



C NORTH OAKS Community

ISSUE 1 • 2018

A PCP

{ PRIMARY CARE PHYSICIAN }

SHOULD BE PART OF YOUR HEALTH PLAN

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BROUGHT TO YOU BY THE

NORTH OAKS
FOUNDATION



As I look forward to the promise that a new year offers, it also seems appropriate to reflect on the highlights of 2017.

Personally, last year began as I assumed the role of president and chief executive officer. The highlight of my professional career, this appointment has both honored and inspired me.

Each day, I am encouraged by the 2,700 employees, physicians and volunteers who devote their energy, commitment and passion to ensuring that our patients receive the very best health care possible. They truly demonstrate our mission of "Improving lives. Every time. Every touch."

Because of this, North Oaks' accomplishments have been wide and diverse, from recognition as the Greater Hammond Chamber of Commerce's "Business of the Year" to U.S. News & World Report's "Best Hospitals for Common Care" rating.

We kicked off 2017 by launching a redesigned website, designed to make it easier for users with improved access to information.

With our patients' needs in mind, we opened a new Financial Assistance Center on the Medical Center campus to provide consistent and personal guidance regarding their financial responsibilities. The center, available to all patients, offers financial counseling and assists those who qualify in applying for Medicaid or charity coverage.

For the third consecutive year, North Oaks earned national acclaim from Press Ganey for excellent customer experience in the health system's diagnostic services and its network of primary care and specialty clinics.

The medical center secured The Joint Commission's Gold Seal of Approval, and the American Heart Association/American Stroke Association's Heart-Check mark for best practices in improving patient outcomes.

Thanks to an employee's vision, we introduced a program honoring veterans of military service. Employees, physicians and volunteers who have served our country and wish to be recognized as veterans are now identified with a special patriotic badge holder and ID. Our patients who are veterans are also honored with cards and words of appreciation.

On the national stage, Dr. Herbert Robinson and Clinical Strategist Colby Tyler presented at a convocation of health care professionals an innovative Sepsis Predictive Analytics Model that will save lives. A team led by Dr. Robert Peltier is also actively working toward curbing the abuse of opioids. And, under the guidance of Dr. Zach Liner, we performed an Intracranial Embolization study that helps avoid the need for patients to have a craniotomy and greatly reduces length of the hospital stay. In the next few weeks, North Oaks will become the only hospital on the North Shore to perform Intracranial Mechanical Thrombectomy for stroke patients.

This is just a sample of the dozens of achievements made over the course of the year. I am confident there will be many more to share in the months ahead as we strive to fulfill our vision as the region's most trusted partner for exceptional quality, safety and experience.

Finally, I'd like to wish you and your family a healthy and happy 2018.

Michele Kidd Sutton, FACHE
President and Chief Executive Officer



2,576 dedicated employees

Created an **Employee Engagement Council** to share ideas on moving from good to great



Opened a **Financial Assistance Center** to provide patients financial guidance



Opened **North Oaks Smoking Cessation Clinic** to provide guidance for smokers to kick the habit



Began a program to honor patients and employees who served in the **U.S. Military**



NORTH OAKS HEALTH SYSTEM FISCAL YEAR ENDING 2017 ANNUAL REPORT



305 Volunteers logged
30,196 service hours

218 Employees
contributed
2,193 hours to
69 community events



Recruited **23** new physicians

NORTH OAKS
FOUNDATION

Launched
North Oaks Foundation
for philanthropic efforts
supporting the health system



Collected nearly **1,000**
handmade hats from 75
individuals and groups for
infants born at the Medical
Center during February.



Dedicated the Emergency Room
to the late **Dr. Jay Smith**

little hats
BIG HEARTS



Marquinn Duke, MD,
named medical director of
the Level II Trauma Center

Held two free **Physical Days** that made it possible for 1,261
student athletes representing 36 junior and senior high schools in
Tangipahoa and Livingston parishes to receive free physicals



Added the **AlterG Anti-Gravity Treadmill**
to North Oaks Rehabilitation Services

Donated 494 food items to the **Tangi Food Pantry** and 30 pet items
to **Don't Be Cruel Animal Rescue** and **Tator-Tot Big Dog Rescue**

Provided **Christmas gifts** for children from
North Oaks families affected by 2016 floods

