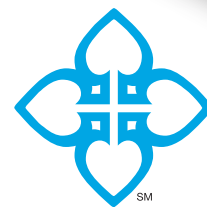




2025
NURSING
**ANNUAL
REPORT**



Lake Charles
Memorial
Health System

Excellence in Motion

MESSAGE FROM OUR CNO



Dear Nursing Colleagues,

As we move forward into a new year, I want to take a moment to express my deepest gratitude for each of you and the extraordinary work you continue to do every day. Reflecting on 2025, I am filled with pride and admiration for the remarkable accomplishments across our nursing community.

This past year showcased what is possible when dedication, professionalism, and passion come together. Our progress toward earning the Pathway to Excellence designation reflects not just compliance with standards, but a culture built on mutual respect, teamwork, and an unwavering commitment to our patients. Your involvement, from councils and evidence-based practice initiatives to sharing your voices in surveys and discussions, has made this journey meaningful and authentic.

One of the most exciting achievements of 2025 is that we now have a record number of certified nurses. This milestone speaks volumes about your commitment to professional growth and to advancing the quality of care we provide. Certification is more than a credential; it is a testament to expertise, excellence, and a drive to continually elevate our practice.

I am also incredibly proud of the way our organizational culture is recognized. Outside agencies, whether partnering, visiting, or surveying us, consistently compliment the welcoming, patient-centered, and collaborative environment you create. These affirmations reflect who you are and the values you embody every day.

Please know that your work does not go unnoticed. I am honored to serve alongside you and deeply grateful for the compassion, resilience, and excellence you bring to our patients, our teams, and our mission.

Thank you for all you have done in 2025 and for all we will continue to achieve together in the years ahead. I am proud of you, inspired by you, and excited for the future of Nursing at LCMHS.

With heartfelt appreciation,

A handwritten signature in black ink that reads "Gerald Bryant, DNP, RN". The signature is written in a cursive, flowing style.

Gerald Bryant DNP, RN - CNO, COO

SHARED DECISION MAKING AND STRUCTURAL EMPOWERMENT

Nursing Professional Practice Model

Our Vision Statement

We are Memorial nurses. Together, serving our community heart to heart.

We are:

- dedicated
- compassionate
- resilient
- united

Our Mission Statement

Memorial's nursing mission is to promote a caring culture that empowers each nurse to provide safe and quality care to patients and families and to uphold Memorial's commitment to the community through excellent leadership, evidence-based practice, and professional development.

Our **Nursing Professional Practice Model** is an illustration of how our nurses practice as key participants of the collaborative healthcare team. The practice model helps describe and guide nursing practice throughout the Lake Charles Memorial Health System. It captures the values, goals, and relationships that define our professional identity. The model promotes high quality and consistent care, improves outcomes for patients and families, job satisfaction, and a positive work environment.

The model incorporates our nursing mission, vision and values as the foundation for all we do.

The Lake Charles Memorial Health System logo is at the center of the nursing professional practice model. The logo consists of four interconnecting hearts representing the caring connection between our patients, family members, community and nurses. Our nurses understand the importance of forming positive relationships between the entire healthcare team and every person who enters our health system. We identify the core values of our nurses as united, compassionate, dedicated, and resilient. Surrounding the hearts and core values are the key components:

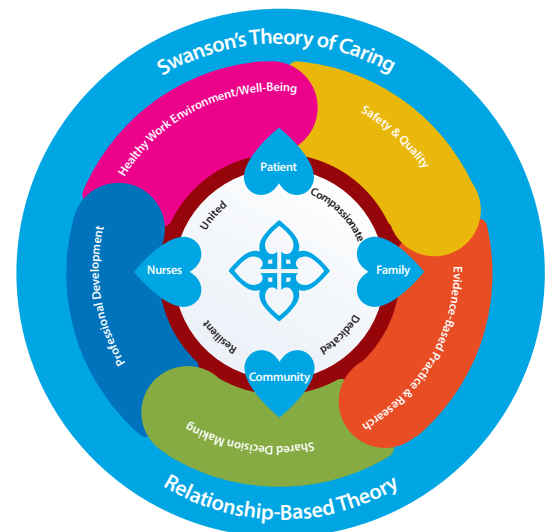
- Safety & Quality, Clinical Outcomes
- Evidence-Based Practice, Research, Innovation
- Shared Decision Making, Structural Empowerment
- Professional Development, Nurse Recognition & Rewards
- Healthy Work Environment & Nurse Well-Being

We strive to continuously build upon these components in order to improve outcomes for our patients' families, community, nurses and the entire healthcare team.

Grounded by the work of nursing theorists, the model utilizes the following nursing theories:

Swanson's Theory of Caring describes nurse-patient relationships that promote wholeness and healing. It is a framework that incorporates education and research with traditional values and caring attitudes. The theory identifies five major concepts: caring, knowing, being with, doing for, enabling, and maintaining belief.

Relationship-based care (RBC) has been embraced by the nurses at LCMHS based on the idea that patients have better outcomes and recover more quickly when strong therapeutic relationships exist in an organization. RBC is the way we provide care to our patients, their families, and each other.



PROFESSIONAL GOVERNANCE COUNCILS

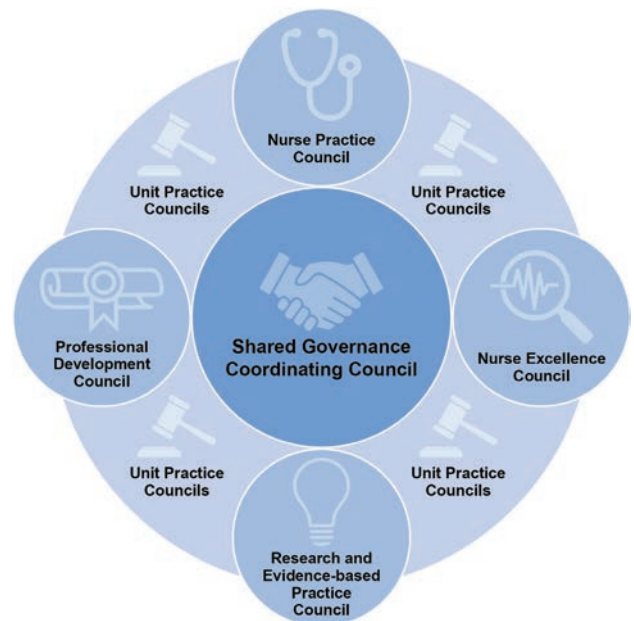
Nurse Practice Council

The Nurse Practice Council had a productive year focused on improving patient safety, refining clinical guidelines, and supporting nursing staff. One of the major accomplishments was the implementation of standardized signage for fall risk on patient doors using red and green stars, along with the development of a fall risk contract to engage patients and families in prevention efforts. A comprehensive falls toolkit was also created to assist staff in managing fall risks effectively. Medication safety was strengthened by adding a second nurse witness requirement to the Warfarin flowsheet. In response to identified needs, the Council established a Heparin Task Force and developed strategies to ensure nurses receive appropriate rest and meal breaks, with progress continuing in this area. Work began on revising the liability waiver and release for patients who wish to leave the unit temporarily or smoke, which is currently in progress.

Several nursing practice guidelines were established or revised to enhance care standards. These include updates for the fecal management system, protocols for the Mistral Air Warming System differentiating post-operative and septic patients, and admission criteria for transfers from the emergency department to ICU, 8T, or other medical-surgical units. The Foley retention algorithm was expanded to include considerations for urinary structural issues and urologist involvement. Maintenance guidelines for central lines, PICC lines, midlines, and implanted ports were standardized,

and the LPN scope of practice was updated to allow administration of certain IV push medications. These initiatives reflect the Council's commitment to patient safety, nursing excellence, and staff well-being, ensuring that clinical practice continues to evolve in alignment with best practices and organizational goals. Officers serving this year included Chair Claire LeDoux, Co-chair Ciara Conway, Secretary Ryan Dominique and Nurse Leader Champion Gina Barnes.

Current Nursing Governance Structure



Nursing Excellence Council

The Nursing Excellence Council had an outstanding year in 2025, focusing on initiatives that celebrated nursing achievements, improved patient care, and supported staff engagement. Each month, the council selected a DAISY Award recipient to recognize extraordinary nurses, and quarterly Positive Outstanding Peer (POP) awards were given to highlight peer excellence. CLABSI prevention was a frequent topic of discussion, leading to recommendations for education and compliance with central line dressing changes. The council also completed a Catheter Utilization Survey, which revealed positive trends in reducing CAUTI rates. A major highlight of the year was hosting the annual Excellence in Nursing Banquet at Treasures of Marilyn's, an event that honored

the dedication and accomplishments of nursing staff. The council provided input and recommendations for improving hand hygiene compliance and monitoring, and collaborated with Enterostomal Therapy to ensure that patients requiring frequent turning are now reported during daily safety huddles, improving patient outcomes.

The council reviewed and discussed NDNQI data for nurse quality indicators and the RN Survey, using these insights to guide improvement strategies. Members also helped select gifts for Nurses' Day and assisted the Professional Development Council in hosting the Annual Nursing Education Fair. Collaboration extended to supporting the Falls Council in expanding its Falls Program to include a multidisciplinary team and the

Research and Evidence-Based Practice Council. Additional contributions included providing input for the rollout of the Arjo Safe Patient Handling program, creating a Kindness Closet to supply clothing and personal hygiene items for patients without basic belongings, and reintroducing the Healthy Workforce Red Carpet Treatment to promote a positive work environment. The council also assisted in promoting the annual RN Engagement Survey and partnered with the Professional Development Council to host the annual Employee Wellness Fair. These accomplishments reflect the council's commitment to fostering nursing excellence, patient safety, and staff well-being throughout the organization. Officers serving this year included Chair Lilana Landaverde,

Co-chair Luciana Edwards, Secretary Sabrina Sonnier, and Nurse Leader Champion Jennifer Foreman.



Professional Development Council

The Professional Development Council had an exceptional year in 2025, focusing on initiatives that enhanced education, wellness, and professional growth for nurses across the organization. One of the major highlights was hosting the annual Education Fair, a two-day event with a Luau theme that featured 15 different topics ranging from mock codes to infection prevention. This fair allowed nurses to complete mandatory education requirements while expanding their knowledge on subjects selected through feedback from the previous year's education evaluation survey.



The council also hosted the annual Wellness Fair, themed "Fall into Wellness," which was open to all employees and centered on promoting health and well-being. Both events required months of planning and collaboration to ensure their success.

In addition to these events, the council actively promoted nursing certification. Based on member suggestions, stroke certification was added as a pre-paid option, resulting in several nurses achieving Stroke

Certified RN (SCRN) status. The council partnered with the Nursing Excellence Council to host the annual Excellence in Nursing Banquet, where certified nurses were recognized for their achievements. Support for the

Nurse Residency Program continued through the monthly "Professional Spotlight," which highlights newly graduated nurses who demonstrate exceptional growth and commitment. The council also helped select the Nurses' Day gift, which was well received by staff. Collaboration extended to coordinating hospital-wide in-services for the DigniShield® Stool Management System

after an educational need was identified, and initiating discussions with the Nursing Informatics team to improve Epic education. These accomplishments reflect the council's dedication to advancing professional development, fostering a culture of learning, and supporting nurses in achieving excellence. Officers serving this year included Chair Jennifer Myers, Co-chair Glenda Southall, Secretary Angel Guidry, and Nurse Leader Champion Sandra Brown.

Research and Evidence-Based Practice

The Research and Evidence-Based Practice Council experienced an exciting reboot in 2025, marking a fresh start to better support nursing practice and research initiatives. Under the leadership of Emily Bordelon, a dedicated bedside nurse from 8 Tower with a strong passion for evidence-based practice at the bedside, the council focused on rebuilding its foundation and creating meaningful impact. Throughout the year, the council provided guidance and support to nurse residents as they worked through their research projects, ensuring they had the resources and mentorship needed for success. One of

the key accomplishments was the implementation of the Fall Toolkit, which aligns with evidence-based strategies to improve patient safety. Additionally, the council conducted the DCNs Fall Survey, gathering valuable insights from 126 direct care nurses regarding their perceptions on falls, which will inform future interventions and research priorities. The official rebuilding of the council began in August, setting the stage for a renewed commitment to advancing nursing excellence through research and evidence-based practice.

Looking ahead to 2026, the council has set ambitious goals to continue its momentum. These include ongoing support for nurse residents by volunteering for monthly research sessions, narrowing down the next major research project, and actively recruiting more direct care nurses to join the council. A highlight of the upcoming year will be hosting the Nurse Residency Research Presentation in June 2026, an event designed to showcase the hard work and innovation of nurse residents. These initiatives reflect the council's dedication to fostering a culture of inquiry and collaboration within nursing practice. Officers serving this year include Chair Emily Bordelon, Co-chair Daniel Forrest, Secretary Paige Martin, and Nurse Leader Champions Shawntel Willis and John Kight.



Kindness Closet

In August 2025, the Nursing Excellence Council identified a growing concern at LCMHS: many patients being treated for acute conditions had limited access to personal hygiene supplies and appropriate clothing. As a result, nursing staff were frequently purchasing items for patients out of their own pockets, and some patients were being discharged wearing hospital gowns or paper scrubs. Recognizing the impact on patient dignity and staff workload, the council sought a sustainable and compassionate solution.

To address this need, the council established the Kindness Closet, a program designed to provide patients with essential hygiene items and new clothing at no cost. The project officially launched in October 2025. Donations of new clothing and personal care items were collected from staff throughout the hospital, and word quickly spread into the community. This led to additional financial contributions from donors.

The LCMHS Foundation partnered with the council to create an Amazon gift registry for in-kind donations

and to establish a designated account within the Nursing Excellence Fund for financial gifts. These efforts made it easier for staff, community members, and supporters to contribute directly to the initiative.

Today, the Kindness Closet is fully operational and offers patients access to basic necessities that support comfort and dignity upon discharge. The project reflects the nursing team's commitment to compassionate care and strengthens the hospital's mission to meet patients' holistic needs.



NDNQI RN Engagement Survey

The NDNQI RN Survey collects self-reported data from nurses about key aspects of their work environment, including job satisfaction, practice environment, participation in decision-making, and perceptions of leadership support. The purpose of the survey is to capture nurses' perspectives to identify opportunities to strengthen the practice environment, enhance quality outcomes, and guide evidence-based leadership decisions.

In 2025, LCMHS achieved a significant improvement in overall participation. The response rate increased by 11 percent compared to 2024, with 66.62 percent of eligible RNs completing the survey. This increased engagement strengthens the reliability of the data and ensures that a broader range of RN voices is represented.

