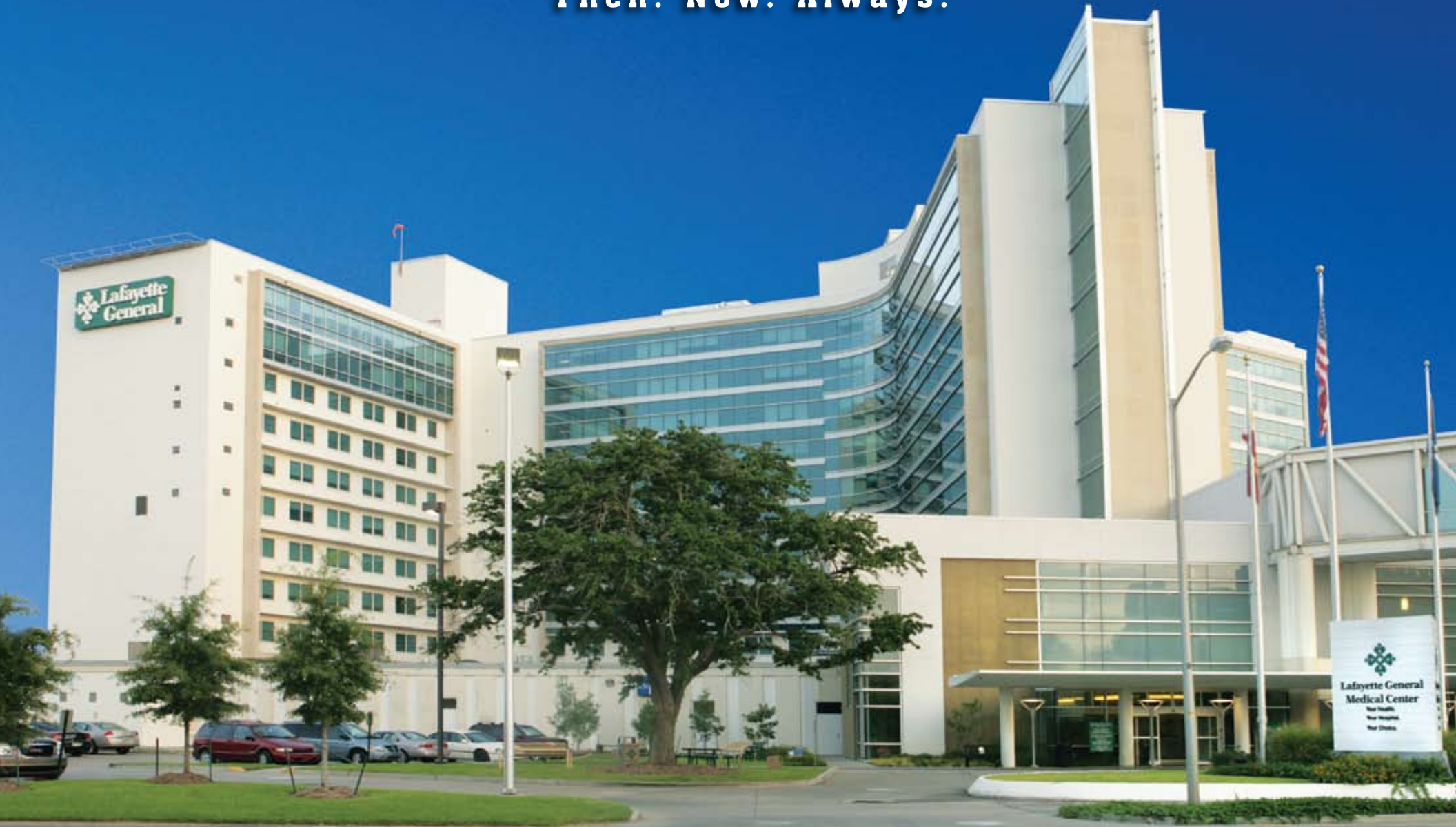


Then. Now. Always.