Introduced a redesigned, responsive **website**
that makes it easier to access information



- Received recognition from U.S. News & World Report "**Best Hospitals for Common Care**"

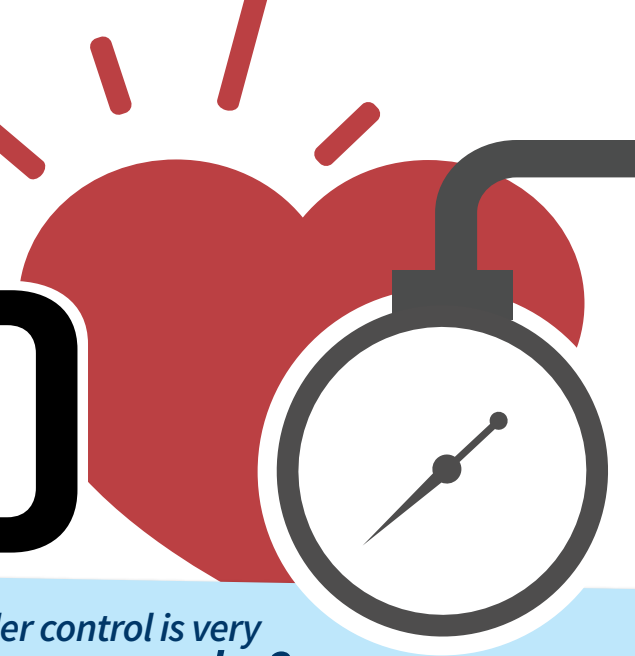
- Was named the **Greater Hammond Chamber of Commerce's Business of the Year**

- Opened a new **Primary Care Clinic** in Walker.



NORTH OAKS
Health System

UNDERSTANDING YOUR BLOOD



*It's widely known that keeping your blood pressure under control is very important to your overall health. But do you really understand **why**?*

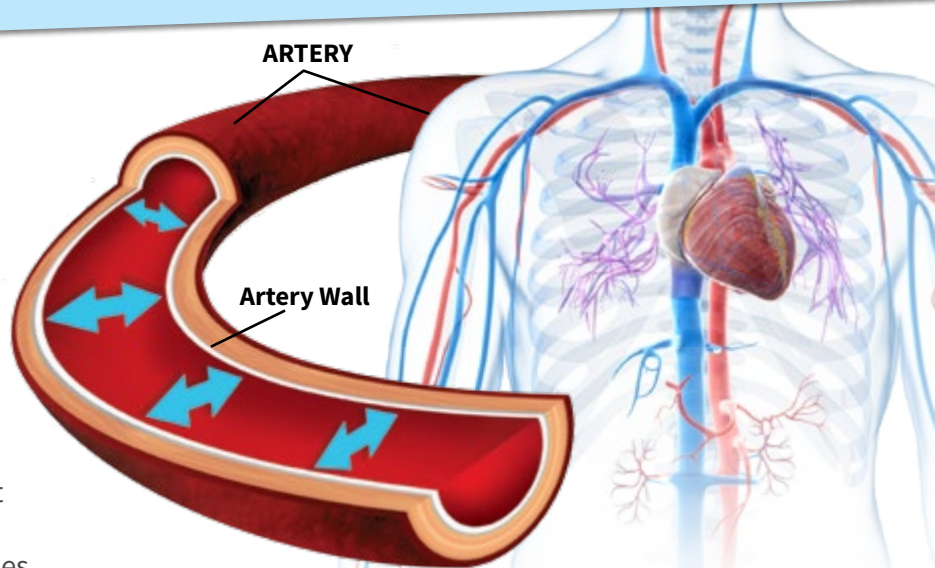
High blood pressure is often called the “silent killer” because it is without any obvious symptoms until a major problem occurs. If left untreated, high blood pressure can damage the kidneys and increase the risk of stroke, heart attack or other cardiovascular (heart and vessel) problems.

What is Blood Pressure?

Blood is pumped from the heart through arteries to circulate blood to all the tissues and organs of the body.

Blood pressure is the pressure applied on the artery walls when the blood is being circulated.

Blood pressure increases when the heart and blood vessels are being overworked by forcing to push blood out of the arteries. This is called **hypertension**.