Positive progress was seen across all major survey

categories, reflecting organizational efforts to support the nursing practice environment. Five of the nine major categories are now performing at or above the national average when compared to all United States participating facilities. These categories, shown in green in the survey results, demonstrate meaningful advancement toward creating a supportive and sustainable environment for nursing practice.

LCMHS will continue to use NDNQI survey data to identify trends, prioritize improvement opportunities, and support initiatives that advance nursing excellence. The increased participation and improvement observed in 2025 reflect the commitment of LCMHS nurses to shaping the future of care delivery and strengthening the RN practice environment across the organization.

Hospital - Survey		Lake Charles Memorial Hospital		
Survey Hosp Peer Group		All U.S. Facilities		
Category	Better Direction	2021	2024	2025
Adeq Staff	Higher Better	2.60	2.85	3.03
Mgr Leadership	Higher Better	2.97	3.12	3.18
Foundation of QofC	Higher Better	3.02	3.15	3.22
Hospital Affairs Participation	Higher Better	2.77	2.84	2.99
Autonomy	Higher Better	4.38	4.59	4.81
RN-RN Interaction	Higher Better	5.09	5.14	5.23
Prof Dev Oppty	Higher Better	4.05	4.36	4.62
Prof Dev Access	Higher Better	4.15	4.42	4.69
Interprofessional rollup	Higher Better	4.00	4.07	4.17

Expanding Surgical Services at South Campus: Interdisciplinary Collaboration

Expanding surgical services is never a solo effort, and in 2025, nursing helped bring together the right people, expertise, and teamwork to support meaningful growth at South Campus. Through strong interprofessional collaboration, nursing played a key leadership role in the successful transition of outpatient orthopedic surgery from the Main Campus to a purpose-built ambulatory setting, as well as the relocation of the da Vinci robotic platform to expand access to minimally invasive OB/GYN procedures.

Nursing worked closely with physicians, anesthesia, sterile processing, finance, physical therapy, radiology, same day surgery, biomedical, and facilities teams to design workflows, align staffing and equipment, and operationalize an efficient outpatient surgical model. From the first cases in June through December 2025, these efforts supported more than 500 orthopedic surgical procedures while maintaining high standards for safety, throughput, and patient experience.



Clinical Advisory Council

In 2025, Lake Charles Memorial Health System established the Clinical Advisory Council (CAC) to create a consistent and efficient process for submitting, reviewing, and implementing Epic order and order-set modifications. The Council streamlines how requests are gathered, evaluated, and prioritized—reducing turnaround times and ensuring changes meet current regulatory and patient-safety standards.

Built on strong interprofessional collaboration, the CAC brings together leaders from multiple disciplines to contribute their expertise, promote quality care, and

guide responsible stewardship of clinical content within Epic. This interdisciplinary structure enhances decision-making and ensures that workflows reflect best practice across the system.

The CAC serves as a central forum to endorse and prioritize requests from all entities while supporting LCMHS's Mission, Vision, and Values. The Council also works closely with Franciscan Missionaries of Our Lady technical teams to maintain alignment with state and national standards and to refine shared platform guidelines as needed.



Clinical Nurse Educator Council

In Fall 2025, the Professional Development Department launched the Clinical Nurse Educator Council, a new organizational initiative designed to unify and support Clinical Nurse Educators across the system. Recognizing the increasing complexity of clinical education and competency requirements, the council was formed to bring all educators together on a monthly basis to share expertise, address challenges, and build greater alignment in educational practices.

The Council's primary purpose is to create a collaborative space where educators can openly discuss barriers, explore solutions, and work collectively toward the standardization of education and competency processes. By fostering a shared platform, the council helps ensure that all educators—regardless of their department or specialty—have access to the same resources, guidance, and peer support.

Since its inception, the Clinical Nurse Educator Council has focused on improving the quality and consistency of educational materials, streamlining competency evaluations, and promoting best practices across the organization. Members have worked diligently to review existing processes, exchange innovative ideas, and develop more unified approaches to supporting frontline staff.

The impact has been significant. The council has quickly become a productive, solutions-driven body where educators feel connected, supported, and empowered. Through active collaboration, the group has strengthened communication, enhanced resource sharing, and fostered a renewed sense of community among Clinical Nurse Educators. As the council continues to evolve, it remains committed to advancing nursing excellence by elevating the standards of clinical education and competency across the organization.

Butterfly Project

The LCMHS 2 Tower Oncology–Hematology Unit Practice Council introduced the Butterfly Project as an initiative to strengthen patient and family-centered care for individuals nearing the end of life. After review, the Nurse Practice Council has approved this initiative for implementation.

The purpose of the Butterfly Project is to provide a dignified, compassionate approach to supporting patients and families who have chosen to focus on comfort measures. When a patient transitions to comfort care or end-of-life care, nursing staff place butterfly signage on the patient’s door. This visual marker alerts all hospital staff that the patient’s care goals have shifted, helping ensure a quieter, more peaceful environment.

Nurses educate the patient and family on the meaning

of the butterfly symbol and may offer Butterfly Project educational materials for additional support. The signage also directs anyone approaching the room to check with the nurses’ station, helping reduce unnecessary interruptions and promote comfort.

Through this simple yet meaningful symbol, the Butterfly Project honors dignity, minimizes disruptions, and provides gentle support throughout the end-of-life journey.



Nurses Day at the Capitol – Family Birth Center Participation

A dedicated group of nurses from the Family Birth Center at LCMHS proudly represented our organization at Nurses Day at the Capitol in Baton Rouge on April 30, 2025. This annual statewide event honors the vital contributions of Louisiana’s more than 65,000 registered nurses and over 9,000 advanced practice registered nurses.

The 2025 theme, “Nurses’ Voices Advocating for a Healthier and Safer Louisiana,” highlighted the powerful role nurses play not only in patient care but also in shaping

policies that strengthen healthcare delivery across the state.

During the event, our nurses joined colleagues from across Louisiana to engage with legislators, share frontline experiences, and advocate for improvements in healthcare access, quality, and safety. Organized by the Louisiana State Nurses Association, the day served as an important platform for elevating the nursing profession and addressing key challenges such as staffing needs and workplace support.



PROFESSIONAL DEVELOPMENT AND NURSE RECOGNITION & REWARDS

DAISY Awards

The DAISY Award is an internationally recognized program that honors nurses who demonstrate extraordinary compassion, clinical excellence, and dedication. DAISY stands for Disease Attacking the Immune System, and the award was created in 1999 by the family of Patrick Barnes. Patrick died following a brief illness related to idiopathic thrombocytopenic purpura (ITP), a disease that affects the immune system. Grateful for the extraordinary care and compassion shown to Patrick and their family by nurses, the Barnes family established the DAISY Award as a way to thank nurses and recognize the profound difference they make in the lives of patients and families. What began as a family's expression of gratitude has since grown into an international nursing recognition program.

At LCMHS, the DAISY Award is a key component of our Nursing Excellence efforts and serves as a meaningful way to acknowledge nurses who make a lasting difference for patients, families, and colleagues. During 2025, LCMHS received a total of 396 DAISY nominations, reflecting the exceptional level of nursing care provided throughout the organization. Several nurses received multiple nominations, highlighting their consistent impact and commitment to excellence. These nominations, often referred to as DAISY stories, share powerful examples of nurses going above and beyond through compassionate care, advocacy, leadership, and clinical expertise.

The Nursing Excellence Council reviews DAISY stories and nominations each month. Using a standardized

rubric, the council evaluates nominees based on how well they exemplify the values and intent of the DAISY Award. From this process, one direct care nurse is selected monthly to receive the DAISY Award in recognition of their outstanding contribution to patient care.

In addition to recognizing direct care nurses, LCMHS also honors nursing excellence through the DAISY Leader of the Year Award and the DAISY Lifetime Achievement Award. One Leader of the Year is selected annually based on nominations submitted by the previous year's DAISY Leader recipient, the Nursing Excellence Council, and the Chief Nursing Officer. This award recognizes nurse leaders who have made a significant impact through mentorship, leadership, and support of nursing practice. Lanell Landry RN, Director of Cath Lab was the 2025 recipient of this award.

The DAISY Lifetime Achievement Award recognizes nurses with an extensive career marked by sustained excellence and dedication to the profession. Selection follows a similar nomination process, allowing both direct care nurses and nurse leaders to nominate individuals whose lifelong contributions to nursing have left a lasting legacy. In 2025, the following four nurses were honored with the DAISY Lifetime Achievement Award, reflecting the depth of experience, commitment, and compassion within the LCMHS nursing community: Lee Anna Duplechain MSN, RN, NPD-BC, Thelma Batiste RN, CRRN, Kandy Collins APRN, PMH, CNS, and Bill Mackay, RN (not pictured).



2025 DAISY Nominees

Megan Alexander
Melanie Alexander*
Val Alexander*
Jhavonne Alfred
Mariana Almeida
Zaria Anderson*
Monique Ardoin
Drue Armentor
Rika Armentor
Keanna Armstrong
Jordan Bailey
Wylie Barham*
Hannah Barmore
Candy Bell
Anne Bonnette
Trace Borde
Jasmine Bosby
Taylor Bost*
Alisa Boudoin*
Alexis Bourg
Rebekah Bourque*
Desire Boyd
Ian Boyer
Ava Broussard
Gracie Broussard
Kayde Broussard*
Kristin Broussard*
Ashley Brown
Celise Bruce
Savannah Buller
Tiffany Butter
Jacynthia Carlin*
Kari Carlock
Mark Chafin
Katie Chambley*
Mariel Chatoney
Julia Cheramie
Jenica Clark
Lauren Clavier
Chelsea Cole
Sharon Coleman-Semien
Jessica Collins
Nikia Collins
Jakeyvia Comeaux
Kallan Conner
Ciara Conway
Sean Corbello
PJ Craft*
Ingrid Crenshaw-Thomas
Kylee Croak*
Erin Dartez
Darby Day

Caitlin Delino
Ryan Domingue*
Kessie Dronet
Gabrielle Dronette
Toni Dugas*
Morgan Dupas
Luciana Edwards
Thresia Elskamp
Monica Engel*
Deandrea Etiene
Gabrielle Everage*
Madison Fabacher*
Tiffany Fiel
Hunter Fontenot
Jennifer Fontenot
Kari Fontenot
Michael Fontenot
Nicoleta Fontenot
Crystalle Fontenot*
Timothy "Daniel" Forrest
Julie Fruge*
Lee Fuselier
Maggie Gallagher*
Cortnee Gallow
Hannah Gary*
Rena Gaspard
Steven Giorlando*
Emily Gotreaux
Morgan Gradney*
Debra Green
Michelle Greene*
Gerald Greenman
Lauren Griffin*
Darneshia Guidroz*
Camille Guillory
Crystal Guillory*
Hayley Guinn
Ava Hackney*
Hayley Halliday*
Jill Hebert
Haylie Hoffpaur
Lucretia Holloway-Tidwell*
Taibtha Holman
Jessica Howerton
Shameka Jackson*
Celeste Jarrell
Dontrell Johnson
Sarena Johnson
Brittany Johnson*
Jillian Johnson*
Courtney Jones
Carsen Jones*

Niaja Jones*
Amaya Kelly
Ahsia King
Wendy Kleinpeter
Jena Koonce
Liliana Landaverde
Charlene Landry
Michelle Langley
Victoria Lantz
Martina Lapoint
Cassidy Lawson
Kenyona Leblanc
Jessica Leblanc*
Halle LeDay*
Claire LeDoux
Dayana Lutz*
Portia Lyons
Shanea Lyons
Bill Mackay
Vicki Madden*
Penny Manuel
Halea Manuel*
Courtney Manuel
Paige Martin
Sherrie Martinez*
Christina Mathews
Tracy Mayeaux*
Kambrie McFarland
Shelby Mendibles
Robin Mercer*
Erin Metzger
Tenny Miglicco
Kelsey Miller
Shelley Miller
Dulcie Miller*
Ashley Mire
Heather Misse*
Carli Monceaux*
Mason Montie
Stacy Myers
Eillie Nale
Savanna Noeske
Angelica Nunez
Tanner Olson
Danielle Ortego
Cortnie O'Shea*
Carley Parker
Neha Patel*
Kari Peloquin
JoAnn Pennick
Whitney Peoples
Michelle Phelps

Yazmine Phillips
Jada Pinero
Destany Planchard*
Laikyn Potts
Brandy Pousson-Bertrand
Sydni Rasberry -Trahan*
Jason Reddoch*
Kirsten Regan*
Khamone Riley*
Trent Rivere
Jonathan Ross
Kristina Scharringhausen
Ann Seger*
CJ Semien
Cloee Semien*
Danielle Sexton*
Brendon Smith
Virgil Smith
Olivier Smith*
Hannah Sonnier
Dorian Stalsby
Georgia Stanley
Nikki Talbert
Edmund Tetteh
Kari Thibodeaux
Alona Tolliver
Cassidy Trafford
Samantha Trahan
Trinity Trahan*
Arnetia Trap
Camila Triana Gonzalez*
Donald Truby
Katie Tucker
Jessica Ulanja
Raevaughn Victorian
Sandra Vincent
Valerie Vincent*
Gabiella Virella
Brianna Vital
Elesia Vizina*
Sherine Ware
Eujene Washington*
Ollie Welsh
Rebecca White
Hallee Woodruff
Janice Worley*
Alicia York
Brylee Young
Demasha Zeno

*Multiple Nominations

DAISY Leader Award



Lanell Landry, RN
Director of Cath Lab

DAISY Lifetime Achievement Award



Lee Anna Duplechain,
MSN, RN, NPD-BC



Kandy Collins, APRN,
PMH, CNS



Lake Charles Memorial Health System



Thelma Batiste, RN, CRRN



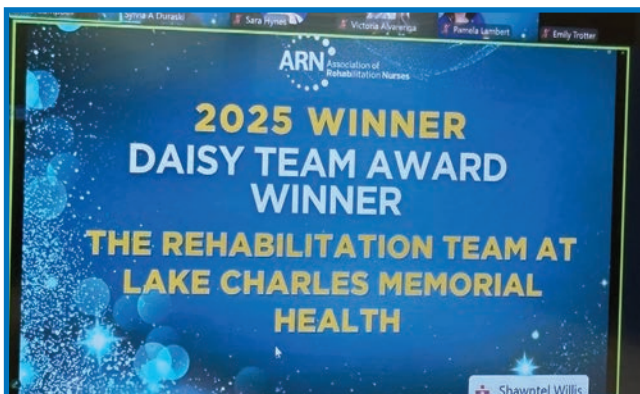
Yvonne Krielow, NP

*Recipient Bill MacKay not pictured

DAISY Team Award 2N Rehab

In September 2025, the Association of Rehabilitation Nurses (ARN) recognized the exceptional achievements of nurses and nursing teams dedicated to delivering high-quality care in the field of physical rehabilitation. The Lake Charles Memorial 2N Rehabilitation Team was honored with the prestigious DAISY Team Award.