100 YEARS OF SERVICE: *And the journey continues*

For over 100 years, as a community owned hospital, Lafayette General Medical Center has acted on its mission to restore, maintain and improve health. Throughout our journey, we have continued to grow with the community. Along the way, there have been many significant changes, but none as apparent as the total renovation in 2011. This change to our physical environment pales in comparison to the changes brought about by our Journey to Excellence (J2E) – initiated to make LGMC the best place for employees to work, patients to receive care and physicians to practice medicine. As a result, employees of Lafayette General have experienced a renewed spirit and commitment to promoting a quality of care found nowhere else in our community. Today, we move forward knowing that this commitment to purpose and worthwhile work will make a difference and continue to set us apart.







From Left to Right:

President/CEO | David L. Callecod, FACHE

Chairman of the Board | Clay M. Allen

Chief of Staff | Daniel R. Bourque, M.D.

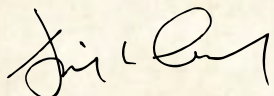
The 2011 fiscal year (October 1, 2010 - September 30, 2011) may have been the most satisfying year in the history of Lafayette General because we've made such significant progress. Most notably, we completed a \$70 million renovation of the hospital and increased our patient satisfaction scores to the 99th percentile – all in the midst of celebrating a landmark 100th Anniversary throughout the year. Staff members and our physician partners are generating ideas to better the hospital and its services for the sake of those we serve. All of this keeping one thing in mind, the patient, who is at the center of everything we do.

Arriving at work each morning, I'm proud to see our hospital's new front façade and marvel at the equally impressive interior renovations of remodeled and larger patient rooms as I walk the halls.

In addition to our facility improvements, we have continued our focus on developing a strong work culture. Our patients and visitors routinely see evidence of our S.E.R.V.I.C.E. standards, with employees greeting not only them, but also each other. There's much more communication on the floors, among nurses and physicians and to patients and their families. Procedures and medications are being explained at length and patients know how thankful we are that they have chosen LGMC. Many success stories are taking place here every day, as we provide the kind of exceptional service and compassionate care expected for "our" loved ones.

Like never before, there's an overall sense of ownership in the organization. In this team effort, we are creating a great place for employees to work, physicians to practice and patients to receive care, evident by the numerous awards received. (See page 14.)

In line with our goal of building a regional health care system, we established affiliations with hospitals in Abbeville, Mamou and Opelousas to extend our best practices in those areas. And, last spring, Lafayette General welcomed physicians from Cardiovascular Institute of the South to our campus, combining "next generation" treatments and research with our top-notch equipment and service. Trust me when I say, we remain true and committed to our mission to restore, maintain and improve health.



David L. Callecod, FACHE
President/CEO

OUR FOUNDATION: *Giving us the support to always move forward*

Lafayette General Medical Center hosted its 100th Anniversary Gala on Thursday, October 6, 2011, at the Acadiana Center for the Arts. The black-tie celebration showcased Lafayette General's history from its beginning, as the 8-bed Lafayette Sanitarium in 1911, to today's largest full-service, not-for-profit hospital in Acadiana. The celebration also served as the inauguration of Lafayette General's newly-formed Foundation.

The Foundation's primary responsibility is to seek and allocate philanthropic funds to help provide the finest patient care, programs and services, as well as the resources necessary for expansion and renovation projects.

These funds will also be used for the purpose of health care research, providing health-related education and purchasing clinical equipment. During these trying times of reimbursement reductions and increased indigent care, donations from the Foundation will help the hospital provide the services that Acadiana has come to expect.

According to President and CEO David L. Callecod, FACHE, proceeds of the gala went to the Lafayette General Foundation. "We continue to see reimbursement decreases while costs for providing indigent medical care are on the rise. This Foundation will afford us the opportunity to continue to fund the latest technology, treatments and research. We've come a long way from the small Lafayette Sanitarium, and we are going to continue to grow and evolve in order to exceed our patients' expectations by providing the best medical care in Acadiana."





