

C NORTH OAKS Community

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PATIENT SETS SIGHT ON 20/20 VISION

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As we look forward to 2020 with new hopes and vision, we also are reflecting on the past at North Oaks.

On April 20, we will celebrate 60 years as a cornerstone of Tangipahoa Parish. And although we've seen a lot of changes over the years, the North Oaks family has stayed strong and has been honored to care for generations of families.

Originally known as 7th Ward General Hospital, North Oaks' story began when Mrs. Walter Antin, on the way to New Orleans for help with her son's broken arm, discovered the Manchac bridge was up, delaying her ability to get the care he needed. She recognized the need for a local hospital, and soon more than 500 citizens attended a town meeting to discuss the idea. Ultimately, the Tangipahoa Parish Policy Jury decided to appoint a Board of Commissioners to oversee the construction, maintenance and operation of a hospital.

As we enter our seventh decade of service, we're making major investments in our resources and our people, so that patients can continue to receive the highest quality care without leaving our community to get it. A laser focus on trauma and surgery, orthopaedics and cardiovascular and stroke care will enhance the ability of North Oaks to provide advanced treatment options and fulfill our mission to improve lives, every time and with every touch.

Helping continue our journey is businesswoman Angelique Richardson, a certified public accountant, who has been appointed by the Tangipahoa Parish Council to the North Oaks Board of Commissioners. She is owner and chief executive officer of Accentuate Financial LLC, an outsource chief financial officer services firm based in Ponchatoula (where she lives with her husband Wil and three children). She joins Ron Macaluso, Ann Carruth, Blake Daniels, Terry Harper, Joycelyn Lee and Ron Orsi, and we warmly welcome her to service.

Positive Patient Experiences

For the fifth consecutive year, patients' positive comments and reviews about the exceptionally excellent care they received from North Oaks Physician Group has earned the prestigious Press Ganey Guardian of Excellence Award®. As recipients of the award, the North Oaks network of primary care and specialty clinics is ranked among the top 5% of the nation's health care services in sustaining the highest level of patient satisfaction during a one-year period.

I, along with our North Oaks family, look forward to continuing to provide our community with this excellence throughout 2020 and for many years to come. Happy New Year!

Michele K. Sutton, FACHE

2,587 Dedicated Employees



153 HOT Team Volunteers worked

1,056 Service Hours at

49 Community Events earning

25 Days Off with Pay

Total Value of

\$25,491.84

Aggressive recruitment efforts attracted

35 new physicians



**NORTH OAKS FIRST IN STATE
TO USE PROFOUND AI™
ARTIFICIAL INTELLIGENCE TO
DETECT BREAST CANCER**



**NORTH OAKS HEALTH SYSTEM
ANNOUNCES ENTRY PAY RATE
INCREASE FROM \$9.00 PER
HOUR TO \$12.00**



YEAR OF *amazing* STORIES

EMERGENCY SERVICES DRIVE RENAMED JAY SMITH, MD, DRIVE

With the approval of the Tangipahoa Parish Council and the City of Hammond, Emergency Services Drive was renamed in memory of Dr. Jay Smith, who served as medical director of the hospital's emergency department for 22 years until his untimely death in July 2016.



The street was officially renamed "Jay Smith, MD, Drive."



BOARD ANNUAL REPORT | FISCAL YEAR 19

Hood Memorial Hospital in Amite, through its Board of Commissioners, entered into a Cooperative Endeavor Agreement with North Oaks Health System effective Monday, Dec. 3, 2018. The agreement is for consulting services and leadership.

Eight North Oaks Primary Care physicians were among 400 providers statewide honored as 2018-19 Top Performers at the Blue Cross and Blue Shield of Louisiana's 2018 Quality Blue Statewide Collaborative.

The U.S. Department of Health and Human Services' Health Resources and Services Administration recognized North Oaks Medical Center for promoting enrollment in state donor registries.

COMMUNITY CONTRIBUTIONS

JULY 2018 - JUNE 2019

North Oaks is involved in nearly 100 corporate partnerships, valued at about \$343,800 in monetary and in-kind sponsorships. Cornerstone partnerships include:

- Southeastern Louisiana University Athletics
The Official Health Care Provider
- South Tangipahoa Youth Soccer Association (STYSA)
The Official Club Sponsor.

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



For the fourth consecutive year, patients' feedback about the exceptional care they received at North Oaks has earned the health system's network of primary care and specialty clinics national acclaim with the 2018 Press Ganey Guardian of Excellence Award®.

