

C NORTH OAKS Community

VOLUME 24 • NUMBER 1 • 2022

IN THE HEART
OF THE
COMMUNITY:

HAMMOND NATIVE RECEIVES LIFESAVING CARE

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A MESSAGE FROM
NORTH OAKS HEALTH SYSTEM **CEO**

As North Oaks Health System enters our sixty-third year, I am more inspired each day by our team's individual and collective dedication to our mission of improving lives every time and with every touch. Last year, the third and fourth waves of COVID-19, along with one of the worst hurricanes in Louisiana's history, tested our team. Ultimately, these unprecedented challenges were no match for our resilience and tenacity.

Our unwavering focus on patient safety, satisfaction, evidence-based care, teamwork and compassion have become a standard others across the nation strive to emulate.

Because of our "dream team," New Orleans CityBusiness recognized North Oaks as the BEST of the best places to work on the Northshore and Southshore in the large employer category – a first for us in our 10 years of selection!

The culture of excellence that our team has created attracts health care professionals who love what they do and excel at it – professionals like our cardiovascular team. Their outstanding care of patients who suffer severe heart attacks is one example. Their performance has garnered the Mission: Lifeline STEMI Receiving Bronze+ Award through the American Heart Association.

Our Women & Children's Services team is another shining example. They achieved Birth Ready+ Designation through the Louisiana Department of Health's Perinatal Quality Collaborative for improving outcomes for women giving birth. We're now one of five birthing hospitals in the state so honored. Further distinguishing our birthing facilities as the best of the best is our designation as a Blue Cross Blue Shield of Louisiana Blue Distinction® Center+ for Maternity Care.

And if that's not enough, our work to increase organ, eye and tissue donor registrations in partnership with the Louisiana Organ Procurement Agency (LOPA) has resulted in national Workplace Partnership for Life platinum honors for the third year in a row.

Press Ganey, a national leader in health care consumer engagement, also recognized the patient experiences sustained by our Physician Group by naming us a Guardian of Excellence Award® recipient for the seventh consecutive year.

These accolades are certainly sources of pride, but they are not our driving force. What motivates us is your confidence in our care and expertise.

These are examples of why we will continue to innovate new services, recruit top providers, implement groundbreaking interventions and strive to change lives for the better – just as the pages of this newsletter illustrate.

Rest assured that the community is the heartbeat of our health system, and we will always endeavor to deliver the very best care to you and your loved ones when you need it most.

Sincerely,

Michele K. Sutton, FACHE



61 Selfless
Volunteers
6,091
Service Hours

Due to the pandemic, volunteer opportunities were suspended from March 2020 through September 2020.



SOUTHEASTERN
LOUISIANA UNIVERSITY

PARTNERSHIP WITH
SOUTHEASTERN LOUISIANA
UNIVERSITY ATHLETICS
STRENGTHENS



**BOARD
ANNUAL
REPORT**

**FISCAL
YEAR
21**



2,566 Dedicated Employees

**NEW ORLEANS
CITYBUSINESS
2020 Best Places
to Work**

**NEW ORLEANS
CITYBUSINESS
HONORS
NORTH OAKS AS
LEADING EMPLOYER
AMONG LARGE
COMPANIES**

17
new physicians



**POSITIVE PATIENT
EXPERIENCES EARN
NORTH OAKS NATIONAL
ACCLAIM FOR
SIXTH YEAR IN A ROW**



**NORTH OAKS EARNS NATIONAL
RECOGNITION FOR PROMOTING
ORGAN, EYE AND TISSUE DONATION**



**NURSE RESIDENCY PROGRAM
HOLDS INAUGURAL GRADUATION**

Know Your Numbers for Your Health.

Numbers are an important way to measure progress.

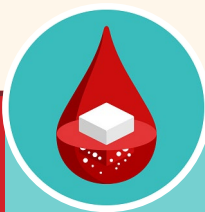
At the start of each year, there are several numbers at the forefront of our minds like numbers on the scale, counting calories and tracking the number of steps we take. However, there are more numbers that are key to your overall health. By learning about the numbers that affect our overall health with our lipid panel and glucose levels, 2022 is no match for us!



