

## Lake Charles Memorial Health System Evaluation of Past Performance



Lake Charles  
Memorial  
Health System

**Rating Scale:**

- 1=poor
- 2=fair
- 3=good
- 4=very good
- 5=excellent

Identified Focus Areas	Strategies/Goals Awareness	Strategies/Goals Education	Strategies/Goals Accessibility	Metrics/What are we measuring?	Status (Rating scale 1-5)	Comments
<b>Partnership with Moss Regional Public Hospital</b>						
<ul style="list-style-type: none"> <li>• Loss of services: (Uninsured/Underinsured/ Low income)</li> </ul>	Enter into a Cooperative Endeavor Agreement with a Louisiana Department of Health & Hospitals and Louisiana State University Health Sciences Center, owners of Moss Regional Hospital (state owned "charity hospital" for uninsured/underinsured/impoverished) to maintain the critical viability of their existing hospital, clinic and out-patient services.	Provided info to underserved/uninsured through local community organizations, advertising and direct mail.	Reorganized and expanded health care services for uninsured/uninsured; transferred inpatient and emergency services to Memorial to ensure full-range of services available in SWLA		5	
<ul style="list-style-type: none"> <li>• Access to Care</li> </ul>	Communicated changes through press releases and media opportunities; expanded patient financial eligibility by adopting state's poverty guidelines @ 75% discount for those meeting those guidelines.	Provided info to underserved/uninsured regarding criteria/financial assistance through organizations & physician offices, website, handouts, direct mail	Took over PCP clinic and employed the physicians who were previously with LSUHSC system to ensure continuity of care and PCP access; improved patient appt wait times	2013- 49,001 clinic/outpt visits 2014 - 92,030 clinic/outpt visits 2015 - 94,505 clinic/outpt visits	5	
<ul style="list-style-type: none"> <li>• Access to Care</li> </ul>	Establish an oncology patient	Oncology patients	Navigated oncology	2013 – N/A	5	<b>**Volume not reflective of all LCMH</b>

	navigation program to assist patients identified with any barriers to care.	navigated through the navigation program were assisted information, direction and resources.	patients are assessed by the navigator providing a patient barrier assessment throughout the cancer care continuum. Upon identifying barriers, the navigator then assists the patient with information and resources needed.	2014 – 490 total # patient barriers/needs identified and addressed.  2015 – 1,983 total # patient barriers/needs identified and addressed.		<u><i>oncology patients, only ones navigated at both campuses.</i></u>
• Access to Care	Established breast cancer screenings at Moss for underserved/uninsured		Patients provided with low/no cost mammograms if meet qualifying financial criteria	2013 - N/A 2014 - 3,611 reduced cost/financial assist/free 2015 - 3,262 reduced cost/financial assist/free	5	
• Access to Care	Transportation barrier to cancer care.	Patients provided with national/local resource information and gas card resource established.	Through the oncology patient navigation program, a gas card assistance resource was established for oncology patients indentified with this need.	2013 - N/A  2014 – 6 oncology patients received a gas card.  2015 – 56 oncology patients received a gas card.	3	<u><i>**Volume not reflective of all LCMH oncology patients, only ones navigated at both campuses.</i></u>
• Shortage of PCP	Increased PCPs	Provided info to underserved/uninsured through local community organizations, advertising and direct mail	Established 7-day week Urgent Care Center for those without primary pcp's to help facilitate entrance into the system	2013 – 7,687 visits 2014 - 23,743 visits 2015 - 25,850 visits	5	
• Access to specialists	Moss PCP clinic established as door/referral path for uninsured/underinsured to specialty care previously not available in SWLA.		Established local access to specialty service clinics: oncology, gi, heart, ortho, gyn, ENT, pediatrics, neurosurgery, pulmonology	Reduced travel to New Orleans/Shreveport for specialty services; reduced time to see specialists	4	
• Access to specialists	Established an oncology patient navigation program to assist patients identified with patients recommended treatment outside of SWLA.	Through the navigation program, patients recommended treatment outside of SWLA were assessed and assisted with further information	Established a process to assist the identified patients with information, resources, and follow up to ensure patient is able to get to the recommended treatment.	2013- N/A  2014- N/A  2015- 37 GYN cancer patients.	4	

