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Edwina Mallery, RHIA

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OUR PURPOSE



2008 ANNUAL REPORT





their story

At the start of 2008, we at Lafayette General hit the ground running, and never looked back. While the rest of the country languished in a recession, the Acadiana area was insulated from the effects mainly by strong oil and gas prices that kept our local economy going strong. In fact, while many hospitals across the country had declining volumes, LGMC this year saw incredible growth—adding technology, expanding facilities, increasing staff, enhancing services, and improving our financial bottom line.

We welcomed the new year with the expansion of our robotic surgery program through the purchase of a second da Vinci® surgical system. Soon after, preparations for the opening of the Pavilion for women and children began in earnest as nursing staff trained to implement a new model of mother-baby care, construction came to a close, and plans were laid for the grand opening in June. Other facility projects took shape as the radiology department got a much-needed facelift and patient-friendly entrance, professional office space in Burdin Riehl and Grant Molett was renovated to meet physicians’ needs, and Family Health Plaza-South broke ground in Sugar Mill Pond.

But the real story of Lafayette General lies beyond the facility and technology enhancements. As you will see in the following pages, our staff touches the lives of patients in a meaningful way on a daily basis. My goal as the new chief executive officer is to recommit the organization to our mission – our purpose – of improving patient satisfaction and medical outcomes, thereby providing the highest level of excellence in patient care. Together, we will continue to make a difference.

David L. Callecod, FACHE
President/CEO

OUR PURPOSE

As a not-for-profit organization, Lafayette General is committed to providing ‘community dividends’ beyond the provision of outstanding medical care. Our community benefit effort is two-fold: 1) to provide quality medical services to those most in need, including the elderly and uninsured, and 2) to improve the quality of life in Acadiana through education and activities and sponsorships that promote healthy lifestyles. The Lafayette General family takes to heart our mission of improving, maintaining and restoring the health of those we serve.

COMMUNITY BENEFIT

Cost of Charity Care	900,172
Unpaid Cost Of Medicaid Services	9,394,415
Unpaid Cost Of Medicare Services	23,721,242
Corporate Sponsorships, Donations, Community Service	240,000
Pastoral Care	220,776
Nursing Scholarships	131,255

TOTAL ‘DIVIDENDS’ TO THE COMMUNITY | \$34,607,860

their story

MONTY BORDELON | patient



OUR COMMITMENT

The catheterization lab purchased a new, special procedures x-ray that has 3-dimensional rotation capabilities; allowing the physician a more in-depth view of vascular anomalies such as aneurysms and A/V malformations. + Offered 'Friends & Family' CPR classes to the community at a minimal cost. + Installed the cardiovascular PACS digital imaging/archiving system that gives physicians greater access to patient files. + Over 100 free peripheral vascular disease screenings were given in the vascular lab in September. + Cardiac and Pulmonary Rehab maintained certification by the American Association of Cardiopulmonary Rehabilitation. + Offered a wide assortment of free health screenings during heart month, including blood pressure, cholesterol and blood glucose, in addition to educational seminars. A partnership with KATC TV-3 brought record numbers to LGMC for heart-related information. + Received the Good Neighbor Award from the Acadiana Better Business Bureau. + Purchase of second da Vinci[®] robotic surgical system. + Developed long-term plans for house-wide renovation, including approval of Phase I that will renovate unused areas of the hospital to add beds. + Received the 2009 Clinical Excellence Award for Spine Surgery from HealthGrades[®], an independent healthcare ratings company, which places our clinical outcomes in the top five percent of hospitals nationally. LGMC was also Five-Star Rated for Back and Neck Surgery (except Spinal Fusion) and Five-Star Rated for Back and Neck Surgery (Spinal Fusion).

My recuperation from bypass surgery was not an easy one, with unexpected complications.

Little did I expect that instead of 24- 48 hours in the cardiac ICU, my stay would extend to 8 days. But, God was good to me. He sent me a special angel . . . He sent me Janice. She was always extremely professional, but so much more —she was kind, loving, caring, and I always felt like things would be fine when she was with me.

