

2021 Annual Report

Weathering the Storm







A message from our **Interim Chief Executive Officer**

I'm proud to share with you our 2021 annual report. The past year was one in which we faced the continued challenges with the COVID-19 pandemic, optimism with the arrival of a vaccine, and significant milestones for our organization.

With our first vaccinations in early January of our older patients and community members, we began to see a light at the end of the tunnel for the pandemic. Later we weathered two significant surges with the Delta and Omicron variant. We also weathered the storm of Hurricane Ida, which made landfall on the 16th anniversary of Hurricane Katrina. Throughout these challenges, our teams performed extraordinary work providing care to the community we love.

In 2021, we continued to grow our services and increase access to care with significant investment in Cancer Care, Behavioral Health, and other key programs.

We were excited to finally move our team members into the new on-campus garage, and we were thrilled to learn that University Medical Center was named Hospital of the Year for facilities with 161 beds or greater at the 2021 Nightingale Awards, presented by the Louisiana Nurses Foundation and Louisiana State Nurses Association. Our nurses Rachel Nickel, Stacey Wisniewski, and Sarah Smith also received top Nightingale wins.

With our academic partners and our extraordinary team, we're working to provide the best care for our community and an exceptional environment for our learners. We give our heart and soul, and we are in this together.

Sincerely,

Terrie Sterling

Interim CEO

University Medical Center New Orleans

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Our mission

Health, care, and education beyond extraordinary.

Our vision

University Medical Center New Orleans will be a leading world-class academic medical center and the destination of choice for exceptional health care.

Our values

We bring heart and soul

We're in it together

We give a little extra

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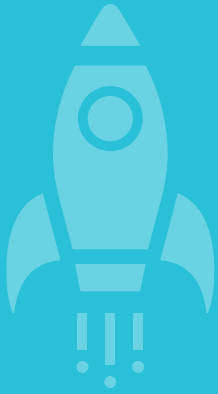
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University 
Medical Center
New Orleans
LCMC Health





Growth and development

Building a future for tomorrow

We're always looking forward. From training the next generation of healthcare providers, to supporting research and programs that will shape tomorrow's healthcare, we constantly seek out ways to exceed the expectations of our patients, community, and our extraordinary healthcare team. We continued this forward thinking in 2021 despite the challenges of the continued pandemic and a damaging storm.

Notable accomplishments for us and our community include:

Advancing Cancer Care

With an eye toward becoming a National Cancer Institute–designated Cancer Center, we welcomed John Stewart as Center Director for the LCMC Health/LSU Health New Orleans Cancer Center. Dr. John Stewart IV will set the overall mission, vision and direction for multidisciplinary cancer care and cancer clinical research programs.

The vision is to develop a world-renowned Cancer Center that will foster unprecedented programmatic success for the state of Louisiana. It is especially impactful to University Medical Center in our leading role of training the next generation of healthcare providers and advancing

clinical research for the benefit of the community and state.



In another significant development for Cancer Care in 2021, University Medical Center launched a second linear accelerator (LINAC) in the Cancer Center on April 19. A \$6.2 million investment, the device is used in radiation therapy to target tumors with pinpoint accuracy. The second LINAC was first proposed as part of our 2020 Business Planning Session to increase University Medical Center's capacity for radiation oncology.



Increasing access to Behavioral Health services

With a 60-bed Behavioral Health inpatient unit, a Behavioral Health Emergency Room staff 24/7 and other services, University Medical Center is a leader in caring for adults living with mental health issues. Recognizing the need for increased access to outpatient care, we opened our Outpatient Behavioral Health Center on May 12, 2021, in a newly renovated site near our main campus. The Center not only provides a continuum of care for patients discharged from the hospital, but it is also a resource for members of the New Orleans community who are struggling with mental health issues that have substantially disrupted their daily lives.

The Center includes four distinct programs:

- Behavioral Health Clinic
- Addiction Psychiatry Clinic
- General Mental Health Intensive Outpatient Program
- Substance Use Intensive Outpatient program

In 2021 our Behavioral Health Clinics had more than 5000 visits.

Growing our services

Additionally, in 2021 we launched or expanded the following services to increase access to care in the community:

- Opened the Tulane Medicine-Pediatrics Clinic to increase access to primary care for children and adults
- Introduced our Extracorporeal Membrane Oxygenation (ECMO) program as a bridge for patients with heart or lung disease
- Expanded Bariatric Services including a weight management clinic
- Expanded sleep disorders services from two to four beds, and launch of a new Sleep Disorders Clinic
- Expanded HIV and Hepatitis Screening program to screen and test in University Medical Center's outpatient clinics
- Expanded Outpatient Dialysis services to patients who present to University Medical Center and are unfunded or have been involuntarily discharged from other facilities.

Second on-campus parking garage

The sign during construction said it all: We're excited about our new parking garage! And in September, we officially opened the second on-campus garage for employees and residents.

A \$31 million investment, the new garage for our employees and residents allowed for increased patient parking in University Medical Center's original garage. Employees who previously parked offsite and took a shuttle to campus now have on-campus parking, some for the first time. The transition to the new garage for employees also allowed us to extend on-campus parking to the Medical Staff and students.





The new garage is 11,000 square feet built out along Tulane Avenue and consists of 7 levels, 1367 parking spaces, and 1 pedestrian bridge connecting to the existing garage.



View time-lapse video of construction.