OUR CULTURE: *Defining who we are and where we're headed*

Communication continues to be a key piece in the engagement of our employees. Employee participation at quarterly employee forums at the beginning of J2E was 7%. Now, employee participation has risen to 65% at the most recent forum. In addition, over 1,000 employees attended a motivational session by Liz Jazweic, author of “Eat That Cookie”, who encouraged positivity in the workplace.

Acknowledging positive change through our various award programs and regularly recognizing it in each other, has improved interdepartmental relationships.

In fiscal year 2010, we started receiving tangible feedback from employees by re-instituting Employee Engagement Surveys after a ten-year absence. That year, we had a 49% participation rate, achieving an engagement score of 70.7. In fiscal year 2011, we increased employee participation in the survey to 61% with an engagement score of 74.2, making us the only Press Ganey hospital to improve its score on EVERY question and metric of the engagement survey.

For the past two years, employees have committed to our S.E.R.V.I.C.E. standards of Supportiveness, Etiquette, Respect, Vibrancy, Integrity, Communication and Excellence in service delivery.

Each month, the Standards Team finds creative ways to reinforce values, initiating campaigns that raise awareness and accountability hospital-wide. In fact, our success in these campaigns was featured as a “Best-Practice” at the 2010 National What’s Right in Healthcare conference and is utilized in a teaching webinar by Studer Group.

To this day, employees sign a S.E.R.V.I.C.E. standards contract annually.

Heart of the Century

In each month of 2011, an LGMC employee was named a Heart of the Century, recognizing exemplary work in and dedication to Lafayette General during the year of the hospital's 100th Anniversary.

HEART OF THE CENTURY: *12 unique people, 280 years of experience*



Amy Malveaux



Chris Warner



Dianna Perkins



Renee Delahoussaye



Lee Morgan



Marguerite Gremillion



Carolyn Prejean



Neil Bourgeois



Joan Stokes



Shelia Thomas



Sandra Dillard



Traci Boothe

HOSPITAL SERVICES & PROGRAMS (FY 2011)

- Ambulatory Care
- Anesthesia/Pain Management
- Bariatric Services *(Center of Excellence)*
- Breast Center
- Cancer Center of Acadiana
 - Infusion Center
 - Medical & Radiation Oncology
 - CyberKnife Center
 - True Beam
- Cardiology *(in association with CIS*)*
 - Cardiovascular Surgery*, Cath Lab*,
Coumadin Clinic*, Vascular Lab*,
Cardiac Rehab, EKG/Telemetry,
Non-Invasive Diagnostic Lab
- Case Management
- Chronic Care/Palliative Care
- Dialysis/Hemodialysis
- Education Programs
- EEG/Neurodiagnostics
- Emergency Dept./Level II Trauma Services
 - Dedicated Pediatric Treatment Area
- Endoscopy Center, Lafayette General
- Family Health Plaza Walk-in Clinics
 - River Ranch
 - Sugar Mill Pond
- Food & Nutrition Services
 - Catering
 - Coffee Shop (Starbucks)

- General/Family Medicine
- General Surgery – Inpatient/Outpatient
 - daVinci Robot
 - PACU/Perioperative
 - Pre-Anesthesia Clearance & Evaluation Clinic
- GI Lab
- Gift Shop
- Hospitalist Services *(Adult and Pediatric)*
- Hyperbarics/Wound and Ostomy Care
- Imaging, Lafayette General
 - CT, Fluoroscopy, General Radiology,
Lithotripter, Mammography, MRI,
Nuclear Medicine, Ultrasound
- Intensive Care Unit
 - Intensivist Service
 - Medical/Surgical
 - Pediatric/Neonatal (Level III)
- Internal Medicine
- Laboratory *(Accredited by College of American Pathologists)*
 - Chemistry, Coagulation, Cytology, Flow
Cytometry, Hematology, Histology,
Microbiology, Pathology, Urinalysis
- Lafayette General Medical Doctors
- Neurology
- Neurosurgery
- Neurointerventional Radiology
- Occupational Health
- Orthopedics