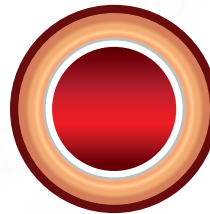
ARTERY CROSS SECTION

Normal blood flow

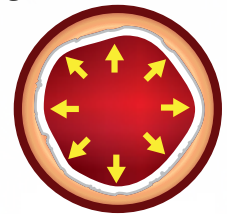


High blood pressure pushes blood harder onto the walls of the arteries in an attempt to force blood through. The extra force on the arteries causes damage and inflammation to the artery wall.

Normal



High Blood Pressure



Damaged lining of artery wall



Plaque Inflammation

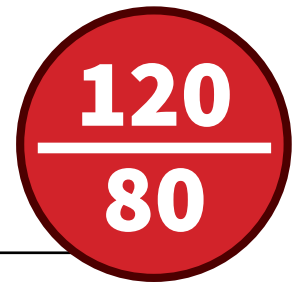




PRESSURE

What is a Normal Blood Pressure Reading?

Your blood pressure is provided in two numbers: **systolic** and **diastolic**. You usually see these numbers written as a fraction with the systolic pressure on top or to the left and the diastolic pressure on the bottom, or to the right.



For example, the blood pressure “120 over 80” is written as follows: _____

Systolic blood pressure (the top or left number) is the amount of pressure your blood is putting on your artery walls when your heart beats. Diastolic blood pressure (the lower or right number) is the amount of pressure your blood puts on your artery walls when your heart is resting between beats.

Both numbers in a blood pressure reading are important.

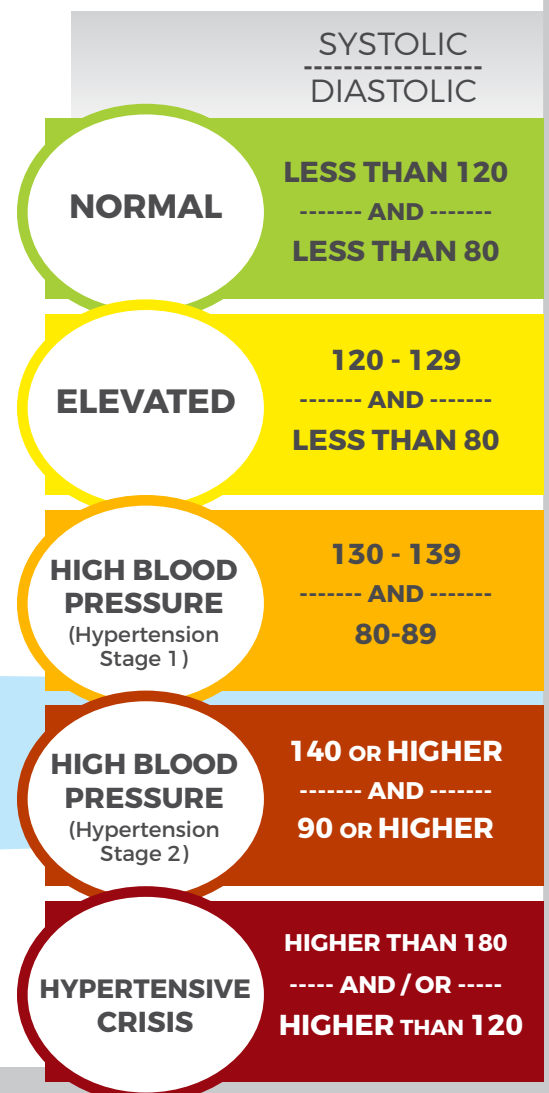
In November 2017, the American Heart Association released new blood pressure guidelines that were designed to help you take steps to control your blood pressure earlier. According to the new guidelines, your blood pressure is considered high **if the systolic number is 130 or above, the diastolic number is 80 or above or both numbers are high.**