A new garage is something to celebrate – and we did on October 22 with a ribbon cutting ceremony and unveiling of the contents of a time capsule that will have a place of honor at the site. The time capsule, to be opened on University Medical Center’s 50th anniversary, includes a collection of items representing the current moment in time that tells our story as a hospital.

A few items that were included in the time capsule were:

- Be in that number COVID-19 vaccine t-shirt
- COVID-19 testing kit
- COVID-19 vaccine badge pull
- 2020 Spirit of Charity Award from Spirit of Charity Foundation dedicated to University Medical Center Employees, Staff, & Providers
- Second line handkerchief from grand opening of the hospital
- Ambulatory Care Building (clinics) map
- Porches on parade book (Mardi Gras house floats)
- Sunday August 2, 2015, Times Picayune newspaper featuring move into new hospital (“Medicine Dance”)





Business Planning Session

With a focus on fostering a culture that is inclusive of our community's diverse experiences, the theme of our May 13, 2021, Business Planning Session was "The Why Behind DEI: How Diversity, Equity, and Inclusion Impact Business." The session featured five proposal presentations and a panel discussion that brought together diversity and inclusion leaders from LCMC Health, LSU Health New Orleans and Tulane University School of Medicine.



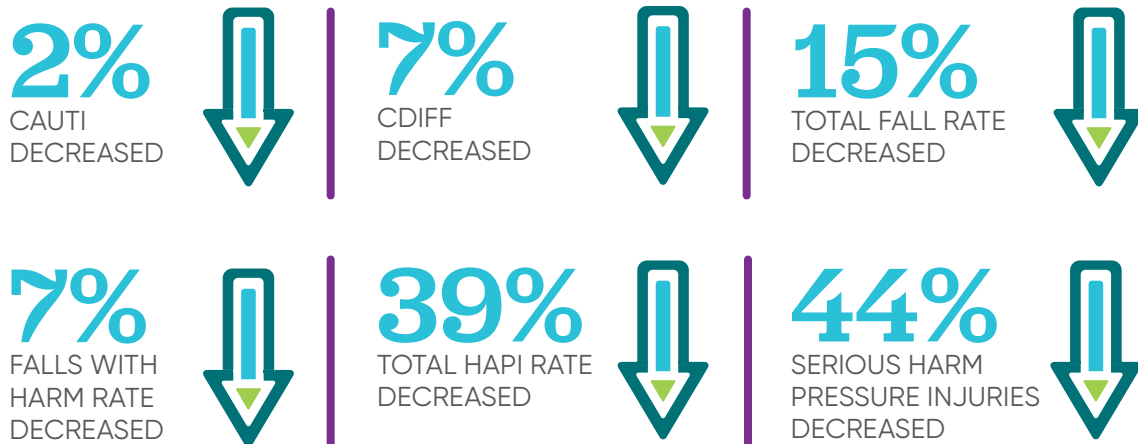
Quality and patient safety

The major focus of 2021 was collaborating with nursing to reduce the harm associated with nursing sensitive indicators, which are falls and pressure injuries. As we are on our journey to Magnet, we need to ensure our quality lives up to the Magnet benchmarks.

In April 2021, University Medical Center implemented a new Nursing Fall Risk Scoring system - Hester Davis in April 2021 and have seen a reduction of total falls. We also implemented our pressure injury prevention protocol and began reporting out on bundle compliance in July 2021. As a result of these efforts, we saw double digit improvement. We focused on learning and hardwiring the Joint Commission standards (250 standards and over 1,100 elements of performance) in preparation for our triannual survey.

In 2021, we were reaccredited as a Level 1 Trauma Center by the American College of Surgeons, and we were reaccredited as a Primary Stroke Center receiving Gold status from the American Heart Association in stroke quality metrics.

The downward arrows represent patient safety improvements:



University Medical Center by the numbers

2021



14,471
DISCHARGES

Inpatient
surgeries

9,943



Outpatient
surgeries

14,473

Total transports

5.3%



Helicopter

383

EMS

3,902

TRAUMA PATIENTS **5,169**

TRAUMA ACTIVATIONS **3,939**



ER VISITS

68,755

Available daily beds

371

AVERAGE



370

MAXIMUM

PRIMARY CARE VISITS

28,509

Telehealth

3,471

Non-telehealth

25,038

SPECIALTY CARE VISITS

157,100

Telehealth

14,833

Non-telehealth

142,267



753 physicians

78 specialties

2779 employees

Research

University Medical Center's Office of Research and the clinical research program that it facilitates continued to show extraordinary growth in 2021. Supporting this growth required investment in key personnel recruitment. This has included building our team, and we successfully recruited a new Director of Clinical Research, a Clinical Trials Unit Manager, and welcomed a new Medical Information analyst to support data studies.

A total of **239 research projects** were reviewed by the University Medical Center Research Review Committee in 2021, which continued our year-to-year growth trends.