- Pastoral Care
- Physical Medicine and Rehab *(Distinct Part Unit)*
- Preventative Services
- Pulmonary Medicine
 - Pulmonary Rehab
 - Respiratory Therapy
 - Navigational Bronchoscopy
- Radiology
- Radiology School
- Rapid Response Team
- School of Health Sciences
- Stroke Center *(Center of Excellence)*
- Support Groups
- Therapy
 - Occupational Therapy, Physical Therapy,
Recreational Therapy, Speech Therapy
- Wellness Center
 - Community Health
- Women's and Children's Services
 - Breastfeeding Resource Center
 - Obstetrics/Gynecology
 - Labor & Delivery
 - Pediatrics/Pediatric ICU/Neonatal ICU (Level III)
 - Pediatric Intensivist Service
 - Pediatric Procedural Sedation Service





OUR SERVICE: *Each and every day*

Lafayette General's patient care staff has led the way in changing how all hospitals should do business in order to improve patient satisfaction. Due to our new model of patient care delivery, responsiveness to patients' needs has been enhanced through the use of hourly rounding, shift huddle reports, leadership rounding and bedside shift reports.

Because of our dedication and high-performing staff, Lafayette General has increased its patient satisfaction scores significantly:

Press Ganey	At start of J2E	4th Quarter FY11
Inpatient Satisfaction	38th percentile	99th percentile
ED Satisfaction	15th percentile	71st percentile
Outpatient Satisfaction	31st percentile	78th percentile

Lafayette General's HCAHPS scores have also risen in response to new delivery of care concepts. Our HCAHPS scores lead the nation in many key areas:

HCAHPS	May 2010	4th Quarter FY11
Overall Rating	27th percentile	91st percentile
Responsiveness of Staff	42nd percentile	84th percentile
Nurse Communication	41st percentile	99th percentile
Physician Communication	89th percentile	95th percentile

The HCAHPS survey (Hospital Consumer Assessment of Healthcare Providers and Systems) measures a patient's perception of care, while acting as a barometer for measuring clinical performance and quality improvements.

COMMUNITY SERVICES



A local comedian entertained a group of cancer survivors at Cancer Center of Acadiana's annual Cancer Survivors Day in June. Lafayette General was a presenting sponsor at the American Heart Association's "Go Red For Women" conference, for the sixth year in a row. Our sponsorship was visible at the Susan G. Koman "Race for a Cure". Lafayette General Endoscopy Center distributed over 1,500 free colorectal screening kits in March to promote colorectal cancer awareness and prevention. Also that month, LGMC's Breastfeeding Resource Center sponsored a breastfeeding education day at the Zoo of Acadiana. Lafayette General raised over \$84,000 for United Way of Acadiana, between proceeds from a public gumbo cook-off, other fundraising events and funds from Administration. The CyberKnife staff again offered a free "Man-to-Man" education seminar. Residents found comfort and confidence in our free support groups dealing with stroke survival, weight loss surgery, infant bereavement and multiple births. Others took advantage of LGMC's women's and children's free educational classes covering: Labor & Delivery, Newborn Care, Sibling Relationships, Breastfeeding, Happiest Baby Techniques and Infant CPR. As a participant in the Shots for Tots program, we continually provide children's immunizations at the hospital four times during the year.



Lafayette General was named the 2011 Wear Red Day Champion (Best Sign) by the University of Louisiana-Lafayette.

OUR GROWTH: *Our journey, continued*

In 1911, we set out on an amazing journey to provide our community with the very best health care available. Along the way, we have become more than just a hospital and are proud to have played a role in so many lives. Today, Lafayette General continues to expand its services and facilities in order to meet the growing needs of all those we serve. Our most recent changes were hard to miss, as the landmark red brick façade of our Oil Center location was transformed before our eyes – but the exterior renovations were only the beginning.