This recognition celebrates the team's unwavering commitment to compassionate care, clinical excellence, and meaningful patient outcomes. Their dedication exemplifies the core values of rehabilitation nursing and highlights the profound impact they make in the lives of the patients and families they serve.



Annual Excellence in Nursing Banquet

This year, our Excellence in Nursing Banquet honored the dedication, passion, and professional achievements of our nursing team. Centered on the theme “Let Your Light Shine,” the event celebrated individuals who continually illuminate the path toward higher standards of care, compassion, and innovation within our organization.

We recognized nurses who advanced their professional expertise through national certifications, those honored as DAISY Award recipients for extraordinary patient care, and team members who achieved new nursing academic degrees. The ceremony also included DAISY

Lifetime Achievement Awards and the Nurse Leader of the Year Award, highlighting the exceptional leadership and lifelong commitment within our nursing community. Each accomplishment reflects an unwavering dedication to growth, service, and excellence.

The evening also featured remarks from guest speaker Ormise Scott, a Bolton Ford top sales consultant known for his leadership, mentorship, and community outreach. His message emphasized purpose, integrity, and service—values deeply aligned with the spirit of nursing.



Certified Nurses

National Certified Nurses Day is celebrated annually on March 19 to recognize and honor nurses who have achieved professional certification, demonstrating a commitment to excellence, specialty knowledge, and high-quality patient care. This day highlights the dedication of certified nurses who go above and beyond to advance their practice and positively impact patient outcomes.

In 2025, we celebrated National Certified Nurses Day with a cake and a group photo, bringing together our certified nurses to acknowledge their hard work, expertise, and ongoing commitment to professional growth. In addition to this annual celebration, all certified nurses are formally recognized each year at the Excellence in Nursing Banquet, held in May during Nurses Week. Newly certified nurses from the past year receive a monogrammed jacket displaying their newly earned

credentials, symbolizing both their accomplishment and their commitment to nursing excellence.

LCMHS currently holds a total of 223 national nursing certifications among all employed registered nurses. Of the nursing staff, 168 registered nurses are certified, demonstrating that many individuals maintain multiple certifications to support advanced practice and specialty expertise. Compared to 2024, this represents a 6.7 percent increase in total certifications and a 7.7 percent increase in the number of certified nurses.

In 2025, the organization continued to show strong professional growth, with 28 new certifications earned by 26 nurses. Notably, two nurses, Tanner Olson and Mark Dentremont, each achieved two new certifications during the year, further contributing to the department's commitment to excellence in nursing practice.



Accredited Case Manager

Peshoff, Denise

Acute Critical Care Knowledge Professional (Adult)

Almeida, Mariana *
 Martin, Jacob
 Miller, Shayna
 Modeen, Margaret
 Bonnette, Anne
 Breaux, Megan
 Burger, Deanna
 Comeaux, Alexis
 Dudley, Jacob
 Hare, Alexis
 Manuel, Courtney

Martin, Paige
 Millsagle, Gena
 Stickney, Sean
 White, Stephen

Acute/Critical Care Nursing (Pediatric)

Landaverde, Liliana
 Matt, Shay

Ambulatory Care Nursing

Crochet, Crystal Dawn
 Daniels, Renee *
 Espinoza, Ashley*
 Fisher, Ashley*
 Fontenot, Teresa *
 Gardiner, Rae
 Myers, Skylee

Orsot, Victoria
 Richardson, Malia
 Stroud, Taylor
 Veillon, Diana
 Welsh, Olive

Cancer Genetic Risk Assessment

Richardson, Ellen M

Cardiac Medicine (Subspecialty) Certification

Martin, Jacob *

Cardiac Surgery (Subspecialty) Certification

Bordelon, Emily

Cardiac Vascular Nursing

Fontenot, Jessica
 Hicks, Natasha M

Case Management Administrator Certification

Peshoff, Denise *

Certified Breast Care Nurse

Primeaux, Jared
 Roach, Wendy Beth
 Suire, Laura L

Certified Breastfeeding Specialist

Pusselo, Sydney *

Certified Cardiac Rehabilitation Professional

Hebert, Monica
Smith, Michelle

Certified Case Manager

Vincent, Kristin *

Certified Diabetes Care And Education Specialist

Demourelle, Karen

Certified Emergency Nurse

Bailey, Jordan
Bost, Taylor
Bourque, Rebekah
Kyle, Tracie
Lindsay, Amber

Certified Gastrointestinal Registered Nurse

Gillett, Natalie
Harrelson, Melisa
Hooper, Kimberly
Mackay, Sheila
Richoux, Joni

Certified In Infection Control

Dietz, Katelynn

Certified Lactation Counselor

Leboeuf, Farrah
Rosteet, Hollie

Certified Nurse Educator

Carter, Katrina
Foreman, Jennifer
Higgins, Sierra
Novak, Therese
Washington, Amelia *

Certified Pediatric Nurse

Barnes, Gina
Cooley, Elaine
Langley, Michelle
Lovejoy, Ashley

Certified Perioperative Nurse

Brake, Candice
Daulong, Sara L
England, Jami S

Frey, Gwendolyn
Ivey, Melissa
Larocque, Austin
Mcdonald, Kelly
Miller, Amy
Rai, Aastha
Riser, Jauvaughn
Sherman, Diane
Van Winkle, Mindy

Certified Professional Coder

Peshoff, Denise

Certified Professional In Healthcare Quality

Dietz, Katelynn
Kight, John *
Sonnier, Megan *
Theriot, Misty

Certified Registered Nurse Infusion

Richardson, Malia

Certified Rehabilitation Registered Nurse

Alexander, Melanie
Batiste, Thelma
Spears, Rebecca
Willis, Shawntel

Fellow of the American College of Cardiology

Theriot, Misty *

Gerontological Nursing

Dentremont, Mark *

Inpatient Antepartum Nursing

Wells, Carly

Inpatient Obstetric Nursing

Bradley, Leah
Carter, Katrina
Eaves, Kimberly
Guidry, Baileigh
Jeane, Jessica
Mallett, Miranda
Mccombs, Cheryl
Montou, Patricia
Morales, Lisa
Pennick, Kristy
Smith, Caitlyn

Vizina, Elesia
Weir, Haley

International Board Certified Lactation Consultant

Fontenot, Lorri
Vizina, Elesia

Maternal Newborn Nursing

Priola, Vicki
Robinson, Laura

Medical-Surgical Nursing

Barmore, Hannah
Bellow, Chantel
Butler, Laci
Carter, Baly
Dentremont, Mark *
Engel, Christiana
Fontenot, Jennifer*
Gardiner, Rae
Guillory, Bailey
Guinn, Hayley
Kirkland, Danielle
Landreneau, Leah
Ledoux, Claire
Matteson, Lisa
Miglicco, Tenny
Miller, Dulcie *
Myers, Marla *
Olson, Tanner *
Planchard, Destany *
Randel, Rebecca
Raspberry, Sydni
Roy, Pamela *
Savoit, Jacob
Singleton, Shamica
Smith, Jada
Spivey, Kristina
Spivey, Logan
Stoma, Taylor
Talbert, Nikki
Trahan, Samantha
Williams, Crystal
Wilson, Briley
Wilson, Kuiana

Neonatal Intensive Care Nursing

Armentor, Rika
Keeley, Allison
Leger, Jade
Peloquin, Kari

Nurse Executive, Advanced

Engel, Christiana
Gardiner, Rae
Kight, John
Millslagle, Gena*
Smith, Jada
Suarez, Kristy
Willis, Shawntel

Nursing Professional Development Certification

Duplechain, Lee
Engel, Christiana
Foreman, Jennifer
Galloway, Nikki L
Orsot, Victoria
Suarez, Kristy

Obstetric And Neonatal Quality And Safety

Mccombs, Cheryl

Oncology Certified Nurse

Barmore, Hannah
Barnes, Margaret *
Carter, Baly
Crochet, Crystal
Delino, Caitlin
Durr, Bridget
Espinoza, Ashley*
Gardiner, Rae
Guinn, Hayley
Holman, Tabitha
Johnson, Ashlee
Ledoux, Claire
Lege, Amber
Mayo, Khristina
Medley, Brittany
Myers, Skylee
Olson, Tanner *
Orsot, Victoria
Primeaux, Jared
Randel, Rebecca
Richardson, Ellen
Richardson, Malia
Roach, Wendy
Spivey, Kristina
Spivey, Logan E
Stroud, Taylor
Suire, Laura
Thomas, Courtney
Thornhill, Christina
Welsh, Olive
Wilson, Briley

Pediatric Nursing

Engel, Monica
Johnston, Brittany
Landaverde, Liliana E
Matt, Shay
Mercer, Robin
Owens, Austin

Sexual Assault Nurse Examiner – Adult

Broussard, Elizabeth
Moody, Jennifer
Plaisance, Jessica
Smith, Tammy

Fontenot, Kari
Landry, Madison *
Peoples, Whitney*
Weaver, Natasha
Willis, Shawntel
Wilson, Kuiana *

Langley, Michelle
Marceaux, Maria
Miller, Shayna
Misse, Heather
Semien, C.j.*
Stickney, Sean

Psychiatric Mental Health Nursing

Simon, Gerlyn

Sexual Assault Nurse Examiner - Pediatric

Broussard, Elizabeth
Moody, Jennifer
Moody, Jennifer
Plaisance, Jessica
Smith, Tammy

Trauma Certified Registered Nurse

Bailey, Jordan
Bourque, Rebekah
Boyd, Desire *
Clement, Brandi
Constance, Jarrett *
Fisher, Blake*
Fisher, Blake*
Johnson, Brittany
Kyle, Tracie

Vascular Access-Board Certified

Powell, Tara

Registered Nurse Certification In Neonatal Intensive Care

Peloquin, Kari

Stroke Certified Registered Nurse

Borde, Trace *

Wound Care Certified

Lawson, Cassidy
Lyons, Portia
Southall, Glenda *

*indicates newly certified March 2025 - March 2026

Advanced Practice Provider Celebration- Bodega September

On September 18, 2025, LCMHS proudly celebrated our Advanced Practice Providers (APPs)—including our Nurse Practitioners, Nurse Anesthetists, and Physician Assistants—for the essential role they play in delivering exceptional care across our hospitals and clinics. APPs are integral members of our care teams, seamlessly supporting patients and families while upholding the highest standards of clinical excellence.

During this celebration, we recognized several APPs whose dedication, leadership, and innovation continue to elevate the quality of care at LCMHS. Special recognition was given to the following award recipients:

Compassionate Care Award: **Amanda Burnett, NP**

Honored for her exceptional patient-centered care and unwavering empathy.

Clinical Innovation Award: **Shawn Duhon, CRNA**

Recognized for advancing clinical practice through creativity, problem-solving, and innovative approaches that improve patient outcomes.

APP Leadership Award: **Logan Kelly, NP**

Celebrated for exemplary leadership, collaboration, and commitment to fostering excellence within the APP community.

DAISY Lifetime Achievement Award: **Yvonne Krielow, NP**

Celebrating her many years of compassionate care and unwavering dedication to the patients, families, and colleagues she has served throughout her career.



A Testament to Lifelong Learning: Thelma Batiste, RN, CRRN

Thelma Batiste, RN, CRRN, achieved her Certified Rehabilitation Registered Nurse (CRRN®) certification at age 67—an accomplishment that reflects her unwavering commitment to nursing excellence and lifelong learning. With more than 36 years of experience across multiple specialties, Thelma found her professional calling in rehabilitation nursing, where she was inspired to deepen her knowledge and strengthen the care she provides to patients.

Driven by a genuine desire to better understand her practice, Thelma viewed rehabilitation nursing as more than just another assignment. When she learned about the CRRN certification, she saw it as an opportunity to expand her expertise and fully embrace the specialty. “I’ve always wanted to truly understand what I was doing as a nurse and how I could become better at it,” she shared.

Earning the CRRN certification later in her career has

been both humbling and energizing. Thelma describes the experience as one that brought greater insight, deeper understanding, and renewed curiosity into her clinical practice. Her achievement stands as a powerful reminder that professional growth has no age limit.

In recognition of her remarkable journey, Thelma was recently featured by the *Association of Rehabilitation Nurses (ARN)* in a national publication highlighting her story, “*Never Too Late: Earning the CRRN at 67.*” The article celebrates her determination, passion for rehabilitation nursing, and commitment to continuous learning. The full feature can be found at: <https://rehabnurse.org/rehab-nursing-specialty/never-too-late-earning-crrn-at-67>.

Thelma’s journey is an inspiration to nurses at every stage of their careers, demonstrating that dedication to learning, passion for patient care, and the pursuit of excellence can continue throughout a lifetime.

Louisiana State Nurses Association – 40 Under 40 Recognition

The Louisiana State Nurses Association (LSNA) hosted its second annual 40 Under 40 list, honoring rising nursing leaders from across the state. This prestigious recognition celebrates 40 nurses who are 40 years of age or younger and who exemplify dedication to the profession, a commitment to excellence, and outstanding leadership potential.

On May 9, 2025, in New Orleans, Lake Charles Memorial Health System proudly celebrated two of its own honorees. Katelynn Dietz, MBA, RN, CPHQ, Director of Patient Safety and Quality, and Misty Theriot, BSN, RN, CPHQ, FACC, Valve Clinic Coordinator, were recognized for their significant contributions to advancing patient care, quality outcomes, and nursing leadership within the organization and the broader Louisiana community. Their achievement reflects both their personal commitment to excellence and the strong culture of leadership development at LCMHS.



2025 Nightingale Awards Ceremony

The Louisiana Nurses Foundation (LNF) proudly celebrated the excellence, dedication, and impact of nursing professionals across the state during the 2025 Nightingale Awards Ceremony, held on August 23, 2025, at L'Auberge Casino Hotel in Baton Rouge. The event brought together more than 700 attendees, including distinguished nominees, sponsors, healthcare organizations, employers, and leaders from across Louisiana's healthcare community.

This year, the LNF received over 170 nominations representing nurses from diverse practice settings throughout the state. These nominations honored exemplary contributions by bedside nurses, nursing educators, administrators, advanced practice registered nurses, and healthcare institutions committed to

advancing nursing and improving patient care.

Among the honorees, our very own Neha Patel was recognized as one of Louisiana's outstanding direct care registered nurses through her Rookie of the Year nomination — a remarkable achievement that highlights her dedication, professionalism, and impact on patient care so early in her career.