How do I find out my numbers?

Blood work and a glucose test may be requested during your primary care check-up each year.

Glucose Levels



NORMAL:

70-90
mg/dl

LESS THAN
140mg/dl

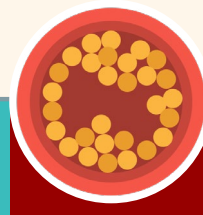
1.

What are my fasting blood glucose levels?

2.

What are my normal blood sugar levels 1-2 hours after a meal?

Lipid Panel



NORMAL:

LESS THAN
200mg/dl

GREATER THAN
50mg/dl

LESS THAN
100mg/dl

UNLESS YOU HAVE HISTORY OF HEART ISSUES, THEN LESS THAN 70 MG/DL

LESS THAN
150mg/dl

LOWER THAN
120/80
mm Hg

1.

What is my total cholesterol?

2.

What is my HDL?
(Good Cholesterol)

3.

What is my LDL?
(Bad Cholesterol)

4.

What are my triglyceride levels?

5.

What is my blood pressure?



These numbers can vary based on factors like **age, weight, fitness level and other health conditions present**. It's always important to consult with a health care provider to determine individual target ranges.

Knowing your numbers is crucial to maintaining your health.

Make an appointment with your primary care provider today to know yours.

To schedule with a North Oaks primary care provider, call (985) 236-0526.

Source: National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK)

Caring for An Aging Loved One?

There's a doctor for that!



65+

Dr. Abir Abdo is a board-certified geriatrician with Northshore Internal Medicine Associates at North Oaks.

A geriatrician is a primary care physician that specializes in care for elderly adults, usually 65 and up.

“As one ages, health care needs can change.

When multiple health conditions, multiple medications and cognitive issues start to impact an individual's quality of life, it may be time to seek the care of a geriatric specialist,”

shares Dr. Abdo.

To help ease your concerns, Dr. Abdo is here to answer questions you may have about your loved one's health.

Scan the QR code with your smartphone camera to watch Dr. Abdo explain her role and how she helps her patients and their caregivers achieve the highest quality of life.



IN THE HEART OF THE COMMUNITY:

HAMMOND NATIVE RECEIVES LIFESAVING CARE



When life threw Hammond resident Gene Pregeant a curveball, lifesaving care was just around the corner.

Gene endured a massive heart attack that required quadruple bypass surgery. "He was in heart failure and needed surgery immediately," reveals North Oaks Cardiologist Dr. Bruce Ennis.

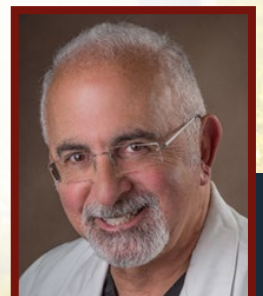
With innovative technology at hand, Dr. Ennis took immediate action by implanting an Impella heart pump to allow Gene's heart to rest while he and the North Oaks cardiovascular team worked diligently to stabilize him before surgery.

"Impella essentially helps your heart rest by maintaining blood flow. Without this kind of supportive technology, high-risk procedures could present more difficulties," expresses Dr. Ennis.

Gene, compliance officer for Southeastern Louisiana University (SLU) and Hammond native, understands the severity of his heart attack and explains that he is beyond grateful for the lifesaving technology and care provided by the North Oaks staff.

"My experience at North Oaks was A+," Gene noted. "Shortly after I was released, my church pastor asked me to speak to my church congregation about an experience where the face of God was working in my life through other people. I shared my story with them because I know the face of God was working through my medical team."

As a graduate of SLU and alumnus of SLU fraternity, Delta Tau Delta (Delt), Gene found comfort in his hometown hospital.



Bruce Ennis, MD
Cardiologist

"Everyone was outstanding and as committed to my recovery as I was. Many of my fellow Delt brothers checked in on me and even one of the guys that was transporting me was a part of my fraternity, so the sense of a tight-knit community within the health system helped ease my mind."