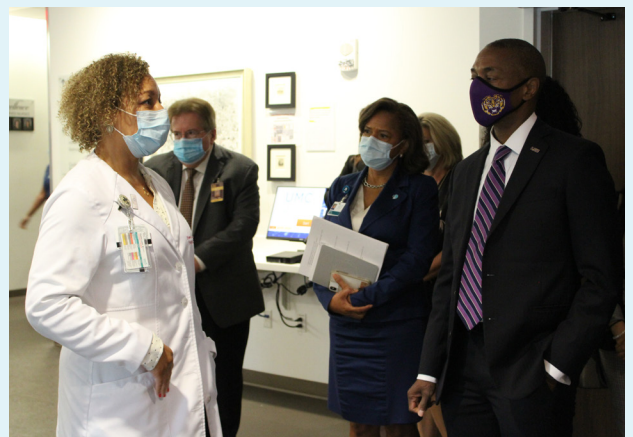
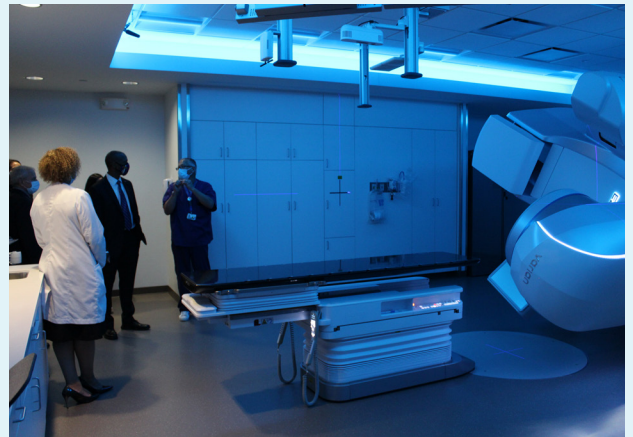
There was also an upsurge in treatment studies.

These include:

- Treatment studies for SARS CoV-2 infections
- Adoptive T cell immunity studies for gynecologic cancers
- Treatment studies for sickle cell disease

LSU president visits

On July 16, we welcomed William Tate, Louisiana State University's new president, for a campus tour, including a look at the Level 1 Trauma Center, Burn Center, and Cancer Center.



Growth and development





COVID-19 pandemic



Protecting our community



'I believe in science'

With those words, 79-year-old Maureen Weil, a patient at University Medical Center, put to rest any questions about why she chose to be one of the first people in New Orleans to receive the coronavirus vaccine.

"Excitement, peace of mind as vaccine reaches vulnerable Americans," is how MSNBC described the day on January 4, when University Medical Center delivered the first COVID-19 vaccines to people over 70 years old, the first members of the general public eligible for the vaccine.

On that day, we hosted a successful media event and were able to show the first two patients receiving their first round of vaccine. All four local news stations and NBC National news covered this milestone. Ms. Weil's interview was featured at the top of the Rachel Maddow on MSNBC.

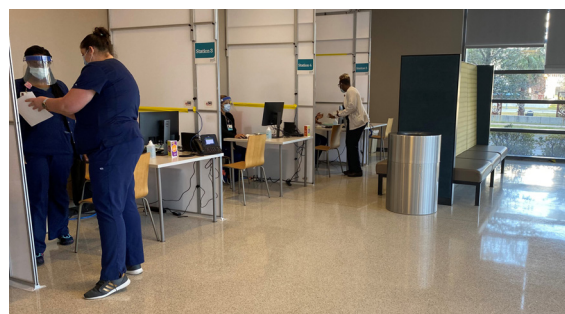
In the days that followed, University Medical Center launched a COVID-19 Vaccine Clinic as well as our first Monoclonal Antibody Infusion Clinic to serve our patients.

In total, the Vaccine Clinic delivered 15667 COVID vaccine doses in 2021, including 2206 booster shots.

With vaccine hesitancy common especially among young women, University Medical Center hosted a panel discussion on May 17. Featuring Our obstetrician/gynecologists from LSU Health School of Medicine and Tulane University School of Medicine, the experts debunked myths, and answered questions regarding the COVID-19 vaccine, fertility, and pregnancy.



Maureen Weil received one of the first COVID-19 vaccines given to the general public.



A COVID-19 vaccine clinic was established in repurposed space on the first floor of the Clinic Building.



Employees in that number!

Protecting our patients and staff during such an unprecedented time was our highest priority and our team did their part by getting the COVID-19 vaccine as soon as it was available.

Why did you get the COVID-19 vaccine?

“Multiple reasons. I used to spend every Friday after work next door by my +70-year young aunt for her wonderful fried fish and we had to stop because I work in the ER at University Medical Center because of my fears. She got the vaccine and I got it.”

- Deatrice Jeff, Patient Access Manager - Emergency Department

“I feel like not only was I making history by getting the vaccine, but I was protecting myself and family and my immunocompromised burn patients. I became a nurse to care for others and wearing a mask and getting the COVID vaccine is just an extension of my calling of being a nurse. I feel like participating in getting the vaccine is standing by the virologists and scientists that have worked so hard on a cure for COVID.”

- Elizabeth Welch, Registrar and Quality RN

“I was totally against the vaccine. One Friday my oldest who is 10 years old, woke up with a fever of 102.3. I was literally in tears, like OMG I brought COVID-19 home to my kids. I check my son into the ER, and he was negative for Strep and COVID-19, Thank God!”

- Cherielle Fox, Medical Assistant

“At 32 weeks pregnant I received the Covid 19 vaccine to protect myself and my close family members, who I knew I would be relying on for help when the new baby arrived. Through reading up on the vaccine and talking to trusted medical professionals I realized the risk of getting sick with covid was worse for the baby and myself than the possible vaccine side effects.”