In addition, our Chief Nursing Officer, Dr. Gerald Bryant received the prestigious Nightingale Nurse Administrator of the Year Award, one of the highest honors bestowed during the ceremony. This recognition reflects exceptional leadership, innovation, and unwavering commitment to advancing nursing excellence within our organization and across the state.



Gerald Bryant - 2025 Nurse Administrator of the Year



Neha Patel Rookie Nomination



New Professional Spotlight

The Professional Development Council is proud to host the New Professional Spotlight, a monthly recognition program designed to celebrate some of our exceptional nurses who are just beginning their careers at LCMHS. This initiative highlights participants in the Nurse Residency Program who demonstrate outstanding dedication, growth, and enthusiasm for the nursing profession. Each month, council members gather nominations from their teams and bring them forward during the Professional Development Council meeting, where a representative is selected for the spotlight.

The New Professional Spotlight not only honors the hard work of our newest nurses but also serves as a meaningful way to welcome them into the LCMHS family. By showcasing their accomplishments and contributions, we reinforce our commitment to supporting and celebrating the next generation of nursing professionals.

The 2025 spotlight recipients are:

- January:** Gabrielle Everage, Pediatrics
- February:** Cloee Semien, FBC
- March:** Emily Bordelon, 8 Tower
- April:** Trace Borde, 5 Tower
- May:** Maci Duhon, FBC
- June:** Carsen Jones, 2 Tower
- July:** Emily Gotreaux, ED
- August:** Nicole Pardue, OR
- September:** Lydia Burluson, FBC
- October:** Ava Broussard, 2 Tower
- November:** Hallee Woodruff, FBC
- December:** Brooke Habetz, NICU

Employee of the Year- Logan Spivey

During Hospital Week 2025, Logan Spivey, BSN, RN, MEDSURG-BC, OCN was honored as our Employee of the Year, a recognition that reflected his outstanding commitment to nursing excellence and compassionate care. Throughout the year, Logan consistently demonstrated professionalism, dedication, and a genuine passion for serving patients and families.



Extern Program A Legacy in the Making: Mother-Daughter Duo Joins LCMH RN Extern Program

At Lake Charles Memorial Health System, we believe nursing is more than a profession—it's a calling. For Amy Andrus and her daughter, Kaelyn, that calling has become a family legacy. Both are currently enrolled in nursing school at SOWELA and are proud participants in the LCMH RN Extern Program.

Amy Andrus, a SOWELA student set to graduate in May 2026, shared her excitement about her daughter following in her footsteps. "One of the things that excites me about my daughter following in my footsteps is the possibility of creating a legacy for our family." Amy's passion for nursing began early. "It's something I always wanted to do, and I don't want to sit in an office. I really like people—especially when they are sick. If you come to Memorial, I want you to receive compassionate care, and I want you to receive it from me. I love connecting with people." When asked why she chose Memorial, Amy's answer was simple stating "Memorial has always been the hospital that I chose and that most people chose, so why wouldn't I want to work here?" Amy hopes to work in the Emergency Department and is thrilled to spend more time there this spring. She also played an active role in recruitment efforts, encouraging



students at MSU and SOWELA to join the program. "LCMH will give you the tools (car), and all you have to do is press the gas."

Kaelyn Andrus, a new RN extern hired on December 2025 and a SOWELA student graduating in May 2027, says her mother's influence and faith guided her decision. "A lot of the reason was my mom saying it was a good field. I also wanted to do what the Lord wanted me to do. He certainly didn't tell me no about becoming a nurse, so I took the step." From her mom's own love for the profession to witnessing the importance of compassionate caregivers in a patient's healing process, Kaelyn was confident she knew which path to take. "I knew for sure that I wanted to be a nurse and provide loving care." Her own experiences

with Lake Charles Memorial and her family's trust in the health system made her choice of employer easy. This is the place I have always come to for care and surgeries."

This mother-daughter team embodies the heart of nursing—compassion, connection, and commitment. Their journey reminds us that the RN Extern Program is more than a stepping stone; it's an opportunity to grow, learn, and create lasting legacies.

Conference Attendance

In 2025, nurses and nurse leaders were proud to represent LCMHS at several professional conferences across the region and nation. Their participation showcased the exceptional talent, dedication, and expertise of our nursing teams, while strengthening our visibility and voice within the broader healthcare community.

We are deeply grateful for the organization's ongoing support and commitment to promoting professional development among nurses. This investment not only enriches individual growth but also elevates the quality of care we provide to our patients every day.



Annual Nursing Education Fair

The Professional Development Council hosted the Annual Nursing Education Fair on May 12 and 14 during Hospital Week and Nurses Week, offering nurses an engaging blend of mandatory competencies, important clinical updates, and helpful “nice-to-know” information to support professional growth. With a festive luau theme, the open-house format allowed participants to visit a variety of educational stations at their own pace, receiving a stamp at each stop to track their participation.

Topics covered included blood transfusion safety,

stroke care updates, mock codes, mass-casualty preparedness, respiratory equipment reviews, endoscopy preparation, CAUTI and CLABSI prevention, infection control updates, fetal heart tone assessment basics, proper sharps disposal, and an Epic Q&A station. Throughout the event, nurses had opportunities to refresh skills, learn new information, and engage with subject-matter experts in a supportive environment. Door prizes added to the fun as the team celebrated learning and recognized the commitment of our nursing staff.



Lake Charles
Memorial Health System

Education

During Stroke Awareness Month in May, Paige Weaver, Stroke Coordinator, and Dr. Shawntel Willis, Director of the 5 Tower Ortho, Neuro, and Trauma Unit, partnered to bring meaningful education and engagement to the nursing staff. Together, they highlighted neuro and stroke nursing certification opportunities and shared important updates on stroke protocols.

With the creative theme “Clots and Coffee,” nurses were invited to enjoy a specialty coffee cart while gaining valuable knowledge to enhance patient care. Their collaborative efforts helped reinforce best practices, promote professional development, and strengthen stroke awareness across the unit.



HEALTHY WORK ENVIRONMENT & NURSE WELL-BEING

Great Place to Work Certification 2025

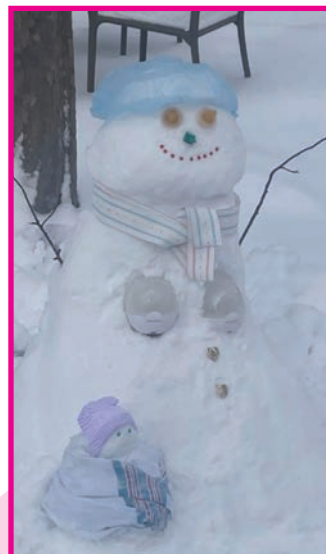
Lake Charles Memorial Health System (LCMHS) is proud to announce that it has been certified as a Great Place to Work® for 2025, marking the second year in a row the organization has earned this distinguished recognition.

The prestigious Great Place to Work award is based entirely on feedback from current employees, reflecting their firsthand experiences with workplace culture, trust, and overall job satisfaction at LCMHS. This honor highlights the organization's continued commitment to fostering an environment where employees feel valued, supported, and empowered to deliver exceptional care.

Lake Charles Memorial is especially honored to be named one of only three healthcare entities in the state of Louisiana to receive this respected designation, underscoring its role as a leader in both healthcare excellence and workplace culture.

Snow Days!

Despite the inconveniences of icy roads and widespread power outages across the Lake Charles community, nurses found meaningful ways to enjoy a rare snow day on January 21, 2025. In between providing high-quality care to patients, teams across all campuses embraced the moment with camaraderie, creativity, and teamwork. The unexpected winter weather created opportunities for connection and team building, highlighting the resilience, dedication, and strong bonds among our nursing staff.



Positive Outstanding Peer (P.O.P) Nominations 2025

The P.O.P. Award is an employee-to-employee recognition program designed to honor individuals who consistently strive to create a positive work environment. P.O.P. stands for Positive Outstanding Peer. Created by the Nursing Excellence Council, this program invites staff to nominate peers each quarter. The Council reviews all

nominations and selects one overall P.O.P. of the Quarter recipient, who is recognized within their department. All nominees receive a copy of their nomination along with a special “pop” treat bag as a thank-you for their role in creating and sustaining a positive workplace culture.

2025 P.O.P Recipients

Quarter 1



Tina Borders
Professional Development

Quarter 2



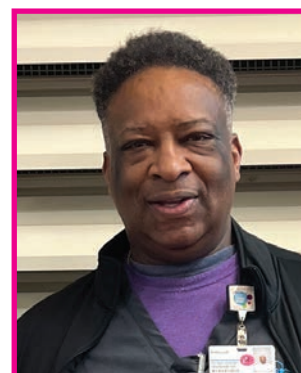
Printess Perkins
Respiratory Therapy

Quarter 3



Qais Deeb
Healthcare Technology Management

Quarter 4



Phillip Williams
Patient Escort



Professional Development Council Hosts 2025 “Fall into Wellness” Fair

The Professional Development Council successfully hosted the 2025 Annual Wellness Fair on October 17 at South Campus and October 22 at Oak Park Campus. The theme, “Fall into Wellness,” encouraged employees to focus on holistic well-being through a wide variety of interactive booths, educational resources, and hands-on experiences. The event was open to all employees.

Attendees engaged with numerous wellness vendors and community partners focused on physical, emotional, financial, and mental well-being. A perennial favorite, Dr. Dogs Pet Therapy, was a hit once again, offering comforting interactions that helped reduce stress and boost morale. Employees also learned relaxation techniques from



Edgemont Healing Center and enjoyed chair massages provided by Amber Breaux, Licensed Massage Therapist, giving participants a much-appreciated opportunity to unwind.

Financial wellness was a key component of the fair. Employees gained practical knowledge and resources on financial planning from Sam Hebert Financial Group as well as our partners at Lincoln Financial.

Additional offerings supported multiple dimensions of wellness, including nutritional well-being, leadership and



team engagement strategies such as learning how to “roll out the red carpet” for your team, and opportunities to promote positivity and connection through the creation of a gratitude chain. The fair also introduced the LCMHS Kindness Closet, a new resource designed to provide support to patients in need. A dedicated resource table offered information on a wide range of mental health services and additional community and employee resources.

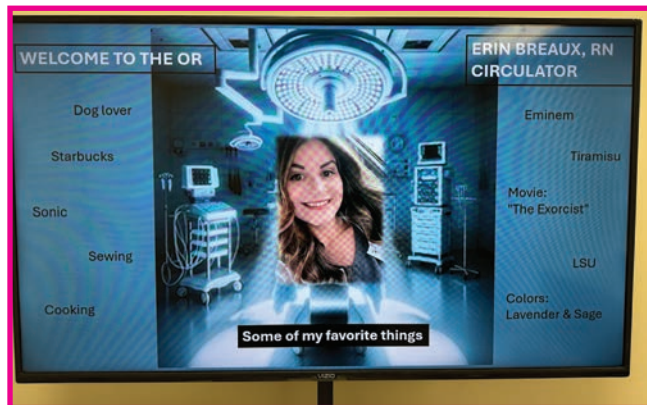
To support preventative health, employees were provided an additional opportunity to receive their

annual flu vaccine during the event. As an added benefit, employees who attended the Wellness Fair earned Wellness Points through the LCMHS Wellness Program, further encouraging participation and engagement in healthy lifestyle initiatives.

Overall, the 2025 Annual Wellness Fair successfully promoted well-being, connection, and education, reinforcing the organization’s ongoing commitment to supporting employees as they truly fell into wellness this season.



Surgical Services Partnership with the Healthy Workforce Institute



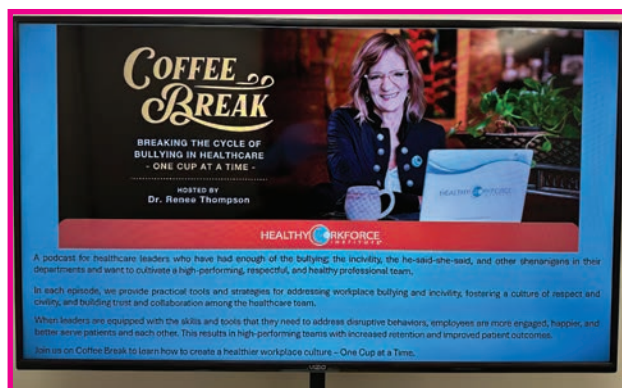
In Fall 2025, Surgical Services began an intentional and collaborative partnership with the Healthy Workforce Institute (HWI) to strengthen communication, leadership, and overall team well-being. This initiative marked an important step in supporting both leaders and frontline staff while fostering a positive, respectful work environment.

The engagement began with leadership and staff development offerings, delivered through a combination of face-to-face and virtual learning experiences. These courses focused primarily on communication skills, equipping team members with practical tools to enhance collaboration, address challenges constructively, and strengthen professional relationships across Surgical Services.

As part of this effort, surgical staff participated in an HWI survey designed to identify opportunities for improvement from the team's perspective. The feedback gathered provided valuable insights into areas where staff

felt growth and change could have the greatest impact, helping guide next steps and reinforcing a culture of shared voice and accountability.

Following the survey, the Surgical Services leadership team and staff began implementing a variety of creative measures to promote engagement and a positive work environment. Initiatives included a friendly photo competition and a kudos recognition program that celebrates staff accomplishments, teamwork, and everyday wins. The team has also embraced innovative uses of technology to further support communication and engagement. A digital bulletin board, displayed on a TV, was introduced as a dynamic and visually engaging way to share information. This board highlights new hire spotlights, Surgical Services employee birthdays, and updates related to HWI modules. It also provides quick access to HWI podcasts and tip links. By using a digital format, the bulletin board can be updated frequently, keeping content fresh and relevant while maintaining the team's attention and interest.



Teams Unite to Support Patients Through Kindness Closets

Nurses from the Pediatrics, Endoscopy, and 2 Tower Oncology teams came together for a meaningful team-building activity that combined collaboration,

compassion, and community impact. Through this shared effort, the teams collected supplies and raised funds to support both pediatric and adult Kindness Closets, directly benefiting patients and families in need.

The Pediatrics department has been thoughtfully stocking a Kindness Closet for quite some time, focused on meeting the immediate needs of pediatric patients admitted to the unit. The closet provides essential items such as clothing, diapers, toys, and basic necessities for children who may arrive without belongings or who need a little extra comfort during their hospital stay. These items not only meet practical needs but also bring moments of joy, reassurance, and normalcy to children and families during challenging times.

Building on this spirit of generosity, the Endoscopy



team and 2 Tower Oncology partnered to support the adult Kindness Closet. This closet was originated in 2025 by the Nursing Excellence Council to help adult patients in acute care who have limited resources to obtain clothing and personal care items. By contributing essential supplies, these teams helped expand the reach of this important initiative and ensured that adult patients



facing unexpected hospitalizations have access to items that promote dignity, comfort, and well-being.