Understanding that he is a walking miracle, Gene's outlook on life is an inspiration.

"I'm happy and settled. My brother asked me how I was emotionally, and I said that I had never felt this calm and at peace in my life. I used to always be a stressed person, but ironically, I haven't been since my procedure. Right now, I'm doing everything I can to just enjoy life."

Currently on the road to retirement, Gene appreciates not having to be transferred out of the area for comprehensive cardiac emergency care.

"You can go to the finest hospital in the world, but if you don't know the people taking care of you and don't have the community around you, it's not worth it. North Oaks is a great community hospital. You won't find better care anywhere else," affirms Gene.



For more information about heart health services at North Oaks, visit www.northoaks.org/itstime.

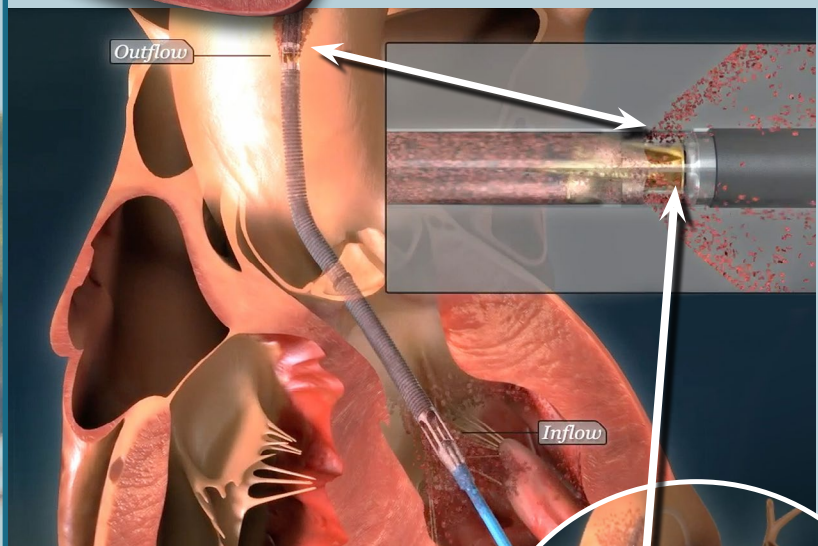
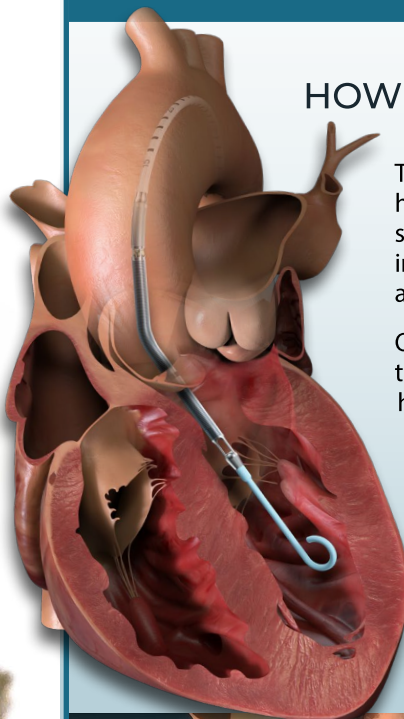
WHAT IS Impella®?

The Impella is the world's smallest heart pump and FDA-approved as safe and effective for high-risk patients receiving a variety of procedures used to open clogged coronary arteries (those that deliver blood to the heart).

HOW DOES IT WORK?

The cardiologist places the Impella heart pump into position using standard cardiac catheter techniques, inserting the catheter into the leg artery and guiding it into the heart.

Once in place, the Impella pump is turned on, providing support to the heart while monitoring the pumping activity. The Impella pump mimics the natural pathway of blood flow to the heart to the ascending aorta, increasing blood pressure while unloading the heart and providing more blood supply to vital organs, such as the brain and kidneys.



Because blood flow is maintained and protected, your physician can better perform and complete an optimized procedure.