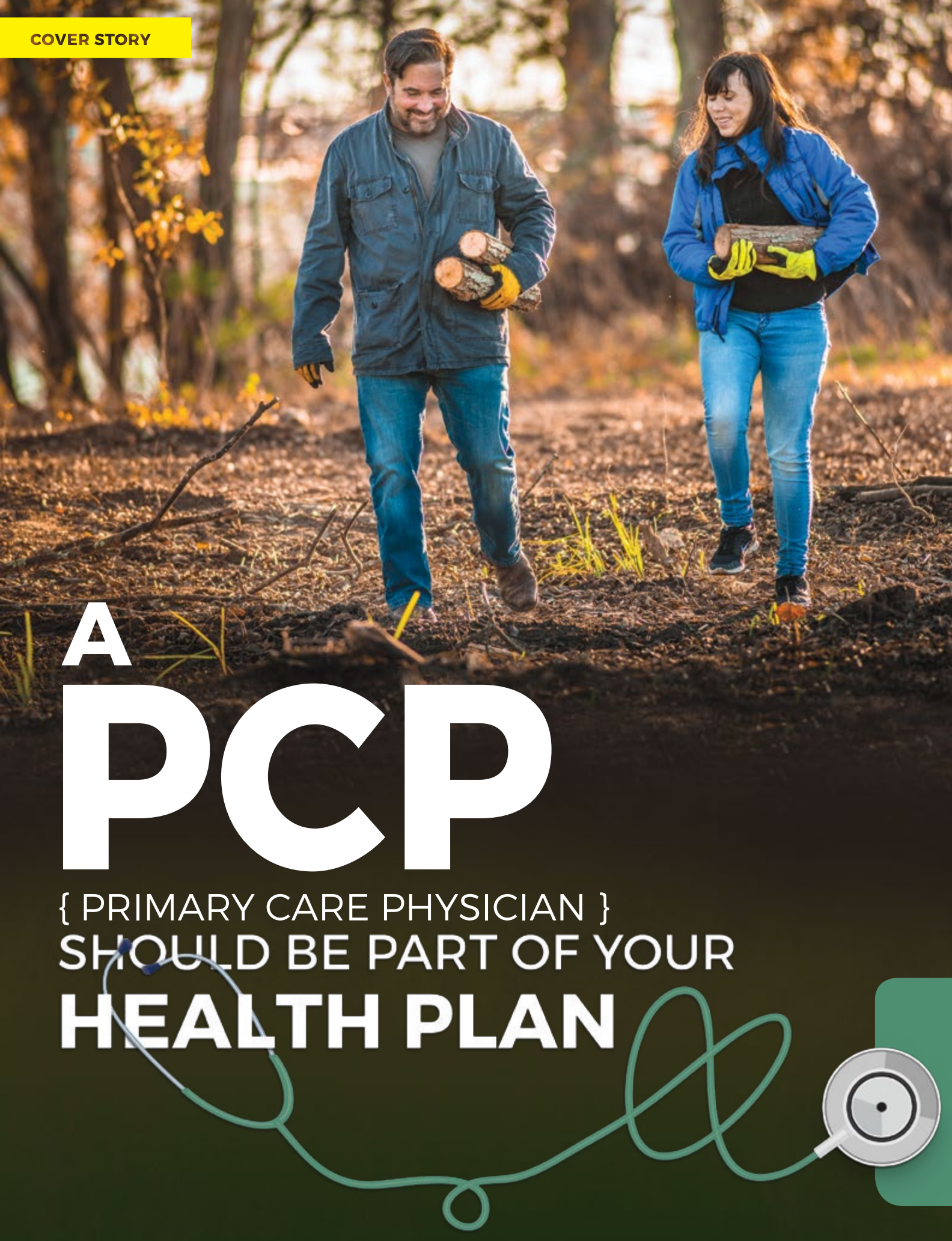
The chart on the right reflects new blood pressure categories defined by the American Heart Association:

The only way to know if you have high blood pressure is to have your blood pressure tested. Understanding your blood pressure numbers is key to controlling high blood pressure.

If you are concerned about your blood pressure, see your health care provider or visit www.northoaks.org/primarycare for a list of North Oaks Physician Group primary care providers.

Source: www.heart.org





A PCP

{ PRIMARY CARE PHYSICIAN }
SHOULD BE PART OF YOUR
HEALTH PLAN





Karl, 51, is a husband, father and learning experience designer who takes good care of himself by working out regularly and eating healthy.

He has never been hospitalized or had any type of surgery. In fact, he hadn't even been to visit a doctor in two years. So, he was surprised to learn that he was suffering from high blood pressure. (See pages 4-5.)

