
Chairman, Stirling
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Suzanne Mestayer
Managing Principal,
ThirtyNorth
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Vice Chairman &
Director of Energy
Lending and Tax Credit,
First Horizon Corp.



Robert "Bobby" Patrick
Managing Partner, The
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Chief Growth Officer,
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Partnerships, Qualcomm;
Chairman of the Board,
Ochsner Lafayette General



Timothy Riddell, MD
CEO, Ochsner
Northshore and
Mississippi Gulf
Coast Region



Victoria Smith, MD
Associate Medical
Director, Primary
Care in River Region
and Ochsner Health
Ambulatory Quality Lead



**William "David"
Sumrall, MD**
Associate Medical
Director, Surgical
Services; System Chair
and Service Line Leader
for Anesthesiology,
Ochsner Health



José Suquet
Chairman of the Board,
President and CEO,
Pan-American Life



David Wilson
Founder & President,
Trinity Refining and
Safety Systems

We welcome the following members who joined the Ochsner Health Board of Directors in 2024



Justin Augustine
Regional Vice
President, Transdev
Services, Inc.; Chairman
of the Board, Xavier
University of Louisiana




Tiffany Davis, MD
Senior Physician, Family
Medicine; Regional
Quality Lead, Ochsner
Baton Rouge & Site
Lead, O'Neal Internal
Medicine Clinic



Brian Moore, MD
Regional Medical Director,
Ochsner Medical Center —
New Orleans

We extend our sincere gratitude to the following individuals who concluded their Board service at the end of 2023.

- **Vincent "Butch" Adolph, MD**
Chief Medical Officer, Ochsner
Children's Hospital
- **Timothy Riddell, MD**
CEO, Ochsner Northshore and
Mississippi Gulf Coast Region

A portrait of Mrs. Gayle Benson, a woman with short, dark brown hair, smiling. She is wearing a light blue or white textured jacket, a multi-strand pearl necklace, and pearl earrings. The background is slightly blurred, showing green foliage on the left and a bright window on the right.

Mrs. Gayle Benson, New Orleans Saints
owner, New Orleans Pelicans governor
and Ochsner Health supporter

Philanthropy Impact

Our Philanthropy Partners

Our donors give to Ochsner, knowing philanthropy will advance research, pioneer new treatments and improve the lives of others. This unwavering belief in our mission is an incredible force driving our pursuit to be the most trusted name in healthcare. Donations to Ochsner represent trust, hope, healing and — above all — immeasurable generosity. Behind every donation is a heartfelt decision to give back in order to help others. With tremendous gratitude we thank our philanthropy partners for their dedication to Ochsner, our patients and our communities.

LEVEL \$1,000,000+

Anonymous
Anonymous
The Gayle and Tom Benson
Charitable Foundation
Gilead Sciences, Inc.
The Humana Foundation, Inc.
Margaret L. Jenkins
Debra H. and Robert J. Patrick
David P. Schulingkamp
Ileana and José Suquet

LEVEL \$100,000-\$999,999

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Mr. and Mrs. Ray Bordelon
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CONMED
Epic
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Dr. Renee Reymond Hulefeld and
Michael Hulefeld
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Lemoine
Mr. and Mrs. Mike Lewis
Morrison Management Specialists
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Stephanie and Pete November
The Summerfield G. Roberts Foundation
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AOS Interior Environments
BankPlus
Dr. Denise Basow
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Clement Building Company, LLC
Conquer Cancer
CSI Leasing
Mr. Jack Davis
Mr. and Mrs. Dana DeGeorge
Jessica and Dr. Daniel Denis
DKBmed, LLC
Caroline C. Fayard and Timothy L. Bovard
Amy and Jeff Fernandez
Ms. Leslie Godchaux
Kathy and Ken Gootee
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Huntington's Disease Society of America
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Marvin's Electric Service, Inc.
Patti and Ray Massett
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Tiffany Murdock
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Dr. Lynne Michelle Seoane and
Dr. Leonardo Seoane
Mr. and Mrs. David W. Stockstill
Ann and Dr. Richard L. Strub
Meg and Dr. David D. Sumrall III
Mr. Russell J. Thames
Shelley and Sean Tynan
Mr. and Mrs. John Wogan
Woodward Design+Build
YKH Consulting, LLC