I knew about the little 'extra' things she did above and beyond the call of duty. She called the unit when off duty to check on me. She had an arrangement with my husband for an update every morning on how my night was. Believe it or not, sometimes when I close my eyes, I can still feel her stroking my forehead ever so gently, and speaking to me ever so softly. Those are the acts of kindness that are never forgotten.

For Janice Vincent, the little things that made such a difference to Monty are just part of doing her job every day.

For her, it's all in a day's work as an intensive care nurse.

**25% INCREASE**

OPEN HEART SURGERIES PERFORMED

27% INCREASEPATIENTS ON THE SEVENTH FLOOR —
CARDIOTHORACIC SURGERY SERVICES**11% INCREASE**PATIENTS AT THE OUTPATIENT COUMADIN
& INFUSION CENTER**20% INCREASE**PATIENTS ON THE FOURTH FLOOR —
ORTHOPEDICS/NEUROLOGY


 A portrait of Tim Armentor, a middle-aged man with short, graying hair, smiling. He is wearing a dark suit jacket over a light blue button-down shirt. The background is a blurred outdoor setting with a building.

their story

TIM ARMENTOR | patient

OUR SERVICE

CyberKnife Center – Louisiana trained our first two urologists, two general surgeons, and an Alexandria-based neurosurgeon; also added a radiation oncologist, bringing the total number of trained physicians from 10 to 16 in 2008. + Lafayette General Imaging introduced a new Executive Health Physicals program mid-year, offering executives a local option for a thorough, personalized physical. Twenty-eight patients, from 18 different companies, completed an executive physical. + Broke ground on a new urgent care center in Sugar Mill Pond, called Family Health Plaza – South. Also added two new family physicians to staff all of our clinics. + Saints Streets Endoscopy Center provided 200 free colorectal screening kits in March to promote colon cancer awareness and prevention. + CyberKnife staff partnered with the American Cancer Society to offer “Man to Man” support and education seminars, culminating in a free prostate screening that served 53 men. + Voted Best Emergency Department by the *Times of Acadiana* Readers’ Poll. + Completed long-term lease agreement with St. Martin Hospital, with an overwhelming number of St. Martin voters approving the venture. + Completed the renovation of the radiology department, with a facelift to patient areas and more convenient access for patients. + Executed project to expand available professional office space, including renovations to the third floor of Burdin Riehl Center and Grant Molett Medical Arts Center.

Not many people get a second chance at life, but I am one of those fortunate ones.

Without the intervention of Dr. Doga, in what should have been a routine physical, I might not be here to tell about it. I had heard about a new Executive Health Physical program offered locally, so I decided to schedule an appointment. In the back of my mind, where I didn’t want to admit it, I was worried about some unusual symptoms: shortness of breath, fatigue, and just feeling off.

Dr. Doga recognized the signs of possible heart disease and ordered a CT angiogram, which is not part of the standard physical. That test showed major, life-threatening blockage in two of my arteries, which required the placement of one stent. Now, I am back to feeling like my old self thanks to the thorough care at the Executive Health Physical Center. I have gotten my energy back again and am enjoying life to its fullest.

Though Tim views his life-saving care as extraordinary, Dr. Benjamin Doga diagnoses and treats a wide range of diseases and disorders on a daily basis.

For him, it’s all in a day’s work as a family practitioner.



34% ABOVE

EXPECTED NUMBER OF CYBERKNIFE EXAMS
(comparison to partial year in 2007)

9% INCREASE

CT SCANS PERFORMED AT LAFAYETTE GENERAL
MEDICAL CENTER AND ALMOST 5% INCREASE
AT LAFAYETTE GENERAL IMAGING

21% INCREASE

ULTRASOUNDS AT LAFAYETTE GENERAL IMAGING

38% INCREASE

HOME HEALTH PATIENTS

their story

KATE ROUNTREE | patient



Though my labor experience was uneventful, there is nothing ‘routine’ about having a baby.