Originally built in 1963, the 10-story Lafayette General Medical Center completed an interior design renovation to focus on patient health care by creating a healing-focused and comfortable environment. The \$70 million renovation project added more than 65 square feet of space to patient rooms and more than 12,500 square feet of overall space with larger patient bathrooms, showers and a modernized patient care infrastructure.

The completed renovations now house 353 staffed beds, a new 12-bed Inpatient Rehab Unit and an updated 42-bed Long-Term Acute Care facility. In addition, the updated Emergency Department waiting and triage area features a new dedicated Pediatric area with six treatment bays and a dedicated Pediatric waiting area.

In line with our goal of building a regional health care system, Lafayette General has established clinical affiliations with outlying hospitals, extending our best practices and support to outlying parishes. Our clinical affiliation with Opelousas Health System brings best practices of cardiology and neuroscience to the people of St. Landry Parish. Savoy Medical Center benefits from a satellite location of our Cancer Center of Acadiana in Mamou. And, an affiliation with Abbeville General brings support in various areas when needed.

Additionally, last spring, Lafayette General welcomed physicians from Cardiovascular Institute of the South to our campus. Now, with a satellite office in the Oil Center, CIS also manages the hospital's four catheterization labs where leading interventional procedures are saving lives. Through this partnership, LGMC is able to bring top cardiologists together with next generation technology, research and diagnostic capabilities.

RENOVATION FACTS:

10 floors **300 square ft. patient rooms**

65 additional square feet added to patient rooms

12,821 newly added square feet

176,332 square feet totally renovated **353**

staffed beds *Larger, updated patient rooms*

with larger bathrooms and showers

New 12-bed Inpatient Rehab Unit **Updated**

42-bed Long-Term Acute Care facility

Updated Adult Emergency Department

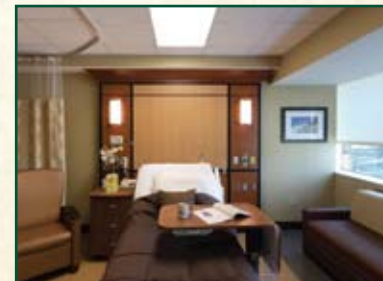
waiting and triage area **New dedicated**

Pediatric area within the Emergency

Department, with six treatment bays and a

dedicated waiting area **Total project cost:**

\$70 million



QUALITY: *A commitment we live by*

The introduction of a collaborative care model, involving caregivers, physicians and support staff, has significantly enhanced the quality of care.

This model of care holds all disciplines accountable for the care our patients receive. The addition of a Chief Medical Officer in 2011 furthered a commitment to excellence, evidenced by improved core measure scores. This improved cooperation between staff and physicians has fostered an environment in which the patient is at the center of all that we do.

The results of these collaborative efforts correlate to the upward trend in our core measures experienced since the start of our Journey to Excellence.

At start of J2E	4th Quarter FY11
14 of 25 (56%)	23 of 24 (96%)

Note: 4th Quarter FY11 is only 24 measures (not 25) because we do not administer the influenza vaccine during these months.

This continued quality improvement by Lafayette General was noted by Studer Group and Press Ganey as a recipient of Excellence in Patient Care for Physicians and Top Improver Award for Emergency Departments, respectively. Other accomplishments include the Studer Award as the Most Improved Hospital in Patient Satisfaction and Consumer Choice Award from National Research Corporation three years in a row (2009-10, 2010-11, 2011-12). HealthGrades ranks Lafayette General in the Top 5% in the Nation and #1 in Louisiana for Overall Orthopedic Services. We are recognized by HealthGrades as being in the Top 5% in the Nation for Overall Prostatectomy, #1 in Louisiana for GI Surgery and Five-Star Rated for Spine Surgery – 5 years in a row.