LEVEL \$5,000-\$24,999

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Acadian Ambulance Service
ACSW Architects
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All Star Foundation Inc
Dr. Elisabeth H. Rareshide and
Dr. Ronald G. Amedee
American Diabetes Association
AMGEN Rare Diseases
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Armstrong and Associates
Arthroscopy Association of North America
(AANA)
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Dr. Nancy and Dr. Joseph R. Biggio
BIOTRONIK
Dr. Erin Biro and Dr. CJ Bui
Blue Cross Blue Shield of Louisiana
Foundation
Mr. and Ms. Frank A. Bocklud



Ileana and José Suquet Ochsner Neuroscience Institute Supporters

Over the years, the Suquet family has made notable contributions to the Ochsner Neuroscience Institute. The new Debra H. and Robert J. Patrick Neuroscience Center

will be home to the Suquet Family Therapy and Wellness Center — a space dedicated to helping patients gain function and independence and maximize their quality of life after neurological illness or injury.

“The Ochsner Neuroscience Institute has a great mission, great leadership and some incredible plans,” says José. “We envision a future where their work leads to life-changing discoveries, easing the burdens of patients and providing comfort to the loved ones and caregivers who selflessly stand by their side.”

Mr. and Mrs. Robert S. Boh
Dr. Nathan M. Bolton
Carole B. & Kenneth J. Boudreaux
Foundation, Inc.
Dr. Whitney Braddy
Mr. and Mrs. Bobby C. Brannon
Meghan Brashear and Dr. Jarret M. Brashear
Dr. Jeryl P. Breaux
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Mignon and Dr. Russell E. Brown
Mr. Alexander P. Brueder
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Ms. Yana Bukovskaya and
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Samantha and Allen Spires The Amelia Spires Project and Ochsner Health Community Champions

Ochsner has Louisiana's only pediatric heart transplant program, and The Amelia Spires Heart Project eases the burden on families who must travel

to New Orleans to receive medical treatment, covering housing, travel, utilities and other living expenses.

"We can never express our gratitude and appreciation given to our family from every corner of Ochsner. Having come so close to a heart transplant, we saw the needs these families face as they are uprooted from their lives to live a life completely dedicated to the healing and therapeutic needs of their child. That's why our whole family has made it our mission to make the experiences and hardships these families go through a little bit easier."

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Thanks to advances in medical care, children born with congenital heart disease are living normal and productive lives as adult patients. Establishing the Thomas Schulingkamp Center for Adult

Congenital Heart Disease ensures a seamless transition from pediatric into adult congenital care.

"Our family has been incredibly fortunate in having access to excellent care from the dedicated individuals at Ochsner for my son Thomas' myriad health challenges throughout his life. Thomas' love for life is an inspiration not only to me, but to his family, classmates and all who know him. It is in this spirit that I hope the Thomas Schulingkamp Center for Adult Congenital Heart Disease will further provide the support and care for every congenital heart patient Ochsner serves, so that they, too, may live their lives to the fullest."

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Cynthia and Billy Ray Ochsner Heritage Society Members



When Cynthia learned she needed a liver transplant, she visited multiple transplant centers throughout the Southeast before she found herself at Ochsner.

Cynthia said, "From the moment I met Dr. Steven Young, I knew Ochsner was where I needed to be. I felt a great sense of comfort, knowing I had the best team possible to care for me during my transplant journey."

Since her surgery, Cynthia has used her experience and connection to Ochsner as a patient to take on new roles within the hospital — including philanthropist, donating to the future of the Ochsner Transplant Institute, and patient advocate, serving as a member of the Patient Advisory Board.