A routine blood pressure check at a health fair registered higher than recommended and motivated Karl to seek a **primary care provider** or **PCP**. His wife made him an appointment with Dr. Felix Torres, an internal medicine specialist at North Oaks Primary Care in Livingston.

During the examination, Dr. Torres recommended a low-salt diet and exercise, and eventually, a low-dose blood pressure medication.

He also diagnosed a condition that Karl had chalked up to a sprain as a metabolic disorder that could easily be treated with a healthy diet and exercise.

Like Karl, many of us juggle many roles, each bringing unique experiences and responsibilities to our lives. Others depend on us. We simply don't have time to be sick. That's why it is important to do our best to stay healthy.

The key to good health is focusing on taking care of yourself and doing things that keep you feeling your best. While it's important to eat better and exercise, it's just as important to be physically, emotionally, mentally and spiritually healthy. This means understanding yourself, your needs and how to respond to them in balance.

A PCP can help do just that.



What Is A PCP?

A PCP develops a trusted partnership with you and can help you live a healthy and well life by providing regular well visits, check-ups, immunizations and preventive screenings. PCPs treat common medical problems and teach you how to make healthy lifestyle choices. If you need specialized care for a specific health concern, your primary care doctor can connect you with a specialist who has the expertise you need. It's a partnership that works.

A PCP is often a physician, but nurse practitioners and physician assistants can also provide primary care services.

"I try to take care of myself. I exercise moderately, running 5 miles a couple of times a week and eating well," Karl adds. "But, this is Louisiana and I like to enjoy football and bonfires and all the good food and cocktails that go along with them so it's great having someone monitor me."

Why Are Well Visits Important?

A well visit, a scheduled appointment with your health care provider when you are not sick, helps to prevent health problems and is the perfect chance for you to talk with your provider. During this appointment, your overall health will be checked and you may receive recommended tests or immunizations.

Getting the right health services and screenings for your age, family history and lifestyle choices helps your chances for living a longer, healthier life. Your PCP will work with you to develop a health care strategy that works best for you.

Karl recognizes that choosing a PCP is an important part of his health care regimen.

"I was relieved after meeting with Dr. Torres," Karl recalls. "I never really felt bad and didn't realize I had a problem. But it's good to have a doctor watching out for me and keeping me on track."

Make the most of every moment in 2018 by staying well. The new year is a great time to visit your PCP or if you don't have one, schedule an appointment to establish a relationship. Do it today. You don't want to miss out on anything the new year has to offer!

For a list of North Oaks Physician Group primary care providers, visit www.northoaks.org/wellvisit.

To schedule an appointment, call (985) 230-APPT (2778) in Hammond or 1 (844) APPT-NOW (277-8669) in Livingston. Our providers accept most major health insurance plans.

IS IT TIME TO CONSIDER HOSPICE CARE?

Being diagnosed with an incurable illness can be overwhelming and terrifying. You or your loved one deserves to live as fully and comfortably as possible during the last phases of life. Hospice is a special kind of care given in the home that provides support in a sensitive manner for patients with life-limiting illnesses.

Hospice care focuses on you and your loved ones – whether the needs are emotional, physical or spiritual, and emphasizes the importance of quality of life.

Individuals may be considered for hospice care if he or she has one or more of the following life-limiting illnesses:

- End stage heart disease
- Dementia/Alzheimer's/Parkinson's
- Kidney failure
- End stage lung disease/chronic obstructive pulmonary disease (COPD)
- End stage liver disease
- Cancer.

Hospice is designed to be most effective when there is time to develop an open, trusting relationship with the patient and family.

It may be time to consider hospice if you or your loved one has shown the following symptoms in the past 2-3 months, and meet criteria specific to his or her disease:

- Responding less to medical treatments
- No longer or less able to bathe, eat, get dressed, walk or perform other daily activities
- Worsening of symptoms of a chronic underlying disease
- Repeated falls, infections or visits to the hospital or ER
- Decrease or decline in cognitive abilities
- A recent change to Do Not Resuscitate (DNR) status
- Weight loss or decreased appetite
- Patient or family desire for “comfort care only”
- Not “bouncing back” to previous level of functioning after repeated illnesses or hospital stays
- Physician determines that curative treatments are no longer realistic and recommends a shift to supportive, or palliative, care.