2011 RECOGNITIONS

- Primary Stroke Certification from The Joint Commission
- The HealthGrades Orthopedic Surgery Excellence Award
- Ranked in the Top 10% in the nation for Orthopedic Surgery
- Ranked 2nd in Louisiana for Overall Orthopedic Services
- Five-Star Rated for Overall Orthopedic Services
- Ranked Among the Top 10 in LA for Joint Replacement
- Five-Star Rated for Joint Replacement
- Five-Star Rated for Total Knee Replacement
- Five-Star Rated for Hip Fracture Repair
- HealthGrades Prostatectomy Excellence Award
- Ranked among top 10% in the nation for Prostatectomy
- Five-Star Rated for Prostatectomy
- Voted Best Hospital by the Times of Acadiana's "Best of" Poll
- Voted Best Emergency Room by the Times of Acadiana's "Best of" Poll
- Voted Best Cancer Care by Times of Acadiana's "Best of" Poll
- Studer Group's Healthcare Organization of the Month for July
- Studer Group's Most Improved Hospital Inpatient Satisfaction*
- "Silver Bear" award for superior Pediatric Emergency Care
- President and CEO David L. Callecod, FACHE, one of seven hospital executives, nationwide, inducted into Studer Group's Fire Starter Hall of Fame at the "What's Right in Healthcare" conference in Chicago.

*Scores for inpatient satisfaction were in the 98th and 99th percentile, respectively, in the nation.

CARECHEX (2011 Quality Awards)

MEDICAL EXCELLENCE AWARDS

Top 10% in Nation

- Gastrointestinal Care
- Gastrointestinal Hemorrhage
- Major Bowel Procedures

Top 10% in State

- Gastrointestinal Care
- Gastrointestinal Hemorrhage
- Major Bowel Procedures
- Neurological Care
- Major Orthopedic Surgery
- Spinal Surgery
- Stroke Care
- Trauma Care

#1 in Market

- Gastrointestinal Care
- Gastrointestinal Hemorrhage
- Joint Replacement
- Major Bowel Procedures
- Spinal Fusion
- Spinal Surgery
- Trauma Care