Even when it’s your second child, childbirth is both terribly frightening and totally exhilarating all at the same time. Every new mother wants to feel like she’s getting special care and attention, and that her labor and delivery is the most important priority in the hospital! Though I had no problems, and Liam was born quickly, Connie made me feel like her only patient on the floor.

As my nurse at the Pavilion Birthplace, Connie’s wonderful care and compassion put my family and me at ease. What struck me the most was her attention to our every need. She was always happy to help—checking up on us regularly when we didn’t call, and responding immediately when we did. Not only Connie, but every nurse that cared for me was very knowledgeable and extremely helpful. I came to the Pavilion excited about the fantastic new rooms, but it was the nursing care that made my stay a wonderful, positive experience.

Giving kind-hearted, attentive care is second nature to Connie Joseph, though it makes a life-changing event even more special for women like Kate.

For her, it’s all in a day’s work as a labor and delivery nurse.

OUR CARE

Opened the \$20 million Pavilion for women and children, including new front entrance and main lobby, which expanded our bed capacity to 12 birthing suites, three C-section operating rooms, 24 mother-baby suites and a 25-bed, state-of-the-art NICU. + Awarded GIFT (Guided Infant Feeding Techniques) certification from the State for our support and encouragement of breastfeeding patients. + Recruited two new pediatric intensivists for full-time coverage of PICU. + Expanded hours of the pediatric emergency department with the addition of a pediatrician/medical advisor. + Pediatric and PICU staff held Shots for Tots, providing 250 immunizations to children. + Brought nationally known author of “The Happiest Baby on the Block”, Dr. Harvey Karp, to the Heymann Center as part of a free, Pavilion grand-opening event. Almost 300 participants attended to hear his sought-after advice. + The Pavilion staff offered multiple free prenatal classes to the community, with an average of 75 prospective parents attending monthly. + Instituted new Shared Governance councilor model of nursing leadership, which allows nurses at all levels to be actively involved in improving our patients’ clinical outcomes. + Implementation of Rapid Response Team decreased number of codes called outside the intensive care area. + Renewed focus on patient safety goals, particularly hand hygiene and the reduction of patient falls. + Home Health moved to computerized documentation in the field.