- Stephanie Stiles, Occupational Therapist



A day of remembrance

On March 9, 2021, we gathered near the “We Stand on the Shoulders of Those Who Came Before Us” statue and proudly rang our bells to remember the lives lost and honor our healthcare and community heroes. One year ago, to the date, we had our first COVID-19 positive patient.



Medical education



Medical education

One of the most important contributions of University Medical Center New is the unparalleled training given to thousands of learners each year, including medical residents and fellows and medical, dentistry, nursing, and allied health students. Our hospital is responsible for training nearly 2,900 future healthcare providers every year.

In 2021, we continued to enhance our academic mission and increase the number of learners and disciplines represented.

University Medical Center completed a successful Accreditation Council of Graduate Medical Education (ACGME) Clinical Learning Environment Site Visit in March 2021. This two-day site visit focused on the Covid-19 pandemic and its impact on the clinical learning environment. UMC demonstrated its ability to engage resident and fellow physicians in learning to provide safe, high quality patient care in the midst of uncertainty and enormous challenge.

GME engagement is further represented in the number of resident and fellows involved in hospital committees at University Medical Center. In 2021, over 55 residents and fellows served on 18 different hospital committees and task forces, providing unique insight and expertise to positively impact change and influence patient care. Several healthcare leaders emerged over the academic year and were formally recognized by the University Medical Center Medical Staff for their contributions to healthcare.



2021 Intern, Residents, and Fellows of the Year winners and nominees

Medical education by the numbers

1,150



MEDICAL RESIDENTS
AND FELLOWS



761

NURSING
STUDENTS



800

MEDICAL
STUDENTS

50

DISTINCT
SCHOOLS/
PROGRAMS



45

DENTAL RESIDENTS
AND FELLOWS



90

GRADUATE MEDICAL
EDUCATION PROGRAMS

Interns, Residents, and Fellows of the Year

At the end of each academic year, one resident, one intern and one fellow from both LSU and Tulane University Schools of Medicine celebrated as the University Medical Center New Orleans Interns, Residents, and Fellows of the Year. Recipients are selected who best exemplify the ideal, outstanding, or model patient care provider. Congratulations to the honorees for 2021.

Interns of the Year 2020-2021

Morrisa Taylor, MD

Louisiana State University School of Medicine
Department of Emergency Medicine

Dani Takai-Castioni, MD

Tulane University School of Medicine
Department of Psychiatry

Residents of the Year 2020-2021

Spencer Hart, MD

Louisiana State University School of Medicine
Department of Internal Medicine

Natasha Lee, MD

Tulane University School of Medicine
Department of Medicine, Pediatrics

Fellows of the Year 2020-2021

Brandy Mize, MD

Louisiana State University School of Medicine
Department of Pulmonary and Critical Care Medicine

Madison Bangert, MD

Tulane University School of Medicine
Department of Medicine, Infectious Diseases

GME Specialties

Allergy & Immunology Fellowship
Anesthesiology
Cardiology - Cardiovascular Disease Fellowship (Cardiology)
Cardiology - Clinical Cardiac Electrophysiology Fellowship (CCEP)
Cardiology - Interventional Cardiology Fellowship
Clinical Neurophysiology Fellowship
Colon and Rectal Surgery Fellowship
Dentistry (non ACGME)
Dermatology
Emergency Medicine
Endocrinology, Diabetes and Metabolism Fellowship
Epilepsy Fellowship
Family Medicine
Gastroenterology Fellowship
General Surgery
Geriatrics Fellowship
Hematology/Oncology Fellowship
Hospice/Palliative Medicine Fellowship
Hyperbaric Medicine Fellowship
Infectious Diseases Fellowship
Internal Medicine
Internal Medicine/Emergency Medicine
Internal Medicine/Pediatrics
Internal Medicine/Psychiatry
Nephrology Fellowship
Neurology
Neurology-Child

Neurosurgery
OBGYN
OBGYN - Female Pelvic Medicine & Reconstructive
Surgery Fellowship
Ophthalmology
Ophthalmology - Retina Fellowship
Oral & Maxillofacial Surgery (non ACGME)
Orthopaedic Surgery
Otolaryngology (ENT)
Pain Medicine Fellowship
Pathology
Physical Medicine and Rehabilitation (PM&R)
Plastic Surgery
Psychiatry
Psychiatry - Addiction
Psychiatry - Consultation/Liaison
Pulmonary Critical Care Fellowship
Radiology - Breast Imaging Fellowship
Radiology - Diagnostic
Radiology - Interventional Radiology Fellowship
Radiology - Musculoskeletal Fellowship
Radiology - Neuroradiology
Rheumatology Fellowship
Surgical-Critical Care (Trauma) Fellowship
Urology
Vascular Surgery



The DAISY
FOUNDATION™

HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES

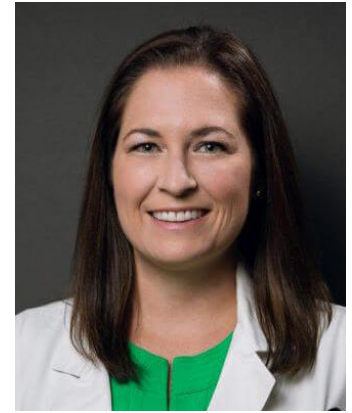


Team wins



Gambit's Frontline People Award featured several members of our team, including **Richard Reese, Dr. Joseph Kanter and Nanci Zhang, RN.**

Dr. Annelies De Wulf, MD MPH, and Dr. Rebecca Schroll, MD FACS, were among 10 women honored at the 2021 New Orleans Go Red for Women Luncheon Digital Experience. The Women in STEM Awards program recognizes women for their outstanding leadership in the fields of Science, Technology, Engineering and Math and for their impact on the next generation of female STEM leaders.