		and resources.				
<ul style="list-style-type: none"> <li>Prescription Drug Costs (Cancer)</li> </ul>	Established an oncology patient navigation program to assist patients identified with any barriers to care.	Oncology patients navigated through the navigation program were assessed and if identified with this barrier were assisted with resources.	Through the navigation program, patients identified with a RX cost assistance are assessed by the navigator providing patient barrier assessments through the cancer care continuum.	<p>2013- N/A</p> <p>2014- 5 oncology patients provided with RX cost assistance.</p> <p>2015- 24 oncology patients provided with RX cost assistance.</p>	3	<b><u>**Volume not reflective of all LCMH oncology patients, only ones navigated at both campuses.</u></b>
<b>Chronic Disease Prevention &amp; Management</b>						

<ul style="list-style-type: none"> <li>Chronic Diseases: (Colon Cancer)</li> </ul>	Annual Colorectal Cancer Screenings	LCMH distributes free fecal occult screenings for colorectal cancer each year.	The Radiation Oncology department distributes and collects the screening kits. Advertisements in local print, web and broadcast media are done to promote the event.	<p>2013- 24 Kits returned, 5 of those positive for fecal occult blood.</p> <p>2014- 54 Kits returned, 5 of those were positive for fecal occult blood.</p> <p>2015- 62 Kits returned, 4 of those were positive for fecal occult blood.</p> <p>Letters sent to all negatives letting them know negative result.</p> <p>Letter and phone call follow up to positives to encourage them to see their physician for further testing.</p>	5	
<ul style="list-style-type: none"> <li>Chronic Diseases: (Heart Disease, Diabetes)</li> </ul>	Employer Wellness Annual Screenings	<ul style="list-style-type: none"> <li>Screenings to all employer groups involved in the Wellness Program.</li> <li>Tests for blood lipids, glucose, blood pressure, and height and</li> </ul>	LCMH Employer Wellness staffs and runs the screenings, which take a few minutes and are conducted on-site, free-of-charge in most cases.	<p>2013 – 86 non-LCMH 1210 LCMH</p> <p>2014 – 103 non-LCMH 851 LCMH</p> <p>2015 – 212 non-LCMH 810 LCMH</p>	5	

<ul style="list-style-type: none"> <li>Chronic Diseases: (Lung Cancer, Respiratory)</li> </ul>	<b>CT Low Dose Lung Scan Cancer Screening</b>	<b>weight</b> <ul style="list-style-type: none"> <li>Required annual screening.</li> <li>Promoting early identification and better management of chronic diseases.</li> <li>Providing better access to screenings with the goal of decreasing late-stage diagnoses.</li> </ul>		2013 – N/A  2014 – N/A  2015 – 23 patients scanned, 4 were recommended to follow-up with Dr. In one year. 1 was recommended to follow up with Dr. In six months.	3	
<ul style="list-style-type: none"> <li>Chronic Diseases: (Lung Cancer, Respiratory)</li> </ul>	<b>Educated at risk populations and physicians regarding Lung Cancer prevention &amp; diagnostics</b>	<ul style="list-style-type: none"> <li>KPLC TV midday Interview: CT Lung Scan Cancer Screening</li> <li>Low Does CT Screening availability, guidelines and information packets sent to each Memorial Medical Group doctor</li> <li>Direct mail postcard mailed to targeted demographic of "potential smokers and at risk" populations</li> <li>Social media campaign on CT Lung Cancer Screenings</li> <li>Website section</li> </ul>			4	