A procedure performed with Impella could lead to fewer days in the hospital, fewer repeat procedures and an improved quality of life for the patient.

NEWS BRIEFS

North Oaks Rehabilitation Services Clinic Now Available Inside Southeastern's Pennington Student Activity Center.

North Oaks and Southeastern Louisiana University have further enhanced their partnership with the opening of a new outpatient rehabilitation clinic within the Pennington Student Activity Center, located at 1350 N General Pershing St. in Hammond, according to Jessica Bennett, vice president of the health system's orthopaedic service line. Hours of operation are 8:30 a.m.-6:15 p.m., Monday-Thursday.

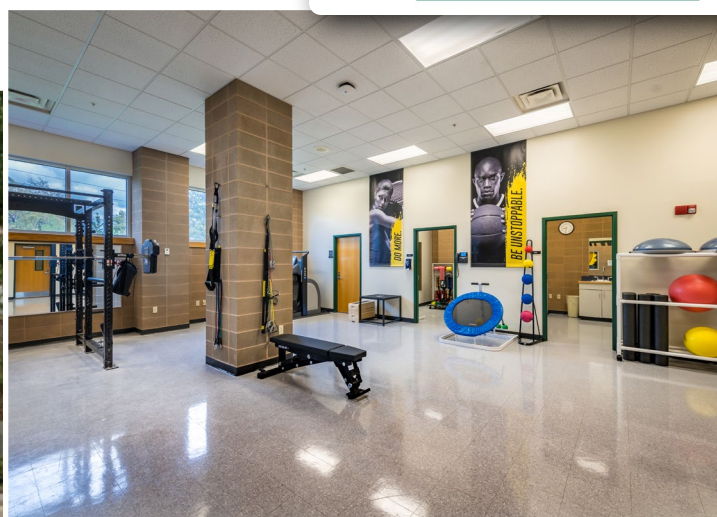
North Oaks Rehabilitation Services at Southeastern will focus on the rehabilitative care of professional, collegiate and high school athletes, as well as individuals who enjoy an active lifestyle.

Staffing the clinic are Physical Therapists and Southeastern alumni **Rebecca Troulliet, PT, DPT, SCS, CSCS**; **Kyle Granat, PT, DPT**; and **Tony Miller, PT, DPT**. All three earned their undergraduate degrees at the university.

Patients will be referred by **Dr. Katy Morris** and **Dr. Jeffrey Witty**, orthopaedic surgeons who also specialize in sports medicine injuries.



*Southeastern Louisiana University
Pennington Student Activity Center*



Organ Donation is a Gift of Life



North Oaks Health System and the Louisiana Organ Procurement Agency (LOPA) work closely together to educate our community about organ donation and transplantation.

In this issue, we introduce you to **Charles Henderson**, a heart recipient and Hammond resident, who shares with us how one person's Gift of Life forever changed his life.



To read Charles' story, visit www.northoaks.org/charleshenderson or scan the QR code with your smartphone camera.



NORTHOAKS

· FOUNDATION ·

The North Oaks Foundation is a 501c3 non-profit organization established to support the efforts of North Oaks Health System. Donations to the Foundation fund employee and patient assistant programs and help to purchase life-saving equipment and technology.

Executive Director of the foundation, Staci Arceneaux leads this effort.

"I'm proud to share that after Hurricane Ida, the Foundation provided grants to 75 of our health care heroes who sustained damage to their homes. Many of them were at the hospital caring for our patients throughout the storm," expressed Arceneaux.



Staci Arceneaux and Chaplain Keith Kincaid review grant applications for North Oaks Health System employees who sustained damage to their homes while caring for patients during Hurricane Ida.

If you would like to donate to the North Oaks Foundation, please visit www.northoaks.org/donate.



HEALTHY RECIPE

ANYTIME PIZZA

Make your own pizza topped with green peppers, mushrooms or other vegetables.