University Medical Center's Radiation Oncology Services received Accreditation from the American College of Radiology.

University Medical Center ranked **most racially inclusive hospital in Louisiana** by the Lown Institute, a healthcare think tank.



The 2021 DAISY Awards honored 12 registered for the compassionate care and clinical excellence they bring to their patients every day: **Daniel Fiechtner, Neuro, Norma Leblanc, Oncology, Marjorie Breda, Trauma/Ortho, Kelly Lockett, MICU, Desiree Loeb-Guth, Clinic Floor 4, Sheila Ferdinand, Dental Clinic, Alicia St. Cyr, MICU, Rachel Forstall, Emergency Department, Tyrus Triche, Behavioral Health, Krista Haydel, OR, and David Nolimal, Acute Medicine. Tiffany Cook, Clinic Floor 4,** received the DAISY Nurse leader award.

Charlotte Parent was appointed as a commissioner on BioDistrict New Orleans by Governor John Bel Edwards. Charlotte also was honored by the Orchid Society, a professional network of African American women serving as role models for minority girls ages 12-16, for her outstanding compassion for New Orleans.

Dr. David Janz, a pulmonologist and Director of Medical Critical Care Services, testified before the US Senate Committee on Health, Education, Labor, and Pensions to share lessons learned during the COVID-19 pandemic.

New Orleans Magazine recognized **37 University Medical Center physicians** as 2021 Top Doctors who were nominated and voted on by their peers

Dr. Jyotsna Fuloria, VP of Clinical Research, was recognized as a Woman of the Year by New Orleans CityBusiness



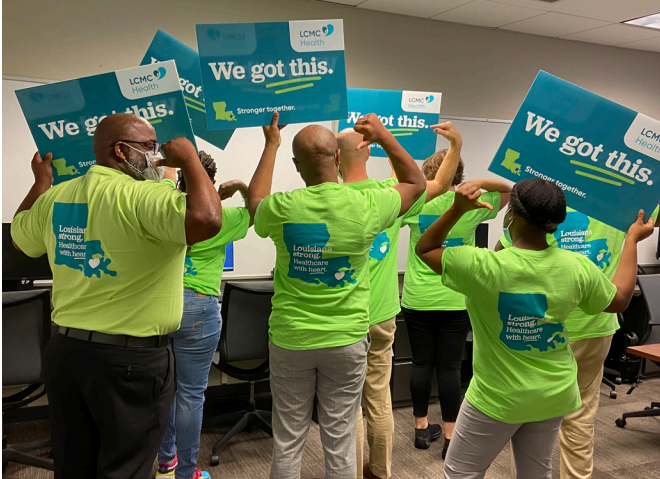
Dr. Juan Duchesne, a Tulane University Trauma Surgeon at University Medical Center, had the lead podium presentation at meeting of the American Association for the Surgery of Trauma in September to discuss innovations in early treatment of trauma patients, a game changer with respect to survival.



University Medical Center New Orleans was named **Hospital of the Year** for facilities with 161 beds or greater at the 2021 Nightingale Awards, presented by the Louisiana Nurses Foundation and Louisiana State Nurses Association. In addition, **Rachel Nickel**, director of the Medical ICU, received the award for Outstanding Community Achievement by a Registered Nurse; and Sarah Smith, a nurse in the MICU, received the Rookie of the Year award.

Rachel Nickel, RN; Derrick B. O'Neal, DNP, RN; Carrie Wilcox, RN, Rohan R. Walvekar, MD, Erika M. Rajo, Psy.D, and the Rev. Abina Johnson, M.Div, were recognized as New Orleans CityBusiness "Health Care Heroes."

Jennifer Schwehm, AVP of Quality and Patient Safety, and Deoine Reed, Manager of Infection Prevention present their submission on the Safety/Device Huddle at the 2021 Press Ganey National Client Conference.



**Stronger
together**



Weathering the storm

Hurricane Ida's landfall arrived during our fourth COVID-19 surge and coincided with the 16th anniversary of Hurricane Katrina's landfall in southeast Louisiana on August 29, 2005. It ties Hurricane Laura (2020) and the Last Island Hurricane (1856) as the strongest to ever hit Louisiana.

The fast-moving storm moved into the Gulf of Mexico as a Category 1 storm and made landfall near Port Fourchon as a Category 4 storm with sustained winds of 150 mph.

We activated our Code Grey response at 7 am on Sunday, August 29 and ended the activation on Saturday, September 4. During this time, nearly 1,300 team members reported for duty, most staying on campus for 72 hours as part of our Team A and Team B. These teams included day and night shifts who managed all patient care and hospital operations while activated.

Our teams performed great work, even while facing uncertainties about their homes and separation from their families.

The storm supplied the first significant test of the features designed to make University Medical Center resilient to hurricanes and other natural disasters.

The physical plant performed exceptionally well. University Medical Center performed a planned switch to generator power on August 29, when wind speeds reached a pre-determined threshold. With the primary and secondary Entergy feeds damaged, power to our area was unstable and then lost. University Medical Center remained on generator power with ample fuel supplies until full power was restored to our area.