At North Oaks Hospice, we treat patients with a broad range of conditions and illnesses while providing support and care to them as well as their families.



If you know someone who is coping with a terminal illness and may benefit from hospice care, call **North Oaks Hospice** at (985) 230-7620 for more information or to schedule a complimentary evaluation with no obligation.

LEWIS TO LEAD NORTH OAKS FOUNDATION

Alton Lewis, president of First Guaranty Bank, has been elected president of North Oaks Foundation's board of directors.



Previously serving as vice president of the foundation's board, he replaces Guy Recotta Jr., who led the foundation for two years and remains on the board for another year.

Retired surgeon Dr. James Nelson was named vice president, and Stan Dameron, president of First American Bank, will remain treasurer.

"I'm extremely grateful to Mr. Recotta for his dedication and leadership during our first two years as a foundation," shares Staci Arceneaux, foundation director. "He was instrumental in recruiting our inaugural board and in establishing this worthwhile organization. I look forward to working with Mr. Lewis in achieving our mission to improve health in Tangipahoa and Livingston parishes through philanthropic and advocacy efforts supporting the health system."

Staci adds that the 2018 Employee Giving Campaign is underway, with nearly 100 employees committing about \$13,000 for the year – substantially more than the 2017 total of \$8,129. Physician and Community Giving campaigns are planned for launch in 2018 and will support employee assistance, patient assistance, equipment and technology and the purchase of a mobile clinic.



together we can

For more information about the North Oaks Foundation, visit www.northoaks.org/foundation.

HEALTHY RECIPE



Corn Chowder

INGREDIENTS

1 Tbsp. vegetable oil	2 Tbsps. chopped fresh parsley
2 Tbsps. finely diced celery	1 cup water
2 Tbsps. finely diced onion	¼ tsp. salt
2 Tbsps. finely diced green pepper	black pepper to taste
1 package frozen whole kernel corn (10 oz.)	¼ tsp. paprika
1 cup peeled, diced, ½-inch raw potatoes	2 Tbsps. flour
	2 cups low-fat (1 percent) or skim milk

HOW-TO

1. Heat oil in medium saucepan.
2. Add celery, onion and green pepper and sauté for two minutes.
3. Add corn, potatoes, water, salt, pepper and paprika. Bring to a boil. Reduce heat to medium. Cook, covered, for about 10 minutes or until potatoes are tender.
4. Place ½ cup milk in a jar with tight-fitting lid. Add flour and shake vigorously.
5. Add gradually to cooked vegetables and add remaining milk.
6. Cook, stirring constantly, until mixture comes to a boil and thickens. Serve garnished with chopped fresh parsley.

Makes 4 servings

Serving Size: 1 cup
Fat: 5 grams
Cholesterol: 5 mg
Carbohydrates: 36 grams

Calories: 186
Saturated Fat: 1 gram
Sodium: 205 mg

Source: www.nhlbi.nih.gov

EDUCATING OUR REGION ON TRAUMA

Area physicians, nurses, allied health professionals and emergency medical technicians received comprehensive education at the region's first "Prepared for the Unexpected" Trauma Symposium in November 2017. The symposium, hosted by North Oaks Shock Trauma Center in partnership with the North Oaks Foundation and Southeastern Louisiana University's School of Nursing, took place at Southeastern's Student Union Ballroom in Hammond and featured presentations by several regional and local leaders with expertise in trauma care from pre-hospital treatment to discharge.

The focus was to explore advances in management, techniques, protocols and guidelines for optimal care of the injured. Topics presented included management of different types of trauma, including intracranial bleeding, pre-hospital, obstetrics, pelvic and facial trauma; emergency chest incisions; and wildlife incidents. A panel discussion of trauma activations and case studies was also included.

Residents in the state's Region 9, which includes Tangipahoa, Livingston, St. Helena, St. Tammany and Washington parishes, can rest easy knowing that the medical professionals serving the community are trained and experienced in the most advanced areas of trauma care.

North Oaks Medical Center's Level II Trauma Center provides immediate, lifesaving care for injured patients 24 hours a day, 365 days a year, and is committed to educating the medical community and the public in ways to treat and prevent trauma cases such as falls, motor vehicle crashes and sports injuries. So if you or a loved one ever need us, we are prepared.