2023 Ochsner Heritage Society

- Jack Davis
- John McNulty, MD*
- Joan Mollohan
- Stacey Parzynski
- Cynthia Ray
- Russell Thames*

It is with deepest gratitude that the staff and patients of Ochsner thank the new 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.

* 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, 2023. Ochsner was founded more than 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.

2023 Patient Discharges

	2021	2022	2023
Ochsner Medical Center	27,239	26,029	27,394
Ochsner St. Anne Hospital	1,813	1,930	1,969
Ochsner Medical Center — Baton Rouge	9,397	9,494	9,310
Ochsner Medical Center — Kenner	7,171	7,234	7,275
Ochsner Medical Center — West Bank Campus*	7,249	7,098	6,593
Ochsner Baptist*	11,186	10,658	10,128
Ochsner Medical Center — Northshore	3,770	3,242	1,133
Ochsner Medical Center — Hancock	1,110	790	690
Ochsner St. Mary	2,231	1,941	1,489
Ochsner Lafayette General**	29,029	29,518	31,448
Ochsner Rush***	—	3,725	7,339
Total	100,195	101,659	104,768

* A campus of Ochsner Medical Center

** Includes 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

2023 Statement of Operations

12 months ended December 31 (in millions)

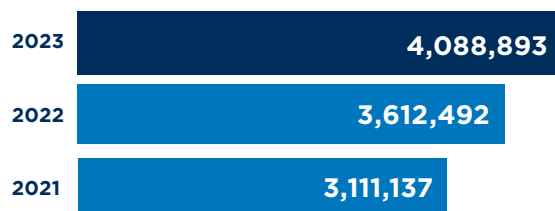
	2021	2022	2023
Patient Service Revenue	\$ 4,176.9	\$ 4,322.1	\$ 5,062.8
Premium Revenue	435.0	471.0	492.9
Other Operating Revenue	1,296.1	1,598.1	1,750.8
Total Operating Revenue	\$ 5,908.0	\$ 6,391.2	\$ 7,306.5
Patient Care Expense	\$ 5,654.4	\$ 6,373.6	\$ 7,059.5
Research	26.9	29.7	33.0
Education	49.1	49.9	51.1
Charitable Collaborative	39.0	34.4	58.9
Total Operating Expense	\$ 5,769.4	\$ 6,487.6	\$ 7,202.5
Income (Loss) From Operations	\$ 138.6	\$ (96.4)	\$ 104.0
Non-operating Gains (Losses)	\$ 167.9	\$ (88.6)	\$ 92.8
Excess (Deficit) of Revenues over Expenses	\$ 306.5	\$ (185.0)	\$ 196.8

14%

Revenue increase year-over-year totaling \$7.3 billion, attributed primarily to internal strategies and organic growth, including investments in facilities and operations to serve more patients, digital technologies, improved access to patient care and streamlining physician efficiencies.

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:

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

Strength and Stability

Ochsner Health is rated A3 by Moody's Ratings and A by S&P Global Ratings.

On June 9, 2023 Moody's Ratings affirmed its **A3 credit rating with a stable outlook**. Key factors included:

- Strong brand recognition and role as a large quaternary and tertiary service provider
- Large geographic footprint and leading market position
- Well-honed clinical model and strong digital platform
- Extensive financial improvement plans

On October 23, 2023, S&P Global Ratings affirmed its **'A' Credit Rating with a stable outlook**. Key factors included:

- Statewide presence in Louisiana and the Gulf region with an integrated delivery system, good physician alignment and innovative partnerships across the state
- A forward-looking, well-tenured management team that has demonstrated capabilities of managing reimbursement risk, clinical improvement and disciplined operating actions
- Ongoing investments in physician growth and technology innovation for improvement in care delivery models

In 2023, Ochsner invested approximately \$300M in community benefits, including patient financial assistance and charity care, subsidized health services and medical education and research.





For more information about
Ochsner Health, visit ochsner.org

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