With LCMC Health, we provided resources to support our employees following the storm, investing millions in essentials like ice, gasoline, housing, and financial assistance for our team members.

Throughout the challenges of Hurricane Ida and sacrifices, our team never faltered in delivering care to the community. We were and are, stronger together.



A physician watches as Ida makes impact



Hurricane Ida timeline

08.26.2021

Gov. John Bel Edwards issues State of Emergency due to the potential impacts and further development of Tropical Storm Ida

08.29.2021–09.01.21

Code Grey Level III - Lockdown Team A



08.29.2021

Hurricane Ida makes landfall near Port Fourchon

08.29.2021

Federal Declaration FEMA-4511A



09.01.2021–09.04.21

Lockdown modified Team B

09.05.2021

Ice and cases of water handed out to staff and left-over resources donated to community members at Corpus Christi/ Epiphany Senior Center and Arthur Mundy



09.09.2021

Fuel provided on campus for staff to fuel up safely when coming and leaving the hospital

09.13.2021

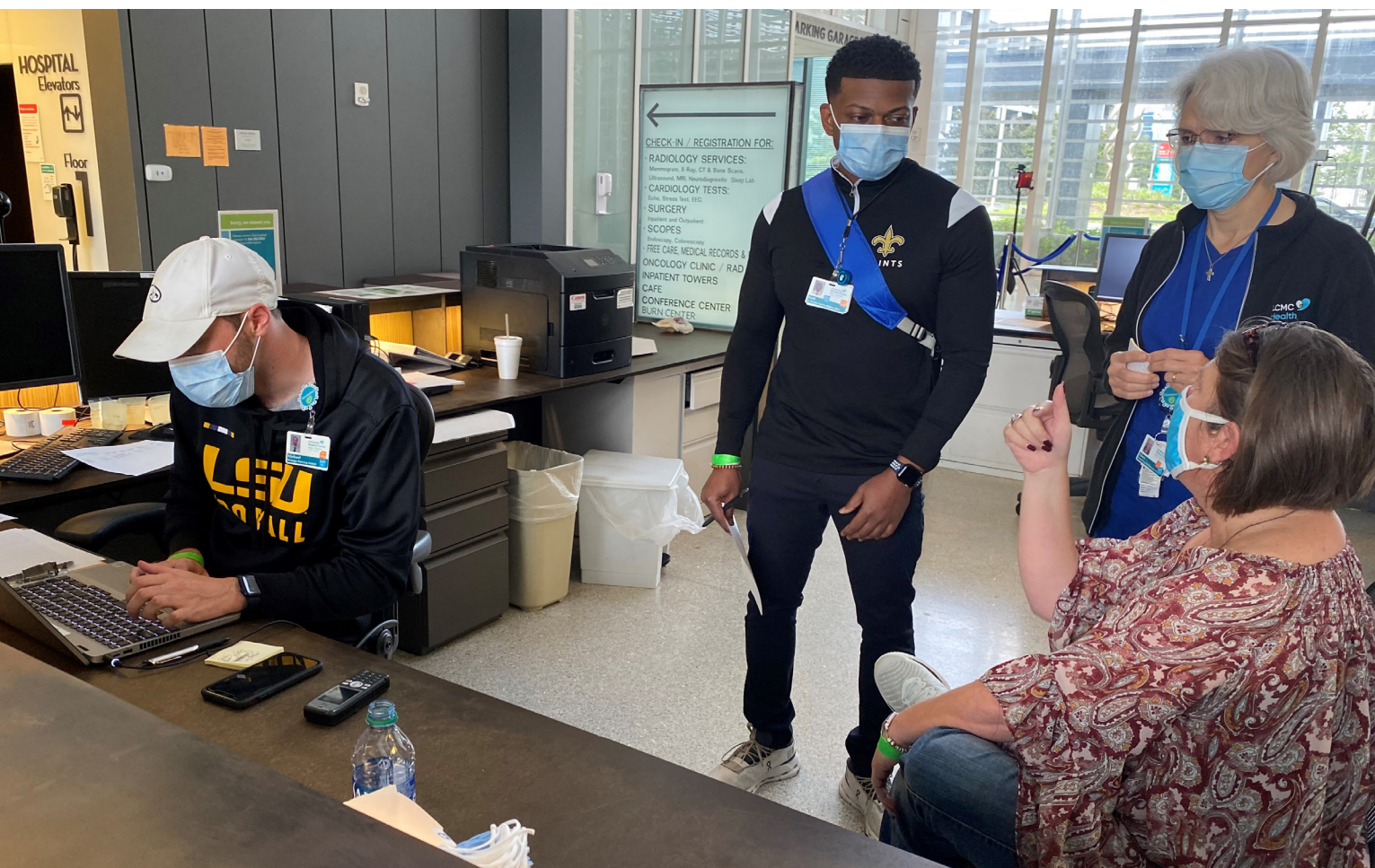
Recovery phase starts return to normal operations

Members of Team A arrive for activation before Ida's landfall.





Terrie Sterling and Dr. DeBlieux greeted team members checking the families into a hotel for emergency housing after Hurricane Ida



Staff prepare to check in the activated team

Dr. Danna with MICU charge nurse
Kathryn Friedman Anderson

On September 19, 2021, The New Orleans Advocate published a letter by MICU nurse Kathryn Friedman Anderson, expressing gratitude to the community for their support of healthcare workers through the pandemic and the recent storm:

Letter to the editor: A nurse says thank you, through her mask

While the challenges are plenty ... those that support us are plenty.