This collaborative effort served as an excellent team-building opportunity, strengthening relationships across departments while reinforcing a shared commitment to patient-centered care. Most importantly, it exemplified the compassion and dedication of our nursing teams, demonstrating how working together can make a meaningful difference in the lives of our patients.



R.E.C.H.A.R.G.E

RECHARGE is a well-being initiative launched in Fall 2025 to support and sustain nurse leaders through intentional connection and renewal. Meeting approximately every two months in an offsite setting, RECHARGE provides a space where nurse leaders come together to relax, engage, connect, heal, aspire, reflect, grow, and empower one another. Through relationship-building, shared

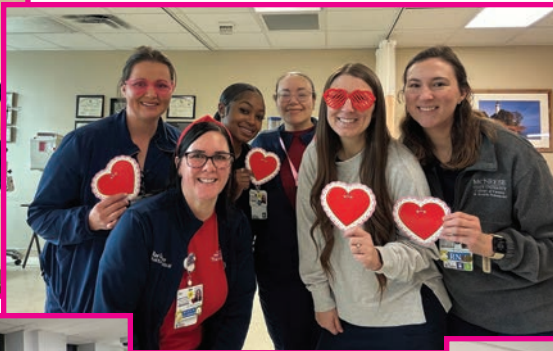
problem-solving, and collective reflection, participants strengthen compassionate leadership while supporting personal and professional well-being. Whether seeking to recharge, enhance leadership effectiveness, or connect with peers who understand the journey, RECHARGE offers a supportive environment focused on growth, resilience, and collective strength.



Cultivating a Culture of Positivity at LCMHS

In 2025, positivity spread throughout LCMHS in a truly contagious way. From festive dress-up days for various holidays to creative and heartfelt ways of “rolling out the red carpet” for new hires, teams consistently found meaningful opportunities to connect and uplift one another. Special moments were intentionally celebrated, including birthdays, baby showers, Nurses Week, Hospital Week, and specialty recognition days such as Oncology Nurses Day, Pediatric Nurses Day, Emergency Nurses Day, etc.

Nursing worked closely with interprofessional partners to intentionally cultivate a positive, supportive work environment. By celebrating both small and big wins, LCMHS reinforced the importance of teamwork, recognition, and well-being. These shared moments of joy and recognition strengthened morale, deepened connections, and contributed to a culture where staff felt valued, supported, and proud of the work they do every day.





Christmas Spirit

Christmas Spirit Week was celebrated with themed dress-up days throughout the week, giving employees an opportunity to show their holiday spirit. All staff were invited to enjoy a special treat from Travelin' Tom's Coffee Truck, which visited multiple LCMHS campuses. Members of the Executive Leadership Team enjoyed spending time connecting with employees at the various coffee truck locations over several days, making the celebration both festive and engaging.



7 Tower and 8 Tower Team Building Holiday Celebration



To kick off the Christmas season, the teams on 7 Tower and 8 Tower came together for a fun and meaningful team-building celebration. Both day shift and night shift staff enjoyed a festive waffle breakfast, giving everyone a chance to connect and celebrate the holidays together.

In the spirit of generosity, the nurses pooled their funds and surprised the nursing assistants with hospital-approved monogrammed sweatshirts instead of doing a traditional gift exchange. It was a thoughtful gesture that highlighted the strong sense of teamwork and appreciation across both units.



Bulletin Boards



Departments across LCMHS use bulletin boards to welcome new hires and reinforce a positive work culture. These boards share welcome messages, recognize staff, and highlight unit values, helping new nurses feel included and promoting connection, recognition, and teamwork.



Behavioral Health Team Hosts Atrium Event for Mental Health Awareness Week



During Mental Health Awareness Week, our Behavioral Health Team set up an engaging and informative booth in the atrium to help promote emotional wellness across our organization. Team members connected with staff, patients, and visitors while handing out popcorn and sharing practical mental health resources.



Nursing is in our Blood

For the Semien family, nursing is more than a profession; it is a shared legacy built on compassion, connection, and a deep sense of purpose. Spanning three generations at Lake Charles Memorial Health System, Sharon, her children CJ and Cloee, and even her mother have all found a workplace where support, teamwork, and encouragement fuel their commitment to care. Sharon, who has spent more than 35 years at LCMH, often reflects on how the hospital's collaborative and uplifting environment helped her grow from a new graduate nurse into a seasoned emergency department caregiver. Now, it is the same positive environment nurturing her children's early careers. CJ notes how the camaraderie, trust, and shared dedication on his team energize him through even the toughest



ER shifts, adding that staff relationships truly shape the work experience.

That supportive culture extends across the health system, from the fast-paced emergency department to the joyful, life-changing moments in the Family Birth Center where Cloee encourages and guides new mothers with enthusiasm and compassion. Each member of the Semien family attributes their fulfillment not only to their passion for nursing

but also to the healthy work environment that allows them to thrive, build meaningful patient relationships, and support one another as colleagues. Their story shows how a strong and encouraging workplace can shape generations of caregivers and how that environment, in turn, strengthens the care delivered to the community.

SAFETY & QUALITY, CLINICAL OUTCOMES

Open Fracture Antibiotics

Timely antibiotic administration for open fractures is essential, with guidelines recommending initiation within 60 minutes of a patient’s arrival to reduce infection risk and improve outcomes. Evidence-based protocols support this approach, showing improved antibiotic stewardship without increasing infection rates.

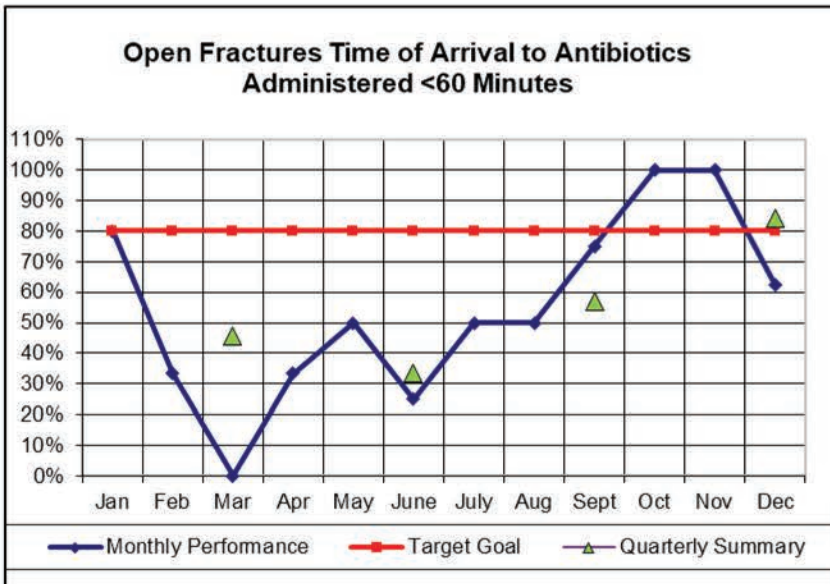
At LCMHS, trauma patients are categorized as Level 1 and Level 2 activations or non-activated trauma patients. Because non-activated patients do not require a provider evaluation within 30 minutes, delays occurred in recognizing open fractures and in ordering and administering antibiotics.

To reduce the time from arrival to recognition, the trauma program conducted widespread education for Emergency Department nurses on the definition of an open fracture, the types of open fractures with the highest risk of infection, and the availability of antibiotics stored in the trauma room for use in any patient with an open fracture. After completing this education, the trauma program collaborated with ED leadership, and the decision was

made to add “Open long bone fracture proximal to the wrists and/or ankles (all extremities excluding fingers and toes – any mechanism)” to the Level 2 trauma activation criteria. This change was implemented in July 2025 with the goal of supporting early recognition of open fractures by nursing staff and ensuring provider evaluation within 30 minutes of a patient’s arrival.

To further increase awareness, the trauma program began sending out a weekly list of open fractures that included a breakdown of time from arrival to provider evaluation, provider evaluation to order placement, order placement to pharmacy verification, order placement to administration, and total time from arrival to antibiotic administration.

Following the implementation of these changes in July, we observed a marked increase in compliance with timely antibiotic administration in August. Compliance has continued to improve, with a 39% increase from Quarter 1 of 2025 to Quarter 4 of 2025.



Average Time from Arrival to Antibiotics:	
Jan: 74 minutes	
Feb: 79.6 minutes	
March: 149 minutes	Quarter 1: 96 minutes
April: 193 minutes	
May: 67 minutes	
June: 88 minutes	Quarter 2: 137 minutes
July: 92.8 minutes	
August: 93.2 minutes	
September: 12.8 minutes	Quarter 3: 77.6 minutes
October: 27.2 minutes	
November: 26 minutes	
December: 55.1 minutes	Quarter 4: 38 minutes

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	
Numerator	# of Antibiotics administered <60 min	4	1	0	2	1	1	2	3	3	6	5	5
Denominator	Number of Open Fractures	5	3	3	6	2	4	4	6	4	6	5	8
Percentage	Percent of (numerator)	80%	33%	0%	33%	50%	25%	50%	50%	75%	100%	100%	63%
Target Goal	(Change target goal if needed)	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Quarter Summary		45%			33%			57%			84%		
		Qtr 1			Qtr 2			Qtr 3			Qtr 4		

Sepsis Program

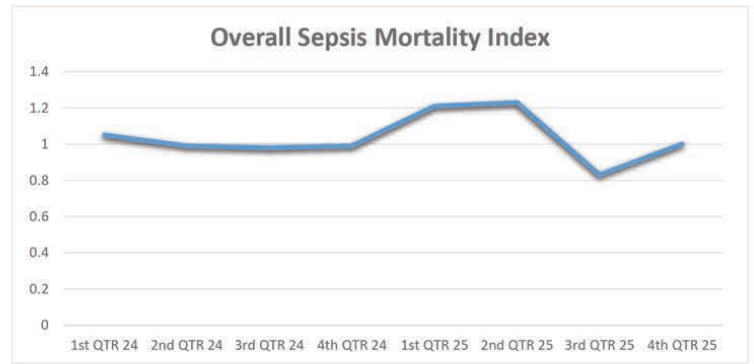
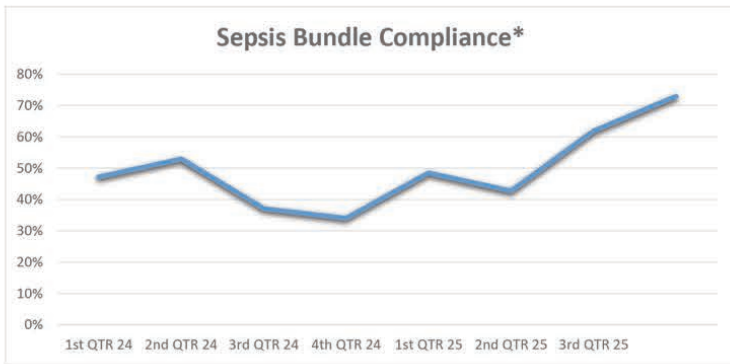
In 2025, the sepsis program demonstrated measurable and sustained improvement in the delivery of high-quality, evidence-based care. SEP-1 bundle compliance reached its highest level since 2019, reflecting a strong organizational commitment to early identification, timely intervention, and standardized sepsis management. This improvement was achieved through consistent interdisciplinary collaboration among nursing, providers, pharmacy, laboratory, and quality teams, along with ongoing education and process refinement.

The increase in compliance represents more than an

improvement on a quality metric; it directly translates into faster recognition of sepsis, reduced delays in critical interventions, and enhanced patient safety and outcomes. These results were driven by frontline engagement, leadership support, and a shared commitment to identifying barriers, implementing solutions, and sustaining best practices. The progress made in 2025 establishes a strong foundation for continued advancement in sepsis care and reinforces the organization's dedication to delivering safe, reliable, and patient-centered care to the community we serve.

	Goal	1st QTR 24	2nd QTR 24	3rd QTR 24	4th QTR 24	1st QTR 25	2nd QTR 25	3rd QTR 25	4th QTR 25
Sepsis Bundle Compliance*	50%	47%	53%	37%	34%	49%	43%	62%	73%
Overall Sepsis Mortality Index	< 1.0	1.05	0.99	0.98	0.99	1.21	1.23	0.83	1

*Sample size reported to CMS (see MEDISOLV report for sample size info)



H-CAHPS							Overall Hospital						
Hospital Consumer Assessment of Healthcare Providers and Systems Scorecard													
Category	CMS National Avg Hospital Compare 50th Percentile Goal	2025 YTD n= 1164	4th Qtr 2025 n= 272	3rd Qtr 2025 n= 286	2nd Qtr 2025 n= 285	1st Qtr 2025 n= 321	Category	CMS National Avg Hospital Compare 50th Percentile Goal	2025 YTD n=1164	4th Qtr 2025 n= 272	3rd Qtr 2025 n= 286	2nd Qtr 2025 n= 285	1st Qtr 2025 n= 321
Rate the Hospital 0 - 10	71%	71%	75%	66%	71%	70%	Cleanliness of Hospital	73%	72%	71%	72%	74%	72%
Recommend the Hospital	70%	73%	79%	72%	69%	72%	Quietness of Hospital	61%	68%	64%	68%	69%	67%
Comm w/ Nurses	79%	83%	85%	82%	83%	83%	Comm about Meds	60%	67%	69%	63%	71%	65%
Comm w/ Doctors	79%	85%	86%	84%	85%	86%	Care Transitions	51%	n/a	n/a	n/a	n/a	52%
Response of Hospital Staff	64%	67%	73%	69%	67%	61%	Discharge Info	87%	87%	87%	87%	86%	86%
* Restful Hosp Environment	50%	63%	63%	61%	65%	61%	* Info About Symptoms	50%	76%	75%	74%	76%	78%
* Care Coordination	50%	78%	80%	74%	78%	79%							

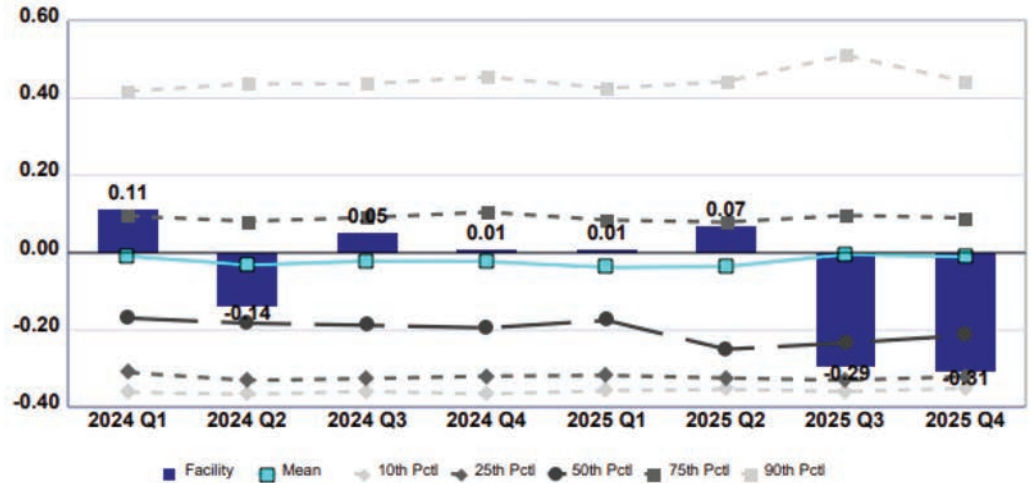
Color Key
 Above or At percentile goal
 Below percentile goal
 Updated 1/19/26 Received Date - Top Box Goal