INGREDIENTS

- 1/4 mini baguette or Italian bread (split lengthwise, or 2 split English muffins)
- 1/2 cup pizza sauce
- 1/2 cup mozzarella or cheddar cheese (part-skim, shredded)
- 1/4 cup green pepper (chopped)
- 1/4 cup mushrooms (fresh or canned, sliced)
- vegetable toppings (other, as desired, optional)
- Italian seasoning (optional)

DIRECTIONS

1. Toast the bread or English muffin until slightly brown.
2. Top bread or muffin with pizza sauce, vegetables and low-fat cheese.
3. Sprinkle with Italian seasonings as desired.
4. Return bread to toaster oven (or regular oven preheated to 350 degrees).
5. Heat until cheese melts.

Nutrition Information Per Serving

Total Calories: 180 | Total Fat: 7 g | Cholesterol: 15 mg
Sodium: 502 mg | Carbohydrates: 18 g | Protein: 11 g

Source: myplate.gov



from NICU TO THE North Pole

A DRIVE-THRU REUNION

Celebrating NICU Graduates this Holiday Season

On Dec. 4, graduates of North Oaks Medical Center's Neonatal Intensive Care Unit and their families were reunited with the health care professionals who cared for them at birth.

To remain socially distant, the event was held as a drive-thru for the second year in a row at the hospital campus. The 'most wonderful time of the year' was kicked off in high gear as the graduates and their families enjoyed traditional Christmas festivities - such as caroling, exploring decorations, eating festive snacks and getting a special visit with Santa Claus - all from the view of their cars! Participants were encouraged to decorate their cars, and bring their wishlists to Santa himself!



"When our NICU graduates are able to leave the hospital and go home, we share in their families' joy," explains North Oaks Women & Children's Services Director Tamara Mitchell. **"We become like family, and that is why we are thrilled to have collaborated with our infection prevention specialists to continue our reunion safely. We enjoyed celebrating our guests at every turn during their drive-thru adventure!"**





For more than 60 years, North Oaks has demonstrated our ability to provide exceptional health care to those we serve.

We are proud of the awards and certifications earned by our team especially during challenging times. This recognition is evidence of our steadfast dedication to improving lives, every time, and with every touch.

New Orleans **City BUSINESS**
2021 Best Places to Work



**DESIGNATED
 Birth Ready+
 FACILITY**

LOUISIANA DEPARTMENT OF HEALTH &
 THE LOUISIANA PERINATAL QUALITY COLLABORATIVE (LAPQC)

WELCOME NEW PROVIDERS

- | | |
|---|---|
| 1. Lauren Baumgarten, MD*
Trauma Surgery
North Oaks Shock Trauma
(985) 230-1870 | 5. Thomas Kimball, MD
Pediatric Cardiology
Children's Hospital
(504) 894-6903 |
| 2. Elizabeth Clair, DO*
Emergency Medicine
North Oaks Medical Center
(985) 345-2700 | 6. Najib Murr, MD*
Neurology
North Oaks Neurology Clinic
(985) 230-2778 |
| 3. Ken Ehrhardt, MD
Pain Medicine
Advanced Pain Institute
(985) 345-7246 | 7. Marylynn Nguyen, MD*
Obstetrics & Gynecology
Magnolia Obstetrics & Gynecology
(985) 230-2778 |
| 4. Erin Gill, NP
Infectious Disease
George Keshelava, MD, LLC
(985) 867-8585 | 8. Krizia Robledo, NP
Internal Medicine
Internal Medicine of Tangipahoa
(985) 542-6251 |

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.



* employed by North Oaks Health System

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CommUnity is printed and published by North Oaks Health System with the leadership of 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.

 www.northoaks.org

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IT'S TIME.

DON'T LET YOUR HEALTH STOP YOU FROM MISSING A BEAT.



CARDIOLOGY | INTERVENTIONAL RADIOLOGY | NEUROLOGY

It's time to choose North Oaks Cardiovascular Services.
We offer the latest and safest treatments that can change your life.

 **NORTHOAKS**
Cardiovascular Services
www.northoaks.org/itstime



**American Heart Association
American Stroke Association
CERTIFICATION**
Meets standards for
Primary Stroke Center

