

MESSAGE FROM OUR CEO

Thank you for your support



Lee Chastant
CEO

The administration and staff of West Feliciana Parish Hospital wish to thank you for your support of our plans for the future of healthcare in our parish.

We live in the best parish in the state of Louisiana, and our vision for the future will ensure that our citizens will have access to quality, state-of-the-art healthcare, close to home.

Watch us grow and know that when you need us we'll be ready. Thank you again for your support! ♦

We strive to continuously improve—and you can help

If you have been a patient at West Feliciana Parish Hospital (WFPH) recently, you may receive a phone call from J.L. Morgan and Associates, Inc., (area code 205) asking about your recent visit and care. We're asking the public to please participate. This is your opportunity to tell us what we did well, and where we could use improvement.

We value all of our patients' feedback and input. Thank you for choosing WFPH for quality care in your community! ♦



Award winning service, close to home

→ WEST FELICIANA PARISH HOSPITAL NAMED TO TOP 20 CRITICAL ACCESS HOSPITALS LIST

West Feliciana Parish Hospital (WFPH) was recently named one of the Top 20 Critical Access hospitals for patient perspective in the country at the National Rural Health Association's (NRHA) Critical Access Hospital Conference. WFPH scored best among critical access hospitals on iVantage Health Analytics' Hospital Strength Index for patient perspective.

THREE KEY AREAS OF PERFORMANCE:

The Top 20 Critical Access hospitals have achieved success in one of three key areas:

- **Quality index:** A rating of hospital performance based on the percentile rank across the five categories of Hospital Compare Process of Care measures.
- **Patient perspective index:** A rating of hospital performance based on the percentile rank on two Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) measures ("Overall Rating" and "Highly Recommend"). The HCAHPS survey

is the first national, standardized, publicly reported survey of patients' perspectives of hospital care by the Centers for Medicare & Medicaid Services.

→ **Financial stability index:** A rating of hospital performance based on the percentile rank on a set of balance sheets and income statement financial ratios.

"WFPH is proud of the efforts of its physicians and staff who have contributed to our hospital achieving this designation," says Lee Chastant, chief executive officer. "Our results as a top patient perspective Critical Access hospital means our community can count on us to deliver the services they need now and in the future."

ABOUT THE NRHA

NRHA is a nonprofit organization working to improve the health and well-being of rural Americans and providing leadership on rural health issues through advocacy, communications, education and research. For more information, visit www.RuralHealthWeb.org.

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◀ Pat Schneider, M.D. (center) and staff



▲ (l to r) Donna Britt and Michelle Wilcox



◀ (l to r) Nancy Bordelon, Dakisha Bryant, Pamela Lewis, M.D., LaShonda Sanders and Jeri Malina

Think pink

➔ WFPH'S IMAGING DEPARTMENT SUPPORTS THE FIGHT FOR BREAST CANCER

West Feliciana Parish Hospital's (WFPH) imaging department hosted the First Annual "Paint the Town Pink" event for the citizens of St. Francisville. This event took place on Friday, Oct. 5. Most local businesses and some homeowners, along with WFPH, decorated their offices and homes with pink accessories in honor of the fight against breast cancer. Monetary donations were received from several businesses and individuals to support this cause. These donations will be given to the Susan G. Komen Foundation to help support the fight against breast cancer.

FIRST ANNUAL SEMINAR

On Saturday, Oct. 6, the First Annual Breast Cancer Awareness Seminar was held at First Baptist Church. The seminar was very informative about every aspect of breast cancer, ranging from prevention to financial aid to treatment support. Pamela Lewis, M.D., Ob/Gyn, Donna Britt of WAFB news, Michelle Wilcox, mammography technician, and Mary Bird Perkins of Baton Rouge were keynote speakers at this event.

THANKS TO ALL WHO HELPED

These two days were a huge success. The imaging staff would like to thank everyone who played

a part in this event, whether you bought a t-shirt or raffle ticket or attended the event, decorated your home or business, etc., you're greatly appreciated! Images were captured by Erin Foster of the *St. Francisville Democrat*.

We thank you and we look forward to working with you again. So, let's make this event bigger and better next year.

Special thanks to Dakisha Bryant, imaging director, Nancy Bordelon, Justin Brown, Marissa Lees, Jeri Malina and LaShonda Sanders for making this event a great success! ♦

EMS keeps up-to-speed

West Feliciana Parish Hospital EMS participated in an Emergency Vehicle Operations class in October.

The class teaches basic defensive driving, emergency response driving and pursuit driving, while also addressing legal issues and legal intervention. ♦





Health fair/Health walk 2012 was a huge success!