* indicates added measure
 Laboratory YTD 75%

NDNQI- CAUTI, CLABSI, Falls

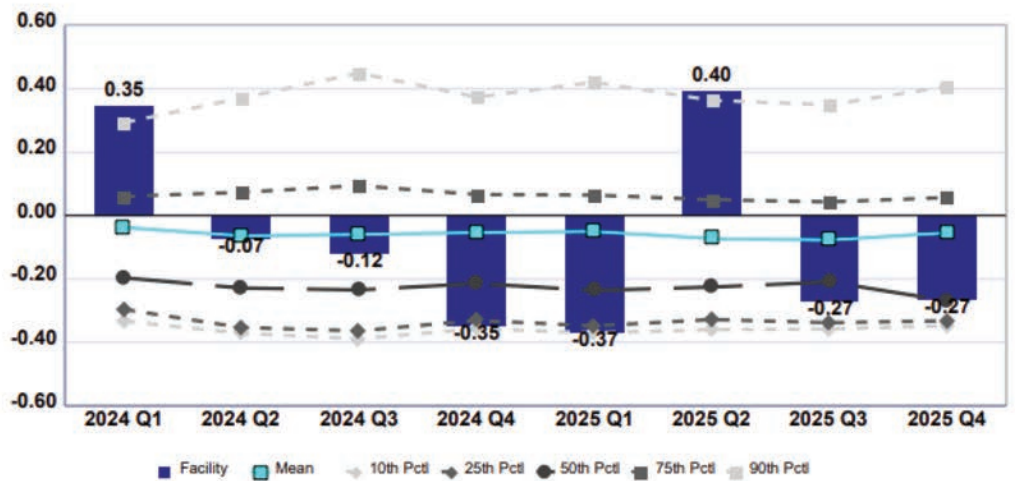
National Database of Nursing Quality Indicators (NDNQI)

Central Line associated Bloodstream Infections (CLABSI): Our 2025 NDNQI data shows that CLABSI rates are beginning to stabilize and meet benchmarks. In 2025 data indicated performance at or below the national mean compared to other NDNQI-participating hospitals. This improvement reflects strong partnership between our Infection Practitioners, Professional Governance, nurse leaders, and direct care nurses, who have worked together to review processes, standardize practices, and reinforce evidence-based care. A key driver of progress was the implementation of the q12-hour CHG bathing protocol for all patients with central lines, rolled out in 2025.



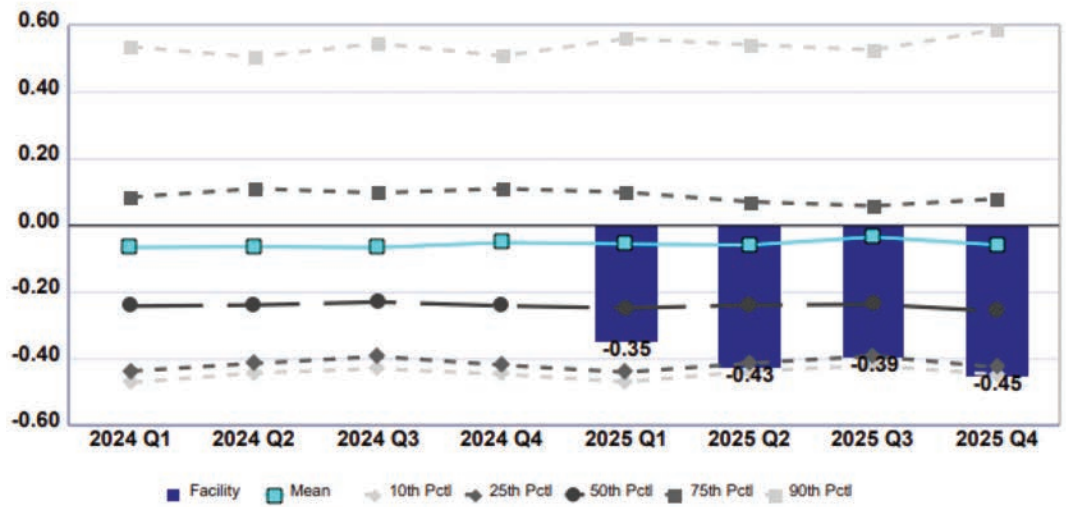
Metrics	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	Average
Facility Standardized Score	0.11	-0.14	0.05	0.01	0.01	0.07	-0.29	-0.31	-0.06
Mean	-0.01	-0.03	-0.02	-0.02	-0.04	-0.04	-0.00	-0.01	-0.02
Standard Deviation	0.80	0.69	1.05	0.58	0.52	0.51	0.75	0.90	0.72
10th Percentile	-0.36	-0.37	-0.36	-0.37	-0.36	-0.35	-0.36	-0.35	-0.36
25th Percentile	-0.31	-0.33	-0.33	-0.32	-0.32	-0.32	-0.33	-0.32	-0.32
50th Percentile (Median)	-0.17	-0.18	-0.19	-0.19	-0.17	-0.25	-0.23	-0.21	-0.20
75th Percentile	0.10	0.08	0.09	0.11	0.08	0.08	0.10	0.09	0.09
90th Percentile	0.42	0.44	0.44	0.46	0.43	0.44	0.51	0.44	0.45
# Facilities	1,596	1,562	1,589	1,599	1,656	1,721	1,721	1,651	1,636.8

Our 2025 NDNQI data shows continued progress in CAUTI prevention. Throughout the year, we focused on monitoring Foley catheter necessity and reducing catheter days, supported by daily huddle discussions and regular rounding from Infection Prevention. The use of nurse-driven protocols has also strengthened timely and appropriate catheter removal. While we were not consistently below the national mean in 2025, these combined strategies have improved practice reliability and positioned us well to remain below the mean in 2026.



Metrics	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	Average
Facility Standardized Score	0.35	-0.07	-0.12	-0.35	-0.37	0.40	-0.27	-0.27	-0.09
Mean	-0.04	-0.06	-0.06	-0.05	-0.05	-0.07	-0.08	-0.05	-0.06
Standard Deviation	1.07	0.53	0.57	0.51	0.70	0.43	0.45	0.52	0.60
10th Percentile	-0.33	-0.37	-0.39	-0.36	-0.37	-0.36	-0.36	-0.35	-0.36
25th Percentile	-0.30	-0.35	-0.36	-0.33	-0.35	-0.33	-0.34	-0.33	-0.34
50th Percentile (Median)	-0.20	-0.23	-0.23	-0.21	-0.24	-0.23	-0.21	-0.27	-0.23
75th Percentile	0.06	0.07	0.09	0.07	0.06	0.05	0.04	0.06	0.06
90th Percentile	0.29	0.37	0.45	0.37	0.42	0.36	0.35	0.41	0.38
# Facilities	1,606	1,579	1,598	1,615	1,732	1,738	1,741	1,673	1,660.2

Quarterly Wound Surveillance surveys resumed in 2025. On an unannounced day each quarter, a team of nurses conducts a comprehensive assessment of all inpatients. This Survey Wound Assessment Team (SWAT) evaluates patients for any newly identified or potential wounds and verifies that appropriate prevention measures are in place. All findings from these assessments are collected and reviewed. Overall, survey results for HAPI 2+ (Hospital-Acquired Pressure Injury, Stage 2 or greater) have been very positive, consistently remaining below the national mean. In 2025, improved communication processes were implemented to better identify patients who require repositioning at least every two hours.

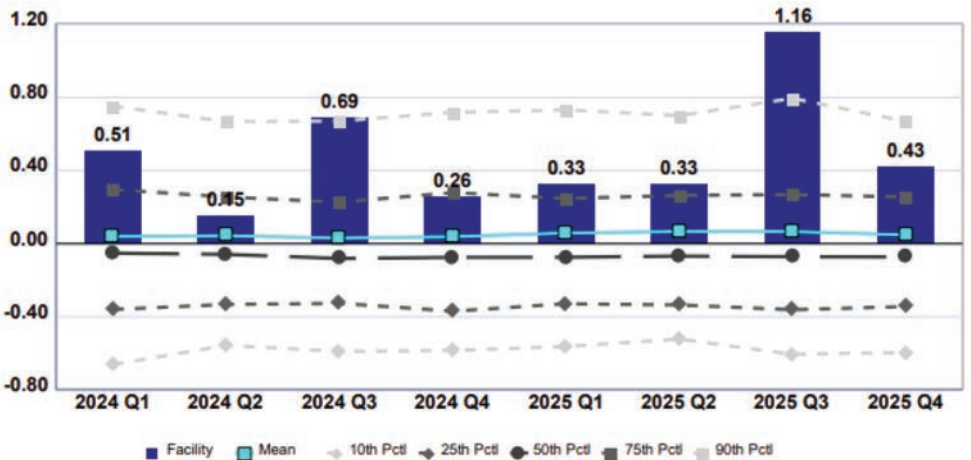


Metrics	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	Average
Facility Standardized Score	No Data	No Data	No Data	No Data	-0.35	-0.43	-0.39	-0.45	-0.40
Mean	-0.07	-0.06	-0.07	-0.05	-0.06	-0.06	-0.03	-0.06	-0.06
Standard Deviation	0.56	0.53	0.49	0.58	0.59	0.56	0.68	0.58	0.57
10th Percentile	-0.47	-0.44	-0.43	-0.45	-0.47	-0.44	-0.42	-0.45	-0.44
25th Percentile	-0.44	-0.41	-0.39	-0.42	-0.44	-0.41	-0.39	-0.43	-0.42
50th Percentile (Median)	-0.24	-0.24	-0.23	-0.24	-0.25	-0.24	-0.24	-0.26	-0.24
75th Percentile	0.09	0.11	0.10	0.11	0.10	0.07	0.06	0.08	0.09
90th Percentile	0.54	0.51	0.55	0.51	0.56	0.54	0.53	0.59	0.54
# Facilities	1,637	1,627	1,628	1,627	1,672	1,686	1,749	1,699	1,665.6

The organization submits data to (NDNQI for both total patient falls and falls with injury. In 2025, the benchmark for total falls and falls with injury was not met, prompting focused improvement efforts across the organization.

In response, the Falls Committee implemented several key initiatives in late 2025, including the development of falls tool kits to ensure quick access to prevention resources, education on accurate fall-risk scoring, and the use of colored stars placed on doors to clearly identify patients at risk. Additional communication measures were introduced for high-risk patients, along with the rollout of patient fall contracts to enhance patient engagement in safety.

Looking ahead to 2026, the organization will continue deliberate efforts to reduce falls through purposeful rounding, strengthened fall-risk communication, and consistent use of targeted fall-prevention interventions. These ongoing strategies aim to improve fall rates and support a safer environment for all patients.



Metrics	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	Average
Facility Standardized Score	0.51	0.15	0.69	0.26	0.33	0.33	1.16	0.43	0.48
Mean	0.04	0.04	0.03	0.04	0.06	0.07	0.07	0.05	0.05
Standard Deviation	0.65	0.67	0.68	0.73	0.99	0.99	0.90	1.06	0.83
10th Percentile	-0.66	-0.56	-0.59	-0.58	-0.56	-0.52	-0.60	-0.60	-0.58
25th Percentile	-0.36	-0.33	-0.33	-0.37	-0.33	-0.34	-0.36	-0.34	-0.34
50th Percentile (Median)	-0.05	-0.06	-0.08	-0.07	-0.07	-0.07	-0.07	-0.07	-0.07
75th Percentile	0.30	0.26	0.23	0.28	0.25	0.26	0.27	0.26	0.26
90th Percentile	0.75	0.67	0.67	0.72	0.73	0.70	0.80	0.67	0.71
# Facilities	1,818	1,791	1,812	1,811	1,866	1,870	1,953	1,851	1,846.5

LHA Clinical Quality Improvement Award

LCMHS was honored to receive the LHA Clinical Quality Improvement Award in recognition of our achievement in three key patient safety and quality metrics: CLABSI Utilization, SSI Abdominal Hysterectomy Rate, and SSI Colon Rate.



This award reflects our team's commitment to delivering safe, high-quality care and consistently meeting and surpassing our targeted improvement goals. Through strong interdisciplinary collaboration, adherence to evidence-based practices, and ongoing monitoring of clinical outcomes, we have successfully reduced infection risks and improved the overall quality of care for the patients we serve.

Best in State by Newsweek (2025)



LCMHS has been honored as a Best-In-State Hospital by Newsweek for 2025, in partnership with Statista Inc., a global leader in statistical analysis and industry rankings. This marks the second consecutive year that LCMHS has received this prestigious recognition, placing it among only

800 hospitals nationwide to earn the distinction. The America's Best-In-State Hospitals ranking helps patients identify hospitals that excel in quality of care, patient safety, and overall patient experience within their home state. This award reflects LCMHS's ongoing commitment to delivering exceptional, patient-centered care to the community.

Stroke Program

Primary Stroke Certification and National Standards Achievement

Lake Charles Memorial Hospital earned The Joint Commission's Gold Seal of Approval and the American Stroke Association's Heart-Check mark for Primary Stroke Certification, with redesignation in 2025. During this evaluation, Joint Commission reviewers measured Memorial's performance against national standards for stroke care, focusing on door-to-CT scan time, the timeliness of administering thrombolytics, the efficiency of transferring patients who required clot retrieval procedures, and the overall quality of care delivered from arrival through discharge.

Memorial met these rigorous guidelines through the interdisciplinary team's commitment to developing and using written care protocols, implementing continuous education programs, conducting quality reviews, and maintaining robust performance improvement activities across the health system.

AHA/ASA Get With The Guidelines–Stroke and Target: Stroke Recognition (2025)

In 2025, Lake Charles Memorial Health System received Bronze Quality Improvement Recognition from

the American Heart Association and American Stroke Association through the Get With The Guidelines–Stroke program. The health system also earned Honor Roll achievement in Target: Stroke for the 2024 reporting year. These accomplishments reflect the dedication of nursing teams to delivering timely, evidence-based stroke care that supports improved patient outcomes.