NORTH OAKS MEDICAL CENTER RECERTIFIED AS PRIMARY STROKE CENTER



With recertification, North Oaks Medical Center has earned The Joint Commission's Gold Seal of Approval®. North Oaks also has received the American Heart Association/American Stroke Association's Heart-Check mark for Advanced Certification for Primary Stroke Centers.

Community Education Classes **351**
Participants **7,221**

Blood Pressure Checks **23**
Participants **364**

Weight Checks **11**
Participants **103**

Infant & Child Car Seat Installations & Safety Checks **138**

Support Group Meetings **103**



SMOKE-FREE NEW YOU

It's a new year! Looking back on 2019 and the recent holiday parties and events, was there a time you felt singled out because you smoke? Were you banished to the patio or balcony to have a cigarette while others remained inside enjoying the festivities?

Well, the holiday season is over, and the new year is time for a fresh beginning. Make this the year you commit to get healthier by quitting smoking for good and begin to fully enjoy the company of friends and family again.

There is no doubt that quitting smoking is one of the best things you can do for your health. However, it can be difficult to quit smoking on your own. Having a strong support system is key to being able to quit for good. North Oaks Smoking Cessation Clinic offers the following strategies to help make this your year to quit.

Control Your Environment

Taking control of your surroundings can help stop the urge to smoke by eliminating smoking triggers in your environment. Put away ashtrays and lighters and keep cigarettes out of sight. Limit the locations that you smoke and just sit quietly



and smoke without doing anything. This breaks the "link" between smoking and activities. Be aware of specific triggers such as coffee, alcohol, stress and even meals.

Avoid, Leave or Distract

If you find yourself in a tough situation that increases your urge to smoke, leave or step away temporarily until the urge fades. Avoid putting yourself in situations that you know are triggers, such as being around other smokers or arguments. If you find yourself fixated on wanting to smoke, try distracting yourself with an activity. Make a to-do list, work on a home project or hobby or exercise. These things can help to take your mind off the desire for a cigarette.



Substitutes

Since cigarette smoking is a habit, try substituting the cigarette for something else. Instead of having a cigarette in between your fingers and lips, play with something else such as a straw, toothpick, pen or gum. Drink liquids or eat snacks that are low-calorie like carrots, celery or sunflower seeds.





Manage Your Stress

Stress can be a strong trigger for smoking. To help manage it, try doing things that help you relax. Many people get stress relief by going for a walk or playing with a pet. Relaxation exercises like deep breathing can also be helpful. Spending time with friends and loved ones who help you to relax is also a good way to manage stress levels.



Use Delay and Wait It Out

More than likely, you have probably developed a regular schedule of when you smoke throughout the day. Begin your journey to quit by limiting yourself to fewer cigarettes. Wait one hour between each cigarette and take only one cigarette at a time. Slowly increase the delay time between cigarettes. When you feel an urge to smoke, wait 10 minutes.



Think Positive

Quitting smoking is positive in so many ways that this tip should be the easiest to do. There are many benefits to not smoking. Try to focus on those positives. Besides improving your health, quitting smoking saves money and provides you with an overall feeling of success. It also gives you freedom from being tied to an object like cigarettes. As you reach milestones, celebrate them! Think about the progress you've made when you smoke fewer cigarettes each day or when you've mastered your urges. Reminding yourself of how far you've come will help you reach your goal. Don't give up; keep trying.



Make 2020 the year that you quit smoking for good.

Are You Ready To Quit?

If you started smoking before September 1, 1988, and are a Louisiana resident, the North Oaks Smoking Cessation Clinic is here to help you quit! The clinic, staffed by a nurse practitioner and two smoking cessation health coaches, provides free medications and free counseling to qualifying applicants. Counseling and medication combined give smokers the best chance to quit.

Call North Oaks today at **(985) 230-QUIT [7848]** to learn more about the services we provide and how we can help you achieve your goals, or visit **www.smokingcessationtrust.org** for more information.

North Oaks Smoking Cessation Clinic

2101 Robin Avenue, Suite 5
Hammond, LA 70403

Providers:



Jennifer Bouffard, FNP-C
Pulmonology/
Smoking Cessation



Grace Stiegler, MS, NCTTP
Smoking Cessation
Health Coach



Allison Ekker, NCTTP
Smoking Cessation
Health Coach

On a late Sunday night in May, 57-year-old **William Moore II** hit three 5-foot orange cones while driving through a construction zone in Covington, knocking off his vehicle's side view mirror.

In addition to bruising his ego, the incident was the "turning point" that caused him to seek help for his eyesight. The following Tuesday he met with **Dr. Daniel Dodson**, an ophthalmologist at North Oaks Eye Care Clinic for a cataract assessment.