South Louisiana had the double whammy of a continued battle with the delta variant of COVID-19 while we had to get out of the way of and recover from one of the most powerful hurricanes to strike the soil of the United States. The only favor Hurricane Ida did us was to prove that there really is nothing like the kindness of strangers in the South — especially in South Louisiana.

As a charge nurse in the medical ICU unit at University Medical Center, I have seen kindness abound from unlikely places — a gas station for health care workers, generators donated to my fellow health care colleagues, and hotel rooms if we needed a comfortable, air-conditioned place to rest our heads.

But I have also been amazed and overly grateful for the generosity of those closest to us. I can't thank my employer — LCMC Health — enough for their support of each and every team member. Awed by their generosity, we all move through our days with a little weight lifted from our weary bodies because of what LCMC Health has done to support and help myself and those within its reach.

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battle with the delta variant of COVID-19 while we had to get out of the way of and recover from one of the most powerful hurricanes to strike the soil of the United States. The only favor Hurricane Ida did us was to prove that there really is nothing like the kindness of strangers in the South — especially in South Louisiana.

As a charge nurse in the medical ICU unit at University Medical Center, I have seen kindness abound from unlikely places — a gas station for health care workers, generators donated to my fellow health care colleagues, and hotel rooms if we needed a comfortable, air-conditioned place to rest our heads.

And while I am thankful for the support, I do not let my guard down for what still remains. We are still to see how the mixture of COVID-19 and hurricanes will impact us, and we cannot let our collective guard down against this hidden virus. We all may be weary, but we all must remain steadfast.

I urge everyone that as you pass along your thankfulness to others that helped, that you do so masked up.

I thank all of those who are generous in spirit and action for myself, my fellow nurses and health care workers and the entire southeast Louisiana community. We will all come out of this stronger and a better community, but let's all be safe while we do it.

Kathryn Friedman Anderson

Strength in community

Despite challenges we remained dedicated to the community we all know and love. As we continued to care for our community during the COVID-19 pandemic and support one another during numerous events throughout the year and we were reminded of not only the power of community, but our important role in providing care, education, and support to our community members.

The love and care our extraordinary team have for the community was shown throughout the year through various activities and events.



EMS appreciation

May 17, 2021 we celebrated paramedics, Emergency Medical Technicians (EMTs), and the entire EMS workforce for their efforts in ensuring the health and safety of our community for National EMS Week.

Hogs for the Cause

For the fourth year in a row, our Nurse Anesthesia staff, team Sir Pork-A-Lot, participated in Hogs for the Cause, an event that combines a barbecue cook-off competition with fundraising for children with pediatric brain cancer and their families. While the event was cancelled in 2020 due to the pandemic, the Sir Pork-a-lot team was still able to donate \$10,048 to the cause and provided 148 servings of their signature jambalaya to our healthcare team. The in-



person event returned on June 4 and 5, with the team raising over \$30,000 to help alleviate financial burdens families face while their child battles cancer.



Dr. Peter DeBlieux, CXO; Lisa Miranda, COO; Terrie Sterling, Interim CEO; and Dr. Jyotsna Fuloria, VP of Research, prepare to begin the 2021 Heart Walk.

2021 Heart Walk

In November, we joined together to raise funds, celebrate survivors, and have fun along the way at the 2021 Heart Walk, held November 20 in Lasalle Park. We sold t-shirts and hosted a Heart Walk fundraising fair in the Conference Center featuring games, bake sales and a chance to toss a whipped cream pie at a member of Administration. It was an extraordinary effort that helped us raise a total of \$4574.52, the second highest in the system.

Seasonal Injury symposium

Presented by University Medical Center and Level I Trauma Center, the Seasonal Injury Symposium explored the injuries warmer weather brings and ways that pre-hospital providers could effectively manage those patients in a pre-hospital setting. The half-day session for first responders included case reviews and a Q&A session with an expert panel.

Cancer Center community outreach

Our Cancer Center team engaged with patients and the local community with several events. The Breast Cancer Awareness Event on October 19 covered a gamut of topics, including signs and symptoms, risk factors and how to conduct a breast self exam. In November, the team hosted a free skin cancer screening and education event for the public and the annual Thanksgiving food distribution providing 200 boxes of turkeys and ingredients for side dishes. In December, the team hosted a cooking class at Simplee Gourmet that in addition to preparing a tasty dish, focusing on colorectal cancer prevention and education.

The Spirit of Giving

Our team took the spirit of giving to heart by participating once again in the Salvation Army's Adopt an Angel Tree and Silver Bell program. The Angel Tree program is designed to provide Christmas assistance to children from birth to age 12 and the Silver Bell program is designed to help seniors ages 65 and up.

University Medical Center team members adopted 50 Angels, 15 Silver Bells and five families, with some departments chipping in to adopt multiple children and seniors. For example, the Emergency Department collected more than \$2300 and the Hospital Public Safety team contributed nearly \$800 to buy presents. Team members dropped off their gifts during our holiday Cookies and Cocoa event on December 8, lining a wall in our Conference Center with dozens of bikes and gift bags that helped fill the Salvation Army's donation truck.



Profound love for our patients



When you're here, you're family.

Caring for each other like family means doing a little extra to make people feel at home. That's the NOLA way—and it's our way, too.