		with information on lung cancer screening guidelines				
<ul style="list-style-type: none"> <li>Chronic Diseases: (Cancer,)</li> </ul>	<p><b>Cancer support groups</b></p> <ul style="list-style-type: none"> <li>- Cancer Support Group</li> <li>- Look Good Feel Better</li> <li>- Camp Blue Bird</li> </ul>	LCMH cancer center staff, patients and community kept aware of free support groups	LCMH Cancer Center provided information and education through the three cancer support outlets.	<p>2013 – N/A</p> <p>2014 – 37 Total attendance of all three support groups.</p> <p>2015 – 119 Total attendance of all three support groups.</p>	5	
<ul style="list-style-type: none"> <li>Chronic Diseases: (Cancer,)</li> </ul>	Lymphedema prevention, education, and care.	Breast cancer patients who receive axillary lymph node dissection and/or mastectomy provided with information and/or prevention education session with the LCMH Lymphedema specialist.	Lymphedema education and prevention appointment available for patients. Educational flyer included in the patient navigation binder.	<p>2013 – N/A</p> <p>2014 – 8 patients referred through the oncology navigation program.</p> <p>2015 – 10 patients referred through the oncology navigation program.</p>	5	<b><u>**Volume not reflective of all LCMH oncology patients, only ones navigated.</u></b>
<ul style="list-style-type: none"> <li>Chronic Diseases: (Cancer,)</li> </ul>	American Cancer Society Personal Health Manager	Patients provided with a care organizer containing cancer education and resources.		<p>2013 – N/A</p> <p>2014 – N/A</p> <p>2015 – 61 patients received a PHM</p>	3	
<ul style="list-style-type: none"> <li>Chronic Diseases: (Breast Cancer)</li> </ul>	Informed about Breast Cancer Education programs, diagnosis & treatment	<ul style="list-style-type: none"> <li>• 2014/2015 - Fox 29 Breast Cancer Awareness Breakfast Partner</li> <li>• 2014/2015 Fox TV (5) Breast Cancer Awareness PSAs</li> <li>• KPLC TV 30 minute breast cancer special <i>Beyond the Pink</i></li> </ul>		2014/2015 - Over 400 attendees annually	5	

		<ul style="list-style-type: none"> <li>• Digital web banners promoting breast cancer awareness and screenings</li> <li>• KPLC midday interview: <i>Breast Cancer Radiation Treatments</i></li> <li>• Jambalaya News Special Issue: <i>Breast Cancer Diagnosis and Cancer Navigation Program</i></li> <li>• Social media campaign on mammograms and breast health</li> <li>• Website section with info on breast cancer screening guidelines</li> </ul>				
<ul style="list-style-type: none"> <li>• Chronic Disease (Adult Obesity) (Physical Inactivity, limited access to healthy foods)</li> </ul>	<b>Dare to Be Healthy Initiative</b>	<p>Address the wellness education need of the area, which is one of the highest in the nation for obesity and obesity-related health issues.</p> <p>Screening events “Dare to Know Your Numbers”</p> <p>Community members and</p>	LCMH and all other area hospitals participated in the Dare to Be Healthy Initiative, made possibly by a grant from BCBS of LA	<p>2013 – 163 people screened at event.</p> <p>2014 – 364 people screened at event</p> <p>2015 – ??? people screened.</p> <p>Those at high risk levels were health coached by medical professionals and dieticians, and given a packet including a list of primary care physicians from each hospital who</p>	4	

		officials involved to get info to the community at large about healthy lifestyles, diet and exercise, smoking cessation, healthy options at local restaurants, and farmers' markets.		were accepting new patients.		
<ul style="list-style-type: none"> <li>Chronic Disease (Adult Obesity) (Physical Inactivity, limited access to healthy foods)</li> </ul>	<ul style="list-style-type: none"> <li>Health Coaching</li> <li>Healthy Huddle support group for those trying to lose weight, eat right and exercise more</li> </ul>	Part of LCMH's Employer Wellness Program	Available to all businesses who utilize LCMH Employer Wellness.		4	
<ul style="list-style-type: none"> <li>Chronic Diseases: (Heart Disease, Diabetes, Cancer)</li> </ul>	Community Health Fairs	<p>LCMH and LCMH Wellness participate in various local health fairs each year to promote our healthcare service lines as well as a healthy lifestyle to the community</p> <p>Community Health Fairs Hosted by:</p> <ul style="list-style-type: none"> <li>Prien Lake Mall</li> <li>Louisiana Pigment</li> <li>Women's Commission of SWLA</li> <li>Trinity Baptist Church</li> <li>City of Lake Charles</li> <li>Firestone Polymers</li> <li>Westlake Chemical</li> <li>Phillips 66</li> <li>Christian Baptist Church</li> </ul>	Various businesses and community organizations invite us to participate in these events throughout the year.	<p>2013 – Participated in 9 community health fairs</p> <p>2014 – Participated in 11 community health fairs</p> <p>2015 – Participated in 15 community health fairs</p>	4	