Nurses contributed significantly to this recognition through rapid assessment, coordinated care, adherence to evidence-based protocols, and effective collaboration with interdisciplinary team members to reduce door-to-treatment times for acute ischemic stroke patients. Participation in Target: Stroke further highlights nursing's commitment to prompt recognition of stroke symptoms, efficient stroke alert workflows, and continuous improvement in clinical performance. These achievements demonstrate the nursing team's ongoing focus on quality, patient safety, and excellence across the stroke care continuum.

Door-to-Needle Performance Improvement Initiative

A major nursing-led initiative during this period involved reducing door-to-needle times for patients

eligible for intravenous thrombolytic therapy. Nursing staff played a central role in redesigning workflows, improving rapid triage, and supporting standardized stroke alert activation to ensure timely treatment.

Key interventions included early nurse-driven stroke screening, expedited transport to imaging, real-time communication with providers, and ongoing education designed to reinforce Target: Stroke best practices. Continuous monitoring of performance data and regular feedback helped nursing teams identify opportunities for improvement and maintain gains in treatment timeliness. These efforts strengthened compliance with national benchmarks and further



emphasized the vital role of nursing in advancing rapid, evidence-based stroke care.

Top 10% in Nation for Quality Care and Cardiac Care

In 2025, LCMHS received national recognition from CareChex® by Quantros®, earning distinctions for being in the Top 10% in the Nation for Overall Quality Care and the Top 10% in the Nation for Cardiac Care. The annual CareChex Awards highlight hospitals that demonstrate exceptional performance based on measurable patient quality outcomes. Using a comprehensive, data-driven scoring system, CareChex evaluates inpatient care across general, acute, and nonfederal U.S. hospitals—without relying on any self-reported data. This objective approach ensures unbiased comparisons and supports both continuous improvement among hospitals and informed decision-making for patients seeking high-quality care.




The American Heart Association and
American Stroke Association proudly recognizes

Lake Charles Memorial Health System
Lake Charles, LA

Get With The Guidelines® - Stroke BRONZE with Target: Stroke Honor Roll

Achievement Award Hospital

The American Heart Association recognizes this hospital for its continued success in using the **Get With The Guidelines®** program.

Thank you for applying the most up-to-date evidence-based treatment guidelines to improve patient care and outcomes in the community you serve.*



Nancy Brown
Chief Executive Officer
American Heart Association



Joseph C. Wu, MD, PhD, FAHA
President
American Heart Association

*For more information, please visit Heart.org/GWTGQualityAwards.



2024
GET WITH THE
GUIDELINES®

BRONZE

TARGET: STROKE HONOR ROLL

STROKE

Aortic Stenosis 2025 Honor Roll

November, 2025, the LCMHS TAVR Team was honored at the American Heart Association's Scientific Sessions in New Orleans, LA, for meeting the criteria for their honor roll for the Target: Aortic Stenosis initiative. This initiative focuses on timely treatment for aortic stenosis patients, and there were additional criteria that had to be met this year in order to be recognized. Kelli Cutrera, cardiac sonographer, and Whitney Graham, CATH lab rad tech, both attended the award ceremony on behalf of our LCMHS TAVR program to receive the honor. This is the second time that our TAVR Team was honored.

In addition, Whitney Graham had her first publication in JACC: Case Reports released last week regarding a CATH lab quality initiative that resulted in a protocol change and created her first poster that was presented at the ACC Quality Summit in October in Denver.



2025 Clinical Competency & Quality Performance Summary for Clinics

In 2025, all clinics successfully completed annual competency requirements, ensuring consistent clinical excellence across the system. Patient quality metrics reflect strong performance for individuals attributed to any LCMH primary care provider, including Moss Primary Care, Memorial Medical Group, and LSU clinics.

78% of patients with hypertension achieved controlled blood pressure (<140/90), demonstrating sustained effectiveness in chronic disease management.

77% of diabetic patients maintained an A1C level of <8.0, reflecting continued emphasis on glycemic control and patient education.

Disease Management Programs for Diabetes and Heart Failure were developed and implemented, supporting improved chronic disease outcomes and providing structured, evidence-based care pathways for high-risk patient populations.

A total of 96 in-person competencies were completed across all clinics, reinforcing staff proficiency and adherence to evidence-based practice standards.

32 new nurse and medical assistant hires successfully completed the Clinic New Hire Orientation Program, supporting workforce growth and readiness.

Family Birth Center Highlights

In 2025, the Family Birth Center continued to advance excellence in maternal-infant care through quality achievements, community partnerships, and innovation in care delivery. This year, the center earned the Birth Ready Plus designation, recognizing our commitment to high standards in labor and delivery safety, evidence-based practices, and patient-centered outcomes. This achievement reflects the dedication of our multidisciplinary team and our ongoing focus on delivering exceptional care for mothers and newborns.

In addition, we successfully renewed our Cribs for Kids® Safe Sleep Certification, underscoring our continued leadership in promoting safe sleep education and reducing sleep-related infant deaths. Our renewal

demonstrates our sustained commitment to parent education, staff training, and adherence to nationally recognized safe-sleep guidelines.

We were also honored to be selected as one of only 11 hospitals statewide to pilot ISCED PLUS, an innovative initiative designed to enhance care for mothers impacted by substance use. Through this program, we are strengthening coordinated care pathways, expanding supportive services, and improving outcomes for families navigating substance use during pregnancy.

Together, these accomplishments highlight the Family Birth Center's dedication to advancing maternal-child health, strengthening community trust, and leading meaningful improvements in perinatal care.

Oncology People's Choice Award

In 2025, the LCMHS Oncology Team was honored with the American Press People's Choice Award for Oncology Services. This recognition is especially meaningful because it is determined entirely by votes from members of the Southwest Louisiana community. The award reflects the trust, gratitude, and confidence that patients and families place in our Oncology Team each day. Their dedication to delivering compassionate, high-quality cancer care continues to set the standard for excellence in our region.

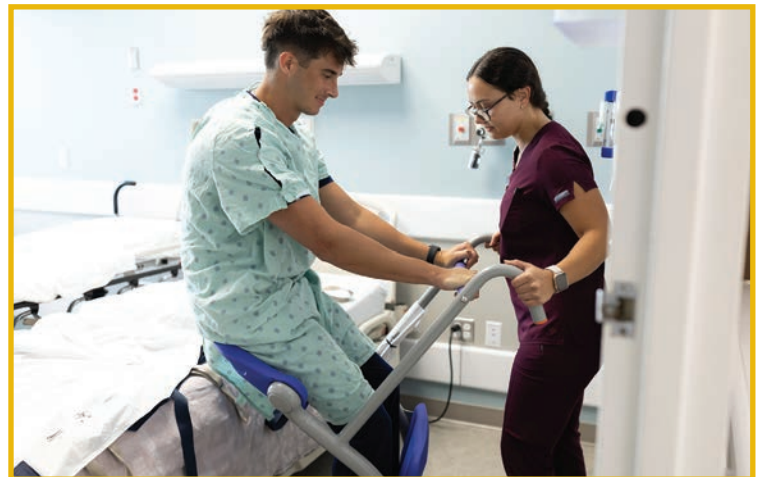


Patient Safe Handling

In 2025, Lake Charles Memorial Hospital launched the Arjo MOVE program, embraced internally as “Mission Move Well: Where Every Move is Part of the Mission.” Beginning June 16, 2025, this initiative reflected the organization’s ongoing commitment to achieving a zero-injury environment for both patients and caregivers. The evidence-based MOVE framework equipped clinical teams with enhanced tools, training, and standardized mobility protocols to ensure that patient movement was safe, dignified, and aligned with best practices.

Through this effort, the hospital strengthened its culture of safety, increased appropriate equipment utilization, and advanced its mission of delivering compassionate, efficient, and high-quality care.

Throughout the launch, team-wide education reinforced the importance of intentional, informed mobility practices across the health system. The kickoff included training sessions and recognition of staff exemplifying the Mission Move Well philosophy.



EVIDENCE-BASED PRACTICE, RESEARCH AND INNOVATION

Sharing Best Practices at ACC Summit

In September 2025, LCMHS advanced national quality improvement dialogue through four presentations delivered by Valve Clinic Coordinator Misty Theriot, BSN, RN, CPHQ, FACC, at the American College of Cardiology (ACC) Quality Summit. Drawing on multidisciplinary collaboration and outcomes from the STS/ACC Transcatheter Valve Therapy (TVT) Registry, LCMHS identified four best practices that improved readmissions, vascular complications, pathway efficiency, and governance for patients undergoing transcatheter aortic valve replacement (TAVR). These initiatives focused on enhanced transitional care, optimized vascular access workflows, streamlined patient identification and treatment timelines, and a structured service-line governance model that demonstrates the

organization's commitment to evidence-based care and transparent quality improvement.

LCMHS supported the dissemination of these advancements by approving data use, validating outcomes, and sponsoring abstract submissions and conference participation. As a result, Theriot delivered a podium presentation and three posters to national audiences of structural heart clinicians and quality leaders, earning multiple awards including Second Place and People's Choice in the ACC e-poster competition. Several of the projects have since contributed to peer-reviewed publications, further amplifying LCMHS's role in shaping national structural heart best practices and demonstrating the organization's sustained improvement across clinical, operational, and patient-centered outcomes.



LA Bridge Program

LCMHS emergency department nurses continue to play a critical role in the Louisiana Bridge Program, a regional initiative created in response to the increase in overdose-related deaths in Southwest Louisiana. Through close collaboration with the Region V Office of Public Health, nurse leaders and direct care nurses work to ensure continuity of care for individuals presenting to the emergency department with substance use disorder. The program emphasizes education, resource access, and life-saving interventions such as Narcan (naloxone) distribution, equipping clinicians, patients, and the community to prevent fatal overdoses. Active involvement in workgroups and legislative discussions has strengthened partnerships across area hospitals and advanced evidence-based practices that support improved outcomes for individuals experiencing substance use crises.



LCMHS nurses have also contributed meaningfully to policy change and statewide knowledge-sharing. Advocacy efforts supported revisions to a long-standing Louisiana State Board of Nursing ruling that now permit Narcan to be dispensed directly to patients, significantly expanding access to emergency overdose treatment. In addition to participating in the Louisiana Bridge Team's symposium on expanding addiction treatment in emergency departments, Tressy Bergeron, MSN, RN, presented LCMHS's work at the Louisiana Emergency Nurses Association Conference alongside Dr. Lacey Cavanaugh with the Louisiana Department of Health and



members of the LA Bridge Program. Their presentation, titled “Decreasing Opioid Overdose Deaths: LCMH LA Bridge Program,” highlighted the innovative strategies,

improved patient outcomes, and collaborative efforts that have positioned LCMHS as a leader in addressing the opioid crisis across the state.



Kim Eaves Presents at Statewide Emergency Nursing Conference



In August 2025, Kim Eaves, MSN, RNC-OB, served as a featured speaker at the Louisiana Emergency Nurses Association (LSNA) Conference in Baton Rouge. Her presentation focused on recognizing and managing obstetric emergencies in the emergency department setting, an increasingly vital skillset for ED clinicians.

Ms. Eaves provided practical guidance on the assessment and care of OB patients presenting with high-risk conditions such as pre-eclampsia, placental abruption, maternal sepsis, and amniotic fluid embolism. She also highlighted our organization’s innovative approach to preparedness, sharing how our multidisciplinary teams partner with ED staff to conduct high-risk obstetric skills drills using our simulation mannequin, Noel. Her expertise and leadership continue to advance clinical readiness and strengthen collaboration across emergency and obstetric care teams.



Elevating Perioperative Practice

Sara Daulong, MSN, BSN, RN,CNOR, Director of Perioperative Services, was featured in the June 2025 edition of Healthcare Business Review. Her article, titled “Saying ‘Please’ and ‘Thank You’ Doesn’t Slow Down the Case. Weird, Right?”, highlighted how simple courtesy and respectful communication contributed to stronger operating room culture, improved team dynamics, and supported surgical efficiency.

This publication reflected Sara’s commitment to fostering a positive, high-performance environment within Surgical Services and demonstrated her dedication to elevating perioperative practice. The full article was available at: <https://healthcare-education.healthcarebusinessreview.com/cxoinsight/saying--please--and--thank-you--doesn-t-slow-down-the-case-weird-right-nwid-2736.html>.



Professional Mentorship into Nurse Residency

Professional Mentorship Integrated into Nurse Residency Shawntel Willis, DNP, RN, NEA-BC, SCRNP, CRRN, Director of 5 Tower and 2N Rehabilitation, successfully presented her final doctoral project titled Professional Mentorship Integrated in a Residency Program.



In this project, Dr. Willis piloted a structured professional mentorship model within the

existing nurse residency program at LCMHS. Her work showed that integrating a dedicated mentorship component into a new-graduate residency framework provides meaningful added support to novice nurses, helping to reduce their intent to leave the profession. The model also strengthens the nursing workforce by promoting leadership development among experienced nurses who serve as mentors.

Dr. Willis earned her Doctor of Nursing Practice (DNP) in 2025, marking an important milestone in her commitment to nursing excellence and workforce development.

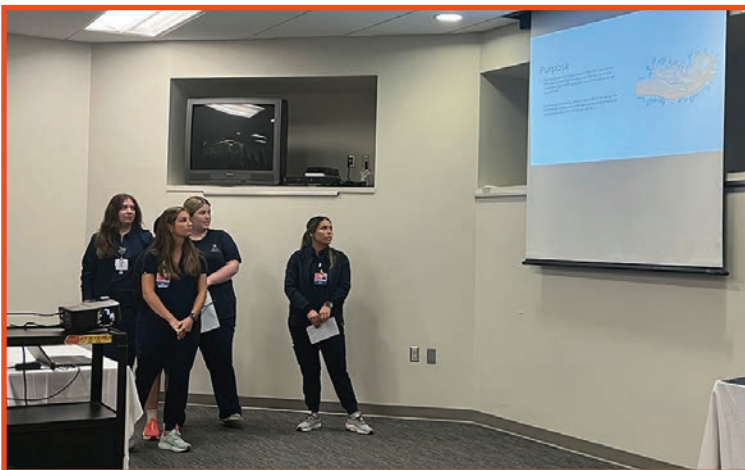
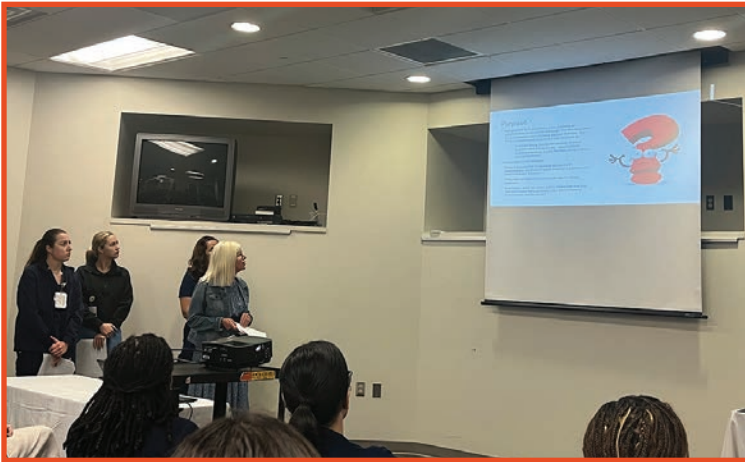
LCMHS Nurse Residency Program

The mission of the Nurse Residency Program is to provide evidence-based support, education, and mentorship to newly graduated nurses during their critical first year of professional practice. The program is dedicated to equipping nurse residents with the essential tools, resources, and guidance needed to foster their growth into confident, competent, and skilled professionals.

