

ANNUAL REPORT

SOURCES OF STRENGTH

Fifty-six years ago, a handful of citizens with great foresight and concern about providing quality health care in the Florida parishes laid the seeds for what is now North Oaks Health System. They were the original "Sources of Strength" that grew into a network of nearly 2,600 men and women committed to improving lives, every time and with every touch.

PRODUCING QUALITY CARE



LIVINGSTON PARISH 2015 LARGE BUSINESS OF THE YEAR

Since 2004, North Oaks has been committed to caring for families in Livingston Parish through community involvement, education and wellness. We are honored to be recognized for excellence in business and community engagement as the **Livingston Parish Chamber's 2015 Large Business of the Year**.



REGIONS FIRST VERIFIED LEVEL II TRAUMA CENTER

The North Oaks Shock Trauma Center earned official verification from the American College of Surgeons' Committee on Trauma and was designated a **Level II Trauma Center** by the Louisiana Department of Health. Advanced trauma care is available **24 hours a day** for all of Region 9 (including Tangipahoa, Livingston, St. Helena, St. Tammany and Washington parishes).

READMISSIONS REDUCTION SUCCESS

Hospital systems nationwide are concerned with patients, particularly Medicare patients, who are frequently readmitted with chronic illness and high utilization for chronic illnesses. North Oaks saw a **28 percent reduction in Medicare readmission rates** since implementation of an academic-practice partnership between North Oaks and Southeastern Louisiana University. This **Health Transitions Alliance** focuses on disease management with transitional care services to manage chronic disease and decrease readmission rates.



QUALITY MATERNITY CARE



Louisiana

Blue Cross and Blue Shield of Louisiana announced that North Oaks Medical Center was recognized as one of the first hospitals to receive the national **Blue Distinction® Center for Maternity Care** designation. Hospitals that receive this designation agree to meet requirements that align with principles that support evidence-based practices of care, as well as having initiated programs to promote successful breastfeeding. The program also evaluates hospitals on overall patient satisfaction, including a willingness to recommend the hospital to others.



The Louisiana Department of Health also recognized North Oaks Medical Center (NOMC) for achieving the state's highest breastfeeding quality designation, **The GIFT**. This achievement demonstrates the hospital's commitment to offering quality, patient-centered care and highlights how the North Oaks Women & Children's Services team goes the extra mile to help give mothers and babies a healthy start, as well as assures that mothers who choose to breastfeed are supported.

20 NEW SERVICES APPROVED FOR DEVELOPMENT & IMPLEMENTATION

ANIMAL ASSISTED ACTIVITIES PROGRAM

North Oaks is excited to partner with **Comfort Canines for Christ**, a non-profit organization located in Ponchartroule, to bring an Animal Assisted Activities Program to patients at North Oaks Rehabilitation Hospital. Animal-assisted activities help to provide a therapeutic and healing environment by improving mood. Patients find the visits with the animals to be meaningful and calming.

IMMEDIATE CONCUSSION ASSESSMENT SOFTWARE

ImPACT (Immediate Post-Concussion Assessment and Cognitive Testing), the most widely used computerized neurocognitive test to help evaluate and manage concussions, is now available in the North Oaks Sports Medicine Program. This advanced software allows our Athletic Trainers to complete online concussion testing for student-athletes from the computer labs at area high schools. Every athlete with a suspected concussion has one to two post-injury tests to ensure that he or she is ready to begin the return-to-play protocol.

3 NEW CLINICS



IMPROVING COMMUNITY HEALTH THROUGH



North Oaks is involved in nearly **100 CORPORATE PARTNERSHIPS**, valued at **\$294,000** in monetary and in-kind sponsorships.

372 PHYSICIANS, STAFF & VOLUNTEERS contributed **2,553 HOURS** at **75 COMMUNITY EVENTS**.

A total of **\$55,000** in **COMMUNITY EDUCATION** was contributed to the community through **425 EDUCATION CLASSES** benefitting **8,440 PARTICIPANTS**.

387 PEOPLE participated in **BLOOD PRESSURE CHECKS**.

199 INFANT & CHILD CAR SEATS were installed and checked for safety.

187 PEOPLE benefitted from **WEIGHT CHECKS**.

IMPROVING LIVES THROUGH DONATIONS

- Relay for Life
- United Way
- Tangi Food Pantry
- Student-Athlete Physicals
- Operation We Care
- Don't Be Cruel Animal Sanctuary & Rescue
- Tator Tot Big Dog Rescue
- Santa Bear Christmas Crusade for Children
- Livingston Parish Sheriff Jason Ard's Christmas Crusade



HONORING HEROES

In partnership with the Louisiana Organ Procurement Agency (LOPA), North Oaks presented its first butterfly release to honor the silent heroes who gave the gift of life through organ, tissue and eye donation over the years.

ROOTED IN THE POWER OF OUR PEOPLE

2,599 # OF PEOPLE EMPLOYED BY NORTH OAKS

293 SELFLESS VOLUNTEERS LOGGED **31,019** SERVICE HOURS OF SHARING THEIR TIME, TALENT & COMPASSION.

244 SKILLED PHYSICIANS

IN **38** SPECIALTIES OF MEDICINE

ARE IMPROVING LIVES EVERY TIME AND WITH EVERY TOUCH.



28 NEW PHYSICIANS JOINED THE NORTH OAKS MEDICAL STAFF, BUILDING DEPTH TO THESE SPECIALTIES