PATIENT SAFETY AWARDS

Top 100 in Nation

- Neurological Care

Top 10% in Nation

- Gastrointestinal Hemorrhage
- Neurological Care
- Spinal Surgery
- Stroke Care

#1 in State

- Neurological Care

Top 10% in State

- Gastrointestinal Hemorrhage
- Neurological Care
- Spinal Surgery
- Stroke Care

#1 in Market

- Neurological Care
- Spinal Fusion
- Spinal Surgery

FINANCIAL HIGHLIGHTS

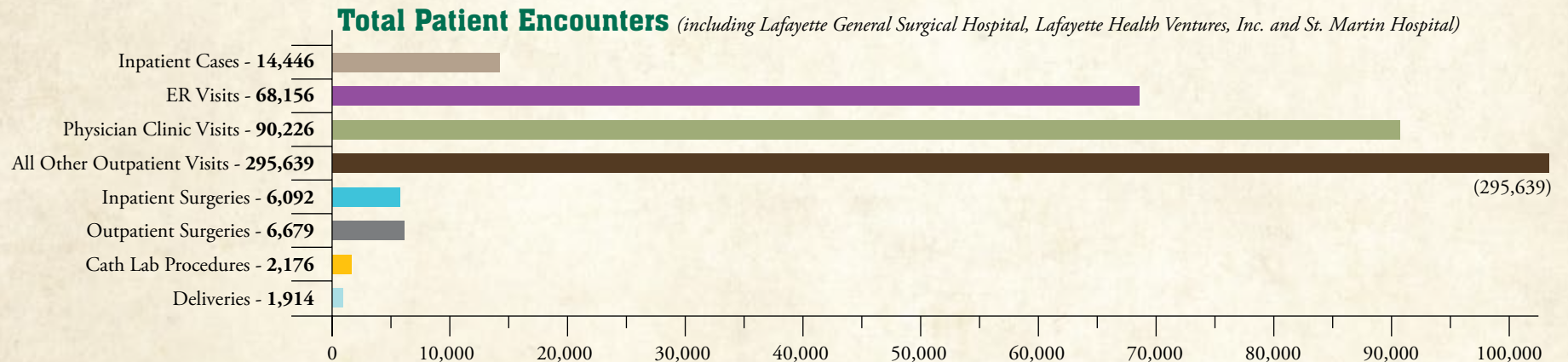
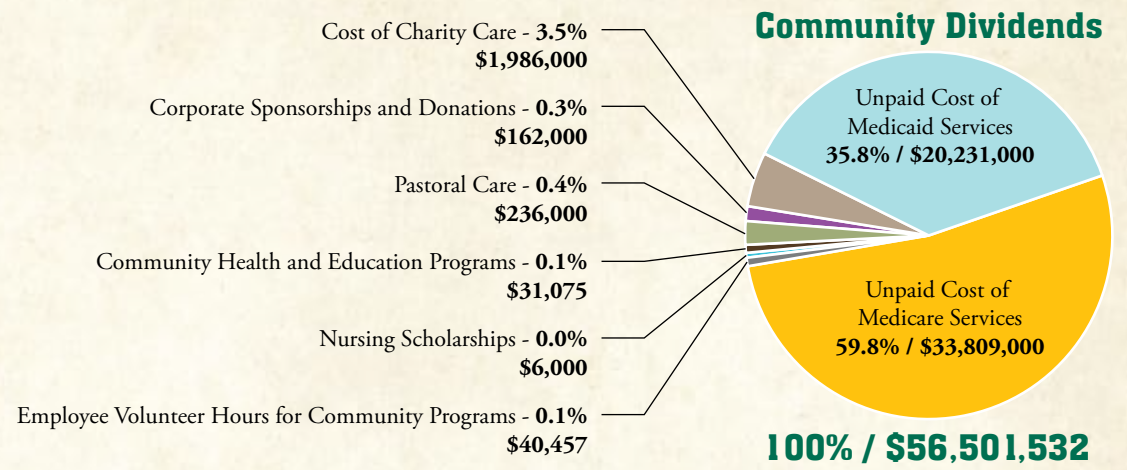
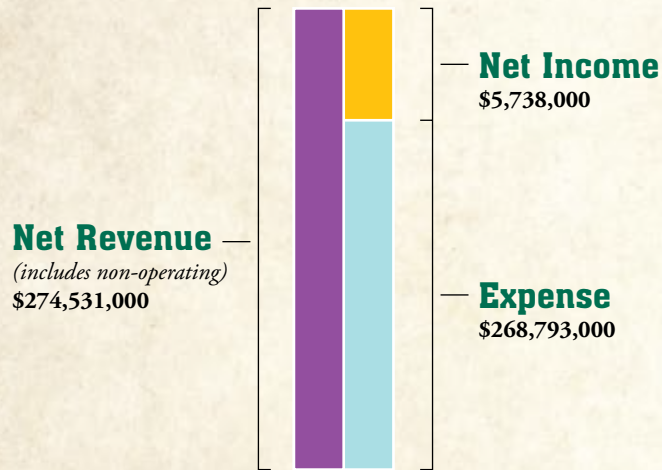
FY October 1, 2010 - September 30, 2011

Operating margin at the start of J2E: -0.4%
 Operating margin FY11: 3.1%

Capital Spending - \$54,088,000
 (investment in buildings, equipment and technology)

Total Wages and Benefits - \$106,066,000

Total Employees - 1,799



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Mercer Britain Busch	Ema Haq	James M. "Jim" Poche'	



1965 Board members and hospital directors gather for a monthly meeting. Clockwise, W.W. Hawkins, unknown, Dr. J.J. Burdin, Charles Doran, Wilfred Begnaud, Henry Busch, George Gadinier, Dr. C.E. Hamilton, Joe Riehl, Muller Broussard, Dr. F.H. "Happy" Davis, Bill Mouton, Fr. Harry Griffin, Dr. Ralph Bourgeois.



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Our Mission: To Restore, Maintain & Improve Health | www.LafayetteGeneral.com