A meaningful wedding

On May 7, 2021, we held a wedding for Travis and Jasmine at the hospital. The couple wanted the groom's mother, Barbara, who was receiving hospice care at University Medical Center, to attend their wedding ceremony. Our oncology unit, Palliative Care, and Patient Experience teams made this happen for the couple and the patient.

Travis and Jasmine were married by Barbara's brother and were surrounded by members of their families and Barbara's healthcare team.



Remembering Abigail

The loss of a child is devastating. The parents of Abigail, a 9-year-old New Orleans girl who passed away in November, were comforted in their grief by the knowledge of the lives their daughter would save. We raise the LOPA flag at University Medical Center whenever there is an organ donor at the hospital. Surrounded by community members, her dance team, family, and school friends, Abigail's parents watched as the flag was raised on October 25, 2021, in honor of their daughter's donation. Abigail's mother reflected on the donation in a message posted for family and friends. "She saved six human beings."



Dr. Navya Nair with her patient, Betty.

Patient story

Innovative procedure is a lifeline for ovarian cancer patient.

Betty, a 67-year-old mother and former CNA underwent the first Gynecologic Oncology HIPEC surgery in the region at University Medical Center to treat her stage three ovarian cancer. During removal of ovarian cancer tumor, heated chemotherapy is placed in the abdomen to remove all traces of the cancer.

Dr. Amelia Jernigan, an LSU physician and Medical Director of Gynecologic Oncology at University Medical Center and Dr. Navya Nair, an LSU physician and Gynecologic Oncologist at University Medical center performed Betty's surgery.

Watch Betty's patient story video





Top left, overdose rescue packs with Naloxone nasal spray; top right, team member with the Compassion Cart, above, the Saints Fans Being Saints initiative.

Philanthropy

Reflecting on the past year, our foundation team was grateful to continue our mission driven work providing lifesaving programs and services to our patients, all while responding to unanticipated shifts in how we operate professionally and personally but keeping the focus on our commitment of caring for our community and those marginalized by societal inequities.

As we have witnessed our healthcare teams adapt and collaborate during this crisis, we have had to rise to similar challenges in philanthropy with optimism and hope. You enabled us to do that through the support of strong community and healthcare partnerships. Those relationships have helped to create and expand Foundation Funds including Medication Bridge, Saints Fans Being Saints, HNC-ENT Assist, TAHA Ali Gandhi Fund and our Burn Center, Hand and Research Funds.

One charitable collaboration with Glenn and Karen Solomon enabled us to create a healthcare partnership with our surrounding parishes. The Joshua Solomon Charitable Fund named after their son provides Overdose Rescue Packs to our hospital patients. These packs are designed to reverse acute opiate overdose for lifesaving intervention and are part of routine discharges. As a result of the generosity, in partnership with the Foundation, New Orleans Health Department, LSUHSC Emergency Medicine, UMCNO, LERN and Orleans, Jefferson, and St. Bernard Parish Fire Departments, packs can also be picked up by the general public no questions asked at participating firehouse locations. Truly a lifesaving community and philanthropic partnership.

Through individual gifts, grants, and corporate kindness, you helped us begin new Wellness initiatives. The Compassion Cart created for our hospital staff is a way to say we care about you. When needed, our Pastoral Care will take the cart to visit teams throughout the hospital to recognize that sometimes we need a “little extra” care and need to take a moment to take an intentional pause. Staff in visited areas are encouraged to enjoy an item from the cart highlighting our teammates, taking care of each other, and thanking others for taking care of our patients as well. Partnering with our Medical Staff, we started our bimonthly Schwartz Rounds series. All staff are invited to attend. The international grand rounds style lunch meeting offers the team a time during their fast-paced work lives to discuss the social and emotional issues openly and honestly, they face in caring for patients and families.

From parish wide programs to smaller impacts like staff recognition TVs or providing new phone charging stations for patients and their families, your compassion and partnerships have enabled the foundation to show support to those in our care and the caregiver.

Thank you for your unwavering commitment in service of our shared values. It is vital and the only way we can advance our historic mission for our most vulnerable, also allowing for innovation that keeps our nonprofit healthy, stable, and effective for everyone in our community.



Schwartz Rounds brought team members together for meaningful discussions



The Foundation funded bright blue t-shirts showing the importance of getting the COVID-19 vaccine.

Spirit of Charity Foundation's impactful giving

Launched June 2021,
the **Compassion Cart** delivered

**MORE THAN
50 TIMES**



Provided over

**300 Overdose
Rescue Packs**

to Orleans, Jefferson, and
St. Bernard Parishes

HOSTED

**THREE
SCHWARTZ
ROUNDS**

Medication Bridge
Program assisted

600+ patients



LAUNCHED **3** NEW PROGRAMS:



**Joshua Solomon Charitable Fund, HNC-ENT Assist
Fund, and the Kevin Wolf Memorial Cancer Fund**

Purchased



20 PORTABLE HOSPITAL PHONE CHARGING STATIONS
for patients and their families

Purchased

**1,500 STAFF COVID-19
VACCINATION T-SHIRTS**



Presented the annual
Spirit of Charity Award to

DR. RAJU THOMAS

Professor and Chair of the Dept of Urology
at Tulane University School of Medicine



"GOLDEN BOY DREW"

PAINTING BY JOSH WINGERTER'S, RAISED

BENEFITING THE SAINTS FANS BEING SAINTS FUND