The Nurse Residency Program aims to promote clinical competency and confidence, foster professional development, enhance leadership capabilities, and encourage engagement in evidence-based practice. At the conclusion of the one-year program, nurse residents

complete and present an evidence-based practice project on a topic relevant to their clinical specialty. In February 2025, Cohort 10 (graduates of December 2023) presented their projects, followed by Cohort 11 (graduates from May 2024) in July 2025, which drew record attendance. These projects have helped educate and inspire nurses across the organization, academia, and the broader community, and several have contributed to meaningful practice improvements within various departments. Through this comprehensive approach, the program supports job satisfaction, long-term retention, and the ongoing advancement of compassionate, patient-centered care.





Lake Charles
Memorial Health System

4th Annual Trauma Symposium

The 4th Annual Trauma Symposium took place on November 7, 2025 at L'auberge Casino Resort in Lake Charles. This event brought a diverse group of healthcare professionals. Nurses, physicians, EMS providers, respiratory therapists, pharmacists, and other healthcare professionals gathered to expand their knowledge and skills in trauma care. The event was offered free of charge to all LCMHS employees and at a reduced cost to non-employees, with continuing education hours provided to all nurses who participated.

Approximately 215 individuals registered for the symposium, which featured an exceptional lineup of speakers from across the county, state, and local community. These experts provided valuable insights on various trauma-related topics aimed at improving patient care with outcomes. Tammy Smith and Jessica Plaisance from the SANE department at LCMHS discussed a Nurse's Guide to Identifying the Hidden Links between Domestic Violence, Sexual Assault, and Human Trafficking. Kimberly Eaves, the Director of the Family Birth Center/Family Surgical at LCMHS discussed OB trauma care. Captain

Shayna Goldfine from New Orleans EMS discussed the Prehospital Response to the Bourbon Street Mass Casualty Incident (MCI) on 1/1/2025. Dr. Robert Reily, the Associate Trauma Medical Director at University Medical Center in New Orleans spoke about the Trauma Center Response to the MCI on 1/1/2025. Carl Flores, the Executive Director of Emergency Preparedness for the Louisiana Department of Health, Office of the Surgeon General spoke on Burn Assessment and Resuscitation Strategies as well as Resiliency of Leadership and Challenges that the first responder in New Orleans faced following Hurricane Katrina. Joseph Sanchez with Acadian Air Med discussed the benefits and outcomes of patients who receive blood products in the prehospital phase. Jamin Rankin, the Trauma Program Manager of Ochsner LSU Health Monroe discussed the challenges, changes, and care priorities for the geriatric trauma patient.

Attendees also got to visit a variety of vendor tables where they got to learn about new technology as well as resources available to them.





ExcelsiusGPS Navigation System: Training Circulating RNs for Cranial and Spine Surgeries

The ExcelsiusGPS Navigation System by Globus Medical represents a significant advancement in surgical technology, supporting both spinal and cranial procedures—including deep brain stimulation—with enhanced precision and confidence. This innovative platform allows surgeons to perform with improved accuracy, offering patients the benefits of smaller incisions, reduced recovery times, and access to advanced neurosurgical care close to home.

In collaboration with Dr. Erich Wolf and Dr. Gregory Rubino, specialized training for Circulating RNs in cranial

and spine surgeries was successfully completed in 2025. The program strengthened nursing competency in robotic-assisted workflows, sterile field management, equipment navigation, and multidisciplinary coordination essential for high-acuity neurosurgical care.

In October, the team reached a major milestone, celebrating 100 completed cases using the ExcelsiusGPS Robotic Navigation System at LCMHS, marking a proud achievement in surgical excellence and continued innovation.



Robotic Bronchoscopies



The Pulmonology and Endoscopy team reached an exciting milestone in March 2025, celebrating 400

robotic-assisted bronchoscopies. This achievement reflects the team's ongoing commitment to innovation and excellence in patient care. Robotic-assisted bronchoscopy enables earlier and more precise detection of lung cancer, helping pave the way for better outcomes for patients. Early detection is key, and this milestone demonstrates the impact of advanced technology and skilled clinical teams working together.

Equally important is the critical role nurses play in these procedures. From preparing patients and ensuring their comfort and safety, to supporting the pulmonologists throughout the robotic-assisted process and providing post-procedure care and education, nurses are essential at every step. Their expertise, vigilance, and compassionate presence help create a seamless experience and contribute significantly to early diagnosis and improved patient outcomes.

Diversity Panel

AT LCMHS we value all aspects of diversity in our team members, using their input to shape our employee culture and share ideas. The 2025 Generational Diversity Panel presented by our Culture Influencers was an

incredible event, allowing employees to share and learn about difference in values and communication styles across generations-from Baby Boomers to Generation Z.



BRINGING BEST PRACTICE TO THE COMMUNITY

Becker's Healthcare - Great Community Hospitals

In July 2025 Becker's Hospital Review named Lake Charles Memorial Health System in the 2025 edition of its "100 Great Community Hospitals" list, a national recognition that highlights excellence in care, community impact, and access. According to American Hospital Association, there are currently 5,112 community hospitals across the country. Earning a spot on Becker's list places Lake Charles Memorial in the top 2% nationwide.

Becker's editorial team selected the 100 hospitals based on publicly available rankings, safety grades, and quality measures. The list also includes hospitals nominated for their service to rural or underserved populations and their efforts to expand care in meaningful ways.



Community & Veterans Health & Wellness Fair

On Saturday, April 5th, LCMHS hosted the Share Shed Health & Wellness Fair for veterans and community members, bringing together nurses, the Interprofessional Team, and community partners who provide services to Veterans. The event offered valuable education and health screenings focused on prevention and overall wellness. Topics included Hands-Only CPR, blood pressure screenings, diabetes education, colon cancer prevention and nutrition, fall risk and balance assessments, lung cancer prevention with a simulator demonstration, mental health screening, and stroke education. The fair highlighted LCMHS's commitment to supporting veterans and promoting health within the community.



2025 Oncology Support & Survivorship Initiatives

Life After Cancer Survivorship Seminars Launched

In 2025, Lake Charles Memorial Health System (LCMHS) introduced the Life After Cancer Survivorship Seminars, a quarterly program dedicated to supporting patients as they transition from active treatment to long-term survivorship. Each seminar features panels of local experts who address the physical, emotional, and social challenges that often arise after cancer therapy. Topics include managing long-term and late effects, maintaining overall wellness, and adapting to life after a cancer diagnosis. Offered at no cost to participants, these sessions connect survivors with valuable education, resources, and a supportive community aimed at empowering them throughout their ongoing recovery journey.

Stroke Education Integrated into Oncology Patient Teaching

To enhance comprehensive care for oncology patients, LCMHS nurse navigators added stroke education to the standard patient education program. Because cancer and certain cancer treatments can elevate stroke risk, early awareness is essential. The new education component equips patients with the knowledge to identify stroke warning signs, understand personal risk factors, and seek timely medical attention. By proactively addressing this often-overlooked complication, nurse navigators strengthen patient safety and contribute to improved long-term outcomes for survivors.

National Cancer Survivor Day 2025 Celebration

On June 1, 2025, LCMHS honored local survivors at the annual National Cancer Survivor Day Bingo celebration, held at the Magnolia House Event Center. Sponsored by the LCMHS Foundation and supported by dedicated nurses and staff, the event created an afternoon filled with food, fun, fellowship, and recognition. Survivors enjoyed interactive bingo games, social connection, and door prizes, making the celebration a meaningful reminder of resilience, community, and hope.



Ethel Precht Hope Breast Cancer Walk

On October 18, 2025, Team Memorial proudly came together to participate in the Ethel Precht Hope Breast Cancer Walk, standing in solidarity with survivors, fighters, and families impacted by breast cancer. Nurses and interprofessional teams from across the organization joined in, walking side-by-side and volunteering throughout the event.

Among the participants was the Behavioral Health Team who showed up with great energy and enthusiasm, contributing to a day filled with hope, support, and community spirit. It was a meaningful opportunity to honor those affected and reinforce our commitment to compassionate care and collective strength.



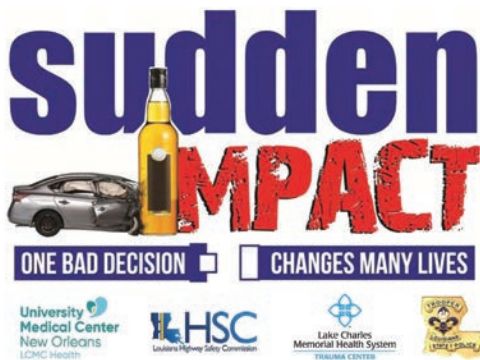
Camp Blue Bird

Camp Blue Bird was held September 11–13, 2025, at the St. Charles Retreat Center in Moss Bluff, LA, and was supported by dedicated volunteers from LCMHS. The retreat provided cancer survivors with a meaningful and supportive experience. Participants spent time listening, learning, and sharing with others who understood their journey.



Trauma Program

Sudden Impact



The leading cause of death of individuals aged 15–24 is motor vehicle crashes. The Trauma Center at LCMHS

The program offered practical suggestions for adjusting to life with cancer, along with tips for giving and receiving family support. Attendees also received an overview of non-medical needs and ways to address them, answers to common medical concerns, and helpful information on treatments, side effects, and nutrition. Creative arts and crafts activities gave participants an outlet for expression and reflection.

participates in the Sudden Impact Program. Sudden Impact is a state wide program founded by University Medical Center and the Louisiana Highway Safety Commission young people on the risks of distracted and impaired driving as well as the risks associated with improper use of seat belts. The Trauma Center works with the Louisiana State Police to deliver this full day, in hospital educational session to area high school sophomores. During this session, the students are able to tour the trauma center, visiting the emergency department and surgical ICU. The Trauma Center puts on a mock crash with high school juniors and then a mock trial with the seniors.

In 2025, 5 area high schools participated in the sophomore sessions, reaching over 150 students. We conducted 2 mock crashes, reaching over 400 students.





StopTheBleed courses in 2025, reaching over 250 students. By empowering individuals to act quickly and effectively, StopTheBleed plays a vital role in improving survival rates and enhancing community safety.



ATV Safety



StopTheBleed

StopTheBleed is an international program that aims to teach how to stop life threatening bleeding by either applying direct pressure, packing a wound, or applying a tourniquet. As part of LCMHS's Trauma Center's Injury Prevention and Community Outreach Program, we go out to the community to educate the lay person on these life saving techniques. We also present this information to all nurses during their nursing orientation.

In 2025, LCMHS conducted 8 formal



ATV crashes are on the rise in the state of Louisiana. The Trauma Center at LCMHS is now part of the Louisiana Youth ATV Safety Task Force. The Louisiana Youth ATV Safety Task Force is dedicated to saving young lives by leading statewide education, awareness, and policy initiatives that prevent ATV-related crashes, injuries, and fatalities. This Task Force allows us to network with fellow safety leaders in the state to share ideas, challenges, and solutions as well as get updates on regional and state initiatives. The main focus is to reduce impaired and distracted driving and educate on occupant protection, including helmet usage.

Community Baby Shower

On December 8, 2025, a Community Baby Shower was held in Lake Charles, sponsored by the SWLA Center for Health Services as part of ongoing regional efforts to reduce maternal morbidity and mortality. Lake Charles Memorial Health (LCMH) is an active member of the workgroup leading this initiative and participated in the event.

OB Care hosted an informational table, and Nurse Practitioner Leah Watkins represented the team as a panel speaker, providing insights on maternity care and the importance of comprehensive prenatal services. In addition, the Behavioral Health Group hosted a table focused on mental health during pregnancy and the postpartum period, sharing resources and support options for new and expectant mothers.



Area Health Education Center (AHEC)

In July 2025, LCMHS proudly celebrated another successful year of the Southwest Louisiana AHEC of a Summer Health Careers Volunteer Program. High school students from Calcasieu Parish spent three weeks gaining real-world experience, volunteering and shadowing across

various departments, from the Emergency Department, to the lab, to Radiology and more. This initiative is crucial for inspiring the next generation of healthcare professionals and strengthening our local workforce.



NICU Babies

Our NICU nurses and staff bring joy to our organization, our community, and to the parents of our tiniest patients each holiday season. With creativity, compassion, and a deep commitment to family-centered care, they lovingly

dress our babies for festive photo shoots. These moments not only brighten the families' hospital experience but also create treasured memories that celebrate hope, resilience, and the extraordinary care provided in our NICU.



LCMHS RN Externs Give Back Through Krewe de Clean Up



The LCMHS RN Externs are not only dedicated to growing as future nurses and staying focused on their studies—they are also committed to making a meaningful impact in their community. On Saturday morning, March 5, 2025, the extern group volunteered with Krewe de Clean Up in Lake Charles, spending their time picking up trash across the hospital grounds and surrounding neighborhood.

Their enthusiasm, teamwork, and willingness to serve demonstrate the compassion and community-minded spirit at the heart of nursing.



Behavioral Health Team Community Engagement

Participation in the Alzheimer’s Walk

This year, members of the Behavioral Health team joined hundreds of community participants in the annual Alzheimer’s Walk, showing solidarity with individuals and families affected by Alzheimer’s disease. The team walked together to raise awareness, promote education, and honor those whose lives have been touched by memory-related disorders. Their presence underscored the department’s dedication to mental and emotional well-being not only within the hospital but throughout the broader community.



Holiday Giving at Lake Charles Care Center

Continuing their tradition of service, the Behavioral Health team also embraced the spirit of giving by donating cozy throw blankets to residents at the Lake Charles Care Center for Christmas. The blankets provided both warmth and comfort to individuals spending the holidays in long-term care, many of whom received them with gratitude and heartfelt smiles.