For more information, call North Oaks Trauma Program Manager Tyler Brignac at (985) 230-2485.

PREPARED FOR THE UNEXPECTED

NORTH OAKS TRAUMA SYMPOSIUM 2017



WELCOME NEW PROVIDERS

Providers have a choice in practice locations and we are delighted they have chosen North Oaks Health System. Join us in welcoming them to our region.

1. **Rainier Batiste, DO***
Hospital Medicine
North Oaks Hospital Medicine Dept.
(985) 230-3066
2. **Lorris Bouzigard, NP***
Nurse Practitioner
North Oaks Shock Trauma
(985) 230-1870
3. **Harrison Brown, MD**
Emergency Medicine
North Oaks Emergency Department
(985) 345-2700
4. **Ashley Hotard, PA***
Physician Assistant
North Oaks Emergency Department
(985) 345-2700

5. **Jonathan Lissauer, MD***
Anesthesiology
North Oaks Medical Center
(985) 345-2700
6. **John Nnadi, MD***
Hospital Medicine
North Oaks Hospital Medicine Dept.
(985) 230-3066
7. **Darren Rowan, MD***
General Surgery
North Oaks Surgical Associates
(985) 230-7430
8. **Rubin Zhang, MD**
Nephrology
S. Tahseen Rab, MD
(985) 340-7868



1.



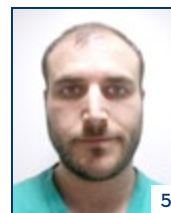
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3.



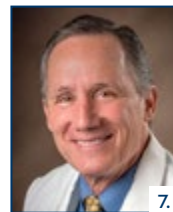
4.



5.



6.



7.



8.

* Employed by North Oaks Health System

COMMUNITY EDUCATION

All classes and meetings are held in the E. Brent Dufreche Conference Center, located within North Oaks Diagnostic Center, unless otherwise noted.

CLASSES FOR FAMILIES & CHILDREN

Body Beautiful I: Puberty for Girls

This class is designed for girls (grades 4-5) and a parent/guardian to discuss the physical and emotional changes that occur in adolescent girls.

Body Beautiful II: Self Esteem and Peer Pressure

This class is designed for girls (grades 6-9) and a parent/guardian. The class is geared to boosting self-esteem, dealing with emotions, and teaching young ladies how to resist peer pressure.

Car Seat Safety Checks

A certified child passenger safety technician is available by appointment to install and provide instruction on proper use of child passenger safety seats and boosters to ensure the safe transport of children of all ages.

Prenatal Class: Breastfeeding

This class is for parents who may be considering breastfeeding or who have already decided to breastfeed their baby. Topics include the benefits of breastfeeding, positioning the baby properly, nutrition, as well as pumping and storing breast milk.

Prenatal Class: Families Under Construction

This class focuses on preparing your home for your newborn, pregnancy anatomy, true and false labor, as well as hospital procedures.

Prenatal Class: Labor & Delivery

This class focuses on decreasing anxiety, options for pain relief during childbirth, the four stages of labor and delivery, as well as vaginal and cesarean births.

Prenatal Class: Relaxation Techniques

This class teaches the many techniques available to help you through labor and childbirth, such as imagery, progressive muscle relaxation, massage, various breathing techniques and position changes during labor.

Prenatal Class: Infant Care and Tour

This class explores topics such as medical testing on newborns, crying and colic, infant massage, illness, postpartum depression and when to call your doctor after delivery. A tour of Women & Children's Services at North Oaks Medical Center concludes the class.

Prenatal Class: American Heart Association CPR for Family & Friends

This class teaches adult, child and infant CPR and ways to prevent common injuries and choking.

Something for Siblings

This class is for the new big brother or sister (ages 3-10) to help him or her adjust to the new baby.

CPR & FIRST AID CLASSES

American Heart Association Healthcare Provider CPR—\$50 (for medical professionals)

This American Heart Association class is designed for health care providers. It provides a lecture on cardiovascular health and risk factors; and demonstrations of American Heart Association basic life support techniques for choking victims, rescue breathing and CPR for adults, children and infants. Participants are introduced to and participate in the use of an Automated External Defibrillator (AED). Participants must successfully complete manikin check off, AED simulation and a written exam in order to successfully complete this certification.