In keeping with our motto, "Quality Care In Your Community" the West Feliciana Parish Hospital sponsored its annual health fair on Oct. 27. In addition, we also sponsored a one-mile health walk organized by Ann Cavalier. These events were designed to promote health and wellness in our community.

"Walking for a Cure," with a focus on cancer awareness, diabetes and heart disease, were the central themes of the walk. Nearly 100 individuals participated in the walk and more than 400 individuals participated in the health fair festivities. Approximately 42 vendors were present at the health fair. State troopers provided demonstrations for seat belt safety and information about drinking and driving.

A special thanks to our local sheriffs office, police department, district attorney, fire department, EMS, Angola band and our high school choir. We also greatly appreciate Archer Lee and his family for the donation of their horses, small farm animals and time during the health fair. Without the assistance of our hospital employees, many volunteers and you, the community of St. Francisville and surrounding areas, none of this would have been possible. The health fair/health walk is a part of our outreach services to the community and representative of our commitment to achieving and maintaining an optimal level of health and wellness for all those we reach. Event planners this year were Carolyn Haley, R.N., and Linda Nixon, R.N. ♦

Top 20 Critical Access Hospital

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ABOUT IVANTAGE HEALTH ANALYTICS

iVantage Health Analytics, Inc.™, is a privately held healthcare business intelligence and technology company. The company is a leading provider of information products serving an expansive healthcare industry. iVantage Health Analytics integrates diverse information with innovative delivery platforms to ensure customers' timely, concise and relevant strategic action. For more information, visit www.iVantageHealth.com. ♦

Congrats to Carolyn Haley!

Carolyn Haley, R.N., from the nursing department, brightens the room when she comes to work. Physicians, co-workers and patients have commented on her professionalism, and she adds a personal touch with her smile. She's always willing to help and offers when she sees a need. Carolyn enjoys caring for patients and involving herself in extra activities to promote health and wellness.

She teaches safe-sitter classes and is now certified in a nationally recognized parenting class that will be offered to our community soon.



Carolyn Haley, R.N.

2012 HEALTH FAIR

Carolyn coordinated the 2012 Health Fair and did a great job in ensuring the community had access to an array of healthcare information and screenings.

Carolyn is a huge asset to our team, and we're glad she joined the West Feliciana Parish Hospital nursing department.

Outside of the work environment, Carolyn is a minister, a wife and a mother, all of which keeps her busy and involved in the community. ♦

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Louisiana Medicaid Program Application Center

West Feliciana Parish Hospital is certified as a Medicaid Program Application Center.

Jennifer Bonaventure, a social worker on staff, is an Application Center representative and is available by appointment to complete and submit Medicaid applications. Please call Jennifer at **(225) 784-3480** to schedule your appointment. Appointments will be made within five working days of initial contact. Please note: Jennifer can submit applications via the online Louisiana Medicaid website, but can't determine eligibility. To check the status of an application, contact the Louisiana Medicaid Hotline at **(888) 342-6207**. ♦

Come join our diabetic support group!

Everyone's welcome to join us! The support group meets the second Monday of each month from 5:30 to 6:30 p.m. in the hospital cafeteria. Participants enjoy a healthy snack, engage in peer support, participate in fun, educational activities and occasionally enjoy hearing from a guest speaker. ♦

At West Feliciana Parish Hospital, we're always working toward our

- ▶ **Vision:** "Best People, Best Care, Healthiest Community"
- ▶ **Mission:** To provide high-quality, cost-effective healthcare in a safe environment consistent with the needs of the community we serve.

Quality care at *your* community hospital

West Feliciana Parish Hospital offers:

- inpatient and emergency services
- imaging services: X-ray, mammography, CT scan, MRI and ultrasound
- outpatient infusion therapy
- rehabilitation services, J. Patrick Brumfield, P.T. – owner, St. Francis Rehab: physical therapy, occupational therapy, speech therapy, hand specialty and aqua therapy
- respiratory services, including EKG
- social services
- full-service lab, including blood bank
- wound care services
- sleep studies
- dietary instruction
- 24-hour ACLS/PALS ambulance services
- diabetes clinic
- intensive outpatient psychotherapy
- community outreach: CPR, babysitting and health education
- satellite clinic, including an ortho-surgeon, neurosurgeon, cardiologist, podiatrist and obstetrician ♦

Numbers you need to know ...

Keep these numbers handy for quick reference:

+ **WEST FELICIANA PARISH HOSPITAL: (225) 635-3811**

+ **ST. FRANCIS REHAB: (225) 635-2448**

+ **OUTPATIENT SCHEDULING: (225) 635-2443**

+ **SLEEP STUDIES: (225) 635-2454**

+ **EMERGENCIES: 911**