		<ul style="list-style-type: none"> <li>• Fox 29/CW</li> <li>• Calcasieu Council on Aging</li> <li>• LA Healthy Communities Coalition</li> <li>• Chamber of SWLA</li> <li>• SOWELA Technical Community College</li> </ul>				
<ul style="list-style-type: none"> <li>• Chronic Disease (Cancer)</li> </ul>	Community Health Fairs	<p>LCMH cancer center staff participate in various local health fairs each year to promote our cancer services as well as a prevention and screening guidelines to the community.</p> <ul style="list-style-type: none"> <li>• Martin Luther King Jr. Family Festival.</li> <li>• LA Healthy Communities Coalition</li> <li>• City of Lake Charles</li> <li>• Iowa Walmart</li> <li>• SOWELA Community College</li> <li>• Firestone</li> <li>• LA Pigment</li> <li>• Phillips 66</li> <li>• CCOA</li> <li>• Westlake Chemical</li> </ul>	Various businesses and community organizations invite us to participate in these events throughout the year.	<p>2013 – Cancer center staff participated in 0 health fairs</p> <p>2014 – Cancer center staff participated in 3 health fairs</p> <p>2015 - Cancer center staff participated in 11 health fairs.</p>	5	
<ul style="list-style-type: none"> <li>• Chronic Diseases: (Heart Disease, Diabetes, Cancer)</li> </ul>	Monthly Community Seminar Series	Healthcare professionals at LCMH educate the public at large about	Advertisements in local media publications, social media, and broadcast media. Flyers distributed	<p>2013 – 255 attendees</p> <p>2014 – 162 attendees</p>	5	



		<p>specific health conditions, treatments, and prevention.</p> <p>Some topics included:</p> <ul style="list-style-type: none"> <li>• Joint Replacement/Osteoarthritis</li> <li>• Colon Health/Colonoscopies</li> <li>• Diabetes Management and Prevention</li> <li>• Healthy Eating</li> <li>• Pelvic Pain/Incontinence</li> <li>• Peripheral Arterial Disease</li> <li>• Breast Disease/Cancer</li> <li>• Acid Reflux/GERD</li> <li>• Wound Care</li> <li>• Food Allergies</li> <li>• Spinal Pain</li> <li>• ADHD</li> <li>• Migraines</li> <li>• Getting the most out of your wellness visit</li> <li>• Cholesterol Poor Circulation</li> </ul>	to local rec centers.	2015 – 298 attendees		
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<ul style="list-style-type: none"> <li>• Chronic Diseases: (Heart Disease, Diabetes, Cancer)</li> </ul>	<b>Disease Prevention &amp; Wellness</b>	Healthcare professionals with LCMH educate the employees of businesses involved in	<p>Available to all business who utilize LCMH Employer Wellness.</p> <p>Topics are selected based</p>	<p>2013 – 402 attendees</p> <p>2014 – 300 attendees</p> <p>2015 – 711 attendees</p>	5	
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		<p>Wellness Program about specific health conditions, treatments, and prevention.</p> <p>Some topics included:</p> <ul style="list-style-type: none"> <li>• Healthy Holiday Eating</li> <li>• Stress and Time Management</li> <li>• Sleep Health</li> <li>• Diabetes</li> <li>• Mindful Eating</li> <li>• GI Issues</li> <li>• Limiting Sugar Beverages</li> <li>• Exercise Classes</li> <li>• Blood Pressure Basics</li> <li>• DASH Diet</li> <li>• Cold vs. Flu</li> <li>• Carb Counting and Meal Planning</li> <li>• Smoking Cessation</li> </ul>	on employees' healthcare needs and interests, as well as common health problems faced by members of that industry.			
<ul style="list-style-type: none"> <li>• Chronic Disease: (Cancer) Adult Smoking</li> </ul>	Monthly smoking cessation classes open to public at Moss Memorial campus with Joann Brooks, Tobacco Education Specialist.	Provide community with a smoking cessation tips and resources to help them quit.	Referrals from LCMH employer wellness groups and organizations. Physician Referrals. Media and outreach activities to promote class.	2013 – 95 2014 – 118 2015 – 93	5	
<b>Teen Pregnancy Education &amp; Management</b>						
<ul style="list-style-type: none"> <li>• Teen Pregnancy</li> </ul>	Communicated to organizations and underinsured/uninsured women the services of our Memorial's OBCare program which provides free/low cost prenatal services to women	Provided info to underserved/uninsured regarding criteria/financial assistance through organizations & physician offices,	Ob Care works with social organizations in our community to refer pregnant women with mental health, domestic violence or homeless issues to resources;		3	