13% GROWTH

**DELIVERIES FROM AUGUST–NOVEMBER 2008
(PAVILION OPENED LATE JUNE)**

8% GROWTH

**MARKET SHARE FOR NORMAL NEWBORN
SERVICES IN LAFAYETTE PARISH**

24% INCREASE

VOLUME OF ONCOLOGY PATIENTS

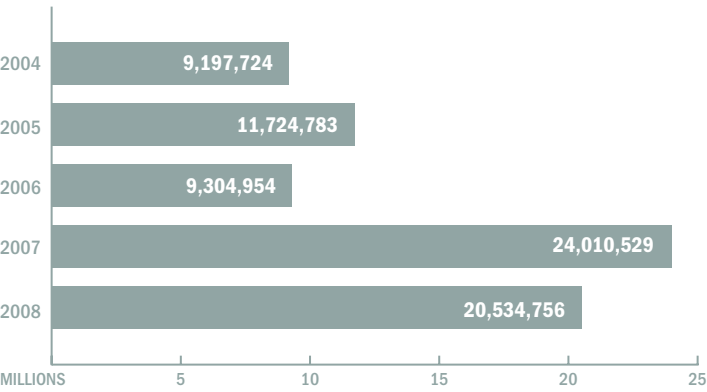
23% INCREASE

MENTAL HEALTH UNIT PATIENTS

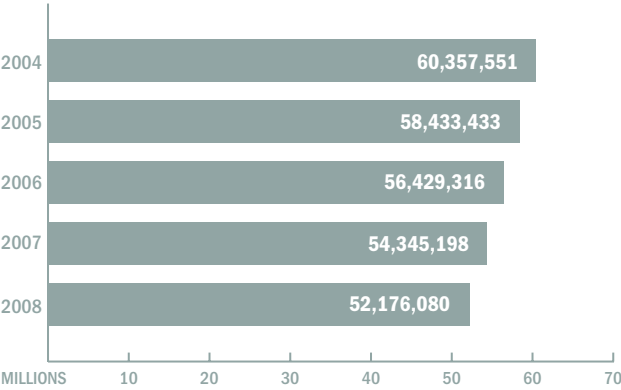


FINANCIAL OVERVIEW | 2008 FISCAL YEAR

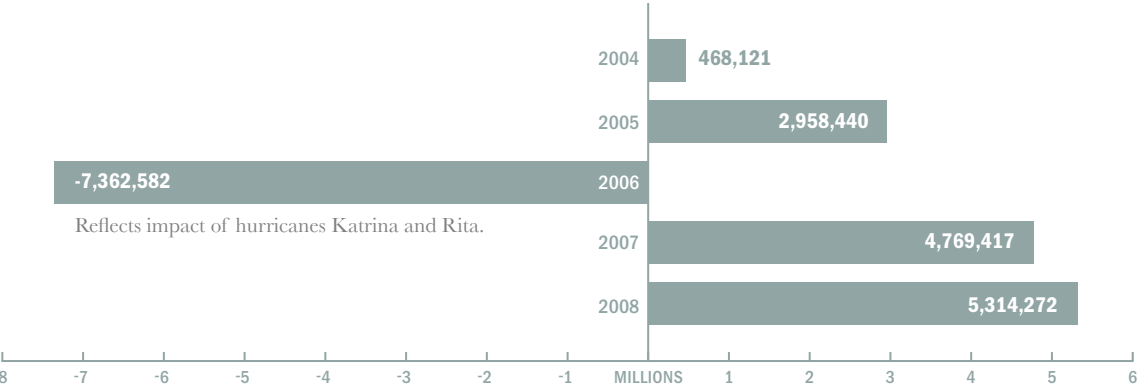
CAPITAL SPENDING | Total amount invested in facilities, equipment, and technology over the past five years.



OUTSTANDING DEBT | Stronger earnings has decreased, though not eliminated, the need to incur debt to fund system improvements to meet growing community health care needs.



FINANCIAL PERFORMANCE | OPERATING MARGIN



Lafayette General owns several for-profit entities and has several partnerships with local physicians to better provide care for those we serve, including:

LAFAYETTE HEALTH VENTURES, INC.
Advanced Medical Supplies & Service
Delta Financial Services
Medical Dimensions
Physician Practices

URGENT CARE CENTERS
Family Health Plaza
Family Health Plaza – South
QuickCare Southpark

CORPORATE PROFILE

Lafayette General Medical Center is recognized by federal and state tax laws as a 501c(3) not-for-profit corporation. Although the hospital generates money by billing for its health care services, it does not pay out any dividends to shareholders, as for-profits do. Any net income is reinvested into the organization for new equipment, facilities, and technology to better care for the people we serve.

As the region’s only community-owned and managed hospital, all decisions are made locally by an experienced administrative team and a volunteer Membership Corporation and Board of Trustees.

310 LICENSED BEDS	43,022 ER VISITS
13,560 ADMISSIONS	1,753 BABIES BORN
6,214 INPATIENT SURGERY	6,986 OUTPATIENT SURGERY
1,573 FULL-TIME EMPLOYEES	190 AVERAGE DAILY CENSUS

PHYSICIAN JOINT VENTURES
Lafayette General Imaging
Lafayette General Surgical Hospital
CyberKnife Center – Louisiana
Saints Streets Endoscopy Center

AFFILIATE HOSPITALS
Abrom Kaplan Memorial Hospital
St. Martin Hospital

FINANCIAL HIGHLIGHTS

Lafayette General Medical Center continued its solid fiscal performance in 2008 while investing heavily in the organization and the communities it serves, consistent with its not-for-profit mission.

Lafayette General celebrates its 97th year of servicing the healthcare needs of our community. Highlights for the year 2008 include:

5.3 MILLION OPERATING INCOME
517 MILLION GROSS REVENUES
245 MILLION TOTAL ASSETS
73 MILLION CASH AND INVESTMENTS (139 DAYS CASH ON HAND)
198 MILLION NET REVENUES (14% INCREASE FROM 2007; 32% INCREASE SINCE 1998)