American Heart Association First Aid Class—\$50 (for the layperson)

A certified instructor will train individuals to become familiar with how to recognize and care for victims of illnesses and sudden emergencies. Upon proper demonstration of all skills outlined in the course, participants will receive a card signifying successful completion that is valid for two years.

American Heart Association Heartsaver AED CPR Class—\$40 (for the layperson)

This class incorporates demonstrations of the American Heart Association's lifesaving techniques for choking, rescue breathing and CPR for adults, children and infants. Participants are introduced to and participate in the use of an Automated External Defibrillator (AED). Participants must successfully complete manikin check off and AED simulation in order to successfully complete this certification.

**The American Heart Association (AHA) strongly promotes knowledge and proficiency in Basic Life Support, Advanced Cardiac Life Support and Pediatric Advanced Life Support and has developed instructional materials for this purpose. Use of these materials in an educational course does not represent course sponsorship by the AHA. Any fees charged for such a course, except for a portion of fees needed for AHA course materials, do not represent income to the association.*

WEIGHT LOSS SEMINAR

Feel Like the Ideal You

Learn how Ideal You at North Oaks can help you reach and maintain your weight loss goal! Arrive 15-30 minutes early to receive a free body composition analysis scan. To register or to schedule a free consultation, call Ideal You at North Oaks at (985) 230-1880 or register online at northoaks.org/idealyou.

SUPPORT GROUP MEETINGS

AWAKE (Alert, Well And Keep Energetic) Support Group

This support group is designed for those with a sleep disorder, along with their families and friends, to explore the link between snoring and heart disease. **Lauren L. Davis, MD**, a Pulmonologist and North Oaks Sleep Disorder Specialist, serves as guest speaker. Meetings of this nationally recognized support group are facilitated by North Oaks Sleep Disorders Center, which is accredited by the American Academy of Sleep Medicine.

Stroke Support Group of Hammond

This support group offers support, socialization and education for stroke survivors and their caregivers. Meetings take place the last Monday of every month from 12:30-1:30 p.m. in the Conference Room of North Oaks Rehabilitation Hospital, 1900 S. Morrison Blvd. in Hammond. It is co-sponsored by North Oaks Health System and Southeastern Louisiana University. For questions or more information, please contact **Dr. Meghan Savage** at meghan.savage@selu.edu or at (985) 549-2346.

Traumatic Brain Injury/Spinal Cord Injury Support Group

This free support group offers support, socialization and education for survivors of traumatic brain injuries and spinal cord injuries and their caregivers. Meetings take place in the classroom of North Oaks Rehabilitation Hospital, located at 1900 S. Morrison Blvd. in Hammond. This support group is co-sponsored by North Oaks and Southeastern Louisiana University. For questions or more information, please contact **Dr. Jackie Guendouzi** at jguendouzi@selu.edu or (985) 549-2503.

DIABETES EDUCATION

Diabetes Education Meetings

Diabetes Education meetings are offered for those with diabetes, along with their family members and friends, to share experiences, motivate each other, energize their outlook and renew their commitment. The group is facilitated by North Oaks Diabetes Education, which has been recognized by the American Diabetes Association for Quality Self-Management Education. Meetings are held monthly.

Note: If you have bereavement support needs or questions, please call North Oaks Hospice at (985) 230-7620.

To register for classes or for more information and class dates, visit www.northoaks.org/calendar

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nohs@northoaks.org • Public Information Line: (985) 230-INFO
www.northoaks.org

CommUnity is printed and published by the North Oaks Foundation on behalf of North Oaks Health System and the North Oaks Board of Commissioners.

The information in this newsletter is meant to complement the advice of your health care providers, not to replace it. Before making any major changes in your medications, diet or exercise, talk to your health care provider.

The North Oaks Health System mission is to improve lives, every time and with every touch.



Community e-Newsletter Sign-Up

If you would rather receive North Oaks *CommUnity* as an e-newsletter instead of in printed/mailed form, sign up online at www.northoaks.org/community.



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I don't have time to be sick.



Well visits with my primary care provider help me stay healthy.
Schedule Your Well Visit Today
(985) 230-APPT (2778)

 **NORTH OAKS**
Primary Care

www.northoaks.org/wellvisit