"It ended up being one of the great smart things I've done in recent times," Moore admits.

A cataract is a clouding of the eye's normally clear lens. Clouded vision caused by cataracts can make it more difficult to read or drive (especially at night). Most cataracts develop slowly and don't disturb eyesight early on. But in time, they will interfere with vision.

Moore had worn eye glasses for 15 years, and his eye sight progressively declined with every eye exam.

PATIENT SETS SIGHT ON

20/20 VISION



"The benefits of having the cataract surgery go far beyond great vision."

"I was told I had cataracts fairly early on and that I would need cataract surgery on both eyes eventually," shares the retired flight attendant and aviation enthusiast. "It was something that I put in the back of my mind thinking that I was too young for that. You know, cataracts are something 'old people' deal with, not me."

As people age, the lenses in the eyes become less flexible, less transparent and thicker. Age-related and other medical conditions cause tissues within the lens to break down and clump together, clouding small areas within the lens.

"The buildup of protein that creates the clouding can happen to young people too, but it's usually not a problem until after the age of 50," Dr. Dodson explains. "Although I've seen worse, William's cataracts were interfering with his driving, especially at night."

He recommended that Moore have cataract surgery, an outpatient procedure with a typical recovery time of about a week, and scheduled the surgery on his left eye May 15. A second procedure on the right eye was performed Aug. 28.

Before the first surgery, Moore had just enrolled in a certified nursing assistant program at a local career college. He missed only one day of class due to the surgery.

"The morning following surgery, I was back in the classroom with dark shades on and never missed another day through the summer," he recalls. "Before surgeries, it was literally like I was looking through a smudge of Vaseline on my lenses. After having that first surgery on my left eye, I couldn't believe how horrible my sight was out of the right eye which had always been my 'good eye.' The cataract also put a military beige/green hue over everything."

"Cataract surgery is rewarding in that it dramatically changes the quality of life in a short amount of time, and the recovery can be as soon as one day," Dr. Dodson observes. "And, there is immediate gratification for the patient."

Moore, who is now working at a memory care unit and as a tutor, recommends to others to not procrastinate as he did.

"The benefits of having the cataract surgery go far beyond great vision," he adds. "See clearly and live your best life. It really is life changing and I wish that for you too."

For more information or to schedule an appointment, call (985) 230-EYES [3937].

North Oaks Eye Care Clinic • 15770 Paul Vega, MD, Dr. • Suite 100 • Hammond, LA 70403 • www.northoaks.org



Dr. Daniel Dodson

In Memoriam: Robert E. Barsley, DDS, JD



Dr. Robert E. Barsley, a member of our Board of Commissioners, passed away suddenly Saturday, Sept. 28. He was born and raised in the Hammond/Ponchatoula area and was deeply committed throughout his life and distinguished career to making a difference in his community.

"Dr. Bob Barsley was and will forever be remembered as one of those uniquely accomplished persons who amazed and enhanced whatever group task was at hand," shared Board of Commissioners Chairman Ron Macaluso. "Bob's outgoing and friendly demeanor encouraged fellow participants to share their thoughts and opinions even though Bob's experience and insight had mostly developed the solution to the issue. Bob had the ingenious ability to be a great team player. During our time together serving on the North Oaks Health System Board of Commissioners, Bob's commitment and contributions were truly an asset. He will be missed."

The North Oaks family keeps his loved ones – especially his wife Gwen and daughter Emily – in our thoughts and prayers.



Enrich Lives: Volunteer

Anyone can volunteer.

Volunteers are caring people who want to enrich lives – their own and those of the people they touch. Never has there been such a need for caring as there is today. No experience or prior training is necessary.



If you have some spare time and would like to spend it doing something worthwhile, North Oaks Health System offers a variety of volunteer opportunities. Volunteers are currently needed in the following areas:

- Gift Shop
- Heart Health Services
- Hospitality Rounding
- Labor and Delivery
- Telemetry South
- Transport
- Same Day Surgery.

As a volunteer, you choose a position that fits your schedule and that's right for you.

For more information, call North Oaks Volunteer Services at (985) 230-6811.

Get Heart Smart

According to the National Center for Health Statistics, heart disease is the leading cause of death in the United States with stroke coming in at No. 5. These conditions, along with other cardiovascular diseases, are some of the most widespread and costly health conditions in the nation. Luckily, they also are among the most preventable. That's why each year, February is recognized as American Heart Month to raise awareness of heart disease and encourage individuals to take early action to maintain or improve heart health.