	in SWLA;	website, handouts, direct mail and community events; conducted outreach events at churches in impoverished areas of Calcasieu Parish	<p>ObCare also serves as a resource ; Outreach included:</p> <ul style="list-style-type: none"> <li>• United Christian Fellowship Church</li> <li>• Harvest health fair</li> <li>• HHC2000 Fall festival</li> <li>• HHC2000 Silver bells health fair</li> <li>• Christian Baptist Church Health fair.</li> <li>• SWLA Center for Health Services</li> <li>• Starlight Baptist Church</li> <li>• Moss Memorial Clinic</li> <li>• Prien Lake Mall Smoking Cessation Fair</li> </ul>			
<ul style="list-style-type: none"> <li>• Low Birth Weight</li> </ul>	Communicated to organizations and underinsured/uninsured women the services of Memorial's OBCare are program to facilitate early pre-natal care to improve chances of healthy, full-term pregnancy for at-risk women	Conducted classes to educate at-risk women on nutrition, smoking, and other factors affecting low-birth weight; participated in March of Dimes 39-week initiative		<p>2014 - OB Care Program (uninsured, underinsured and low income pregnancy services)</p> <ul style="list-style-type: none"> <li>• 573 Deliveries</li> <li>• 656 New patients</li> <li>• 5996 Total return visits (not counting 1<sup>st</sup> time new patients)</li> <li>• Community Health Agency Referrals</li> <li>• 426 ABC Pregnancy Services</li> <li>• 39 LCMH ER</li> <li>• 10 LCMH Women's Campus</li> <li>• 11 Lake Area Medical</li> <li>• 12 Moss Memorial Health Clinic</li> <li>• 11 New Life Pregnancy Center</li> <li>• 5 LSUHSC</li> </ul>	4	

				<ul style="list-style-type: none"><li>• 4 Calcasieu Health Unit</li><li>• 5 St. Patrick Hospital</li><li>• 16 OBC (we did test)</li></ul>		
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Lake Charles Memorial Hospital Priorities	Correlated Community Health Need
<p><b>1. Partnership with Moss Regional Public Hospital</b></p>	<p>Potential Loss of Services for:</p> <ul style="list-style-type: none"> <li>• Uninsured</li> <li>• Underinsured</li> <li>• Low income</li> </ul> <p>Access to care for the uninsured and underinsured</p> <p>Shortage of primary care physicians</p> <p>Access to specialists</p> <ul style="list-style-type: none"> <li>• Chronic Diseases:</li> <li>• Heart Disease</li> <li>• Diabetes</li> <li>• Cancer</li> <li>• Respiratory Disease</li> </ul> <p>Prescription Drug Costs</p>
<p><b>2. Chronic Disease Prevention &amp; Management</b></p>	<p>Chronic Diseases:</p> <ul style="list-style-type: none"> <li>• Heart Disease</li> <li>• Diabetes</li> <li>• Cancer</li> <li>• Respiratory Disease</li> </ul> <p>Adult Obesity:</p> <ul style="list-style-type: none"> <li>• Physical Inactivity</li> <li>• Limited Access to Healthy Foods</li> </ul> <p>Health Knowledge &amp; Education</p> <p>Adult Smoking</p>
<p><b>3. Teen Pregnancy Education &amp; Management</b></p>	<p>Teen Pregnancy</p> <p>Low Birth Weight</p>