Did you know some of the most common risk factors for heart disease and stroke are controllable? If you or your loved ones have any of the following risk factors, take steps now to reduce your risk:

- High blood pressure
- High cholesterol
- Smoking
- Diabetes
- Unhealthy diet
- Physical inactivity
- Obesity.



Left unaddressed, these risk factors cause changes in the heart and blood vessels that can eventually lead to serious problems such as heart attack, heart failure and stroke.

Sometimes, medications are needed to keep blood pressure, cholesterol or diabetes in check. However, most risk factors can be controlled with healthy lifestyle changes. According to the Centers for Disease Control and Prevention, you can help lower your risk for heart disease and heart attack by:

- Eating a healthy diet
- Maintaining a healthy weight
- Getting enough physical activity
- Not smoking or using other forms of tobacco
- Limiting alcohol use.

Your health care provider is the best resource for guidance on treatment options for your individual needs. Be heart smart – make that appointment today. If you are in need of a primary care provider, visit www.northoaks.org/wellvisit.



Make the Time to Have The Talk

National Healthcare Decisions Day is observed on April 16, with the goal to inspire, educate, and empower both the public and healthcare workers about the importance of advance care planning. Advance care planning allows people to make pre-planned decisions about their medical care in the event they are later unable to do so. It also provides their family and friends the comfort of knowing how to care for them when they are unable to ask.

Whether for yourself or a family member, discussions about end of life care can be difficult. Fortunately, there are resources to help you with important topics such as:

- Getting the conversation started with family and friends
- How to talk to your doctor about advance care planning
- Understanding how to choose or how to be a healthcare proxy
- And others.

These resources can be found at <https://theconversationproject.org>.

It's important to make your wishes known, and it's never too early to do so. Start the conversation on April 16.



ZESTY TOMATO SOUP

INGREDIENTS

- 1 can (14½ oz.) no-salt-added diced tomatoes
- 1 C jarred roasted red peppers, drained
- 1 C fat-free evaporated milk
- 1 tsp. garlic powder
- ¼ tsp. ground black pepper
- 2 Tbsp. fresh basil, rinsed and chopped (or 2 tsp. dried)

DIRECTIONS

1. Combine tomatoes and red peppers in a blender or food processor. Puree until smooth.
2. Put tomato mixture in a medium saucepan, and bring to a boil over medium heat.
3. Add evaporated milk, garlic powder, and pepper. Return to a boil, and gently simmer for 5 minutes.
4. Add basil and serve.

Makes 4 servings.

Calories: 94 | Total fat: 0 g | Saturated fat: 0 g | Cholesterol: 0 mg | Sodium: 231 mg
Total fiber: 2 g | Protein: 5 g | Carbohydrates: 16 g | Potassium: 234 mg | Vitamin A: 15%
Vitamin C: 15% | Calcium: 0% | Iron: 2%

Note: Nutritional information may vary depending on selection of ingredients.

Percent Daily Values are based on a 2,000 calorie diet.

Source: <https://healthyeating.nhlbi.nih.gov>

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.*



Lon Alexander, MD*
Neurosurgery
North Oaks Neurosurgery
(985) 230-7400



Maya Babu, MD*
Neurosurgery
North Oaks Neurosurgery
(985) 230-7400



James Kyle Joyce, MD*
Hospital Medicine
North Oaks Medical Center
(985) 345-2700



Emily Masoumy, MD
Neonatology
North Oaks Medical Center
(985) 345-2700



Stephanie Schwartzmann, MD*
Obstetrics & Gynecology
Magnolia Obstetrics & Gynecology
(985) 230-7650



Daniel Womac, MD
Plastic Surgery
LSU Plastic Surgery
(504) 412-1240

* Employed by North Oaks Health System

COMMUNITY EDUCATION

CLASSES FOR FAMILIES & CHILDREN

Body Basics for Boys

This class is especially designed to discuss the physical and emotional changes that occur in adolescent boys. The course content includes discussion, use of illustrations and proper terminology for the male body, as well as discussion of hygiene and other key topics. Boys in 5th - 8th grades are invited to attend with a parent/guardian.

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.

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



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.*

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.

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. Martha Sherrill at martha.sherrill@selu.edu or (985) 549-3436.

STROKE SUPPORT GROUP OF HAMMOND

This free stroke support group offers support, socialization and education for stroke survivors and their caregivers. Meetings take place in the conference room 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. Martha Sherrill at martha.sherrill@selu.edu or (985) 549-3436.



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

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

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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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Well visits with my primary care provider help me stay healthy.

Schedule Your Well Visit Today

1 (844) APPT-NOW (277-8669)



www.northoaks.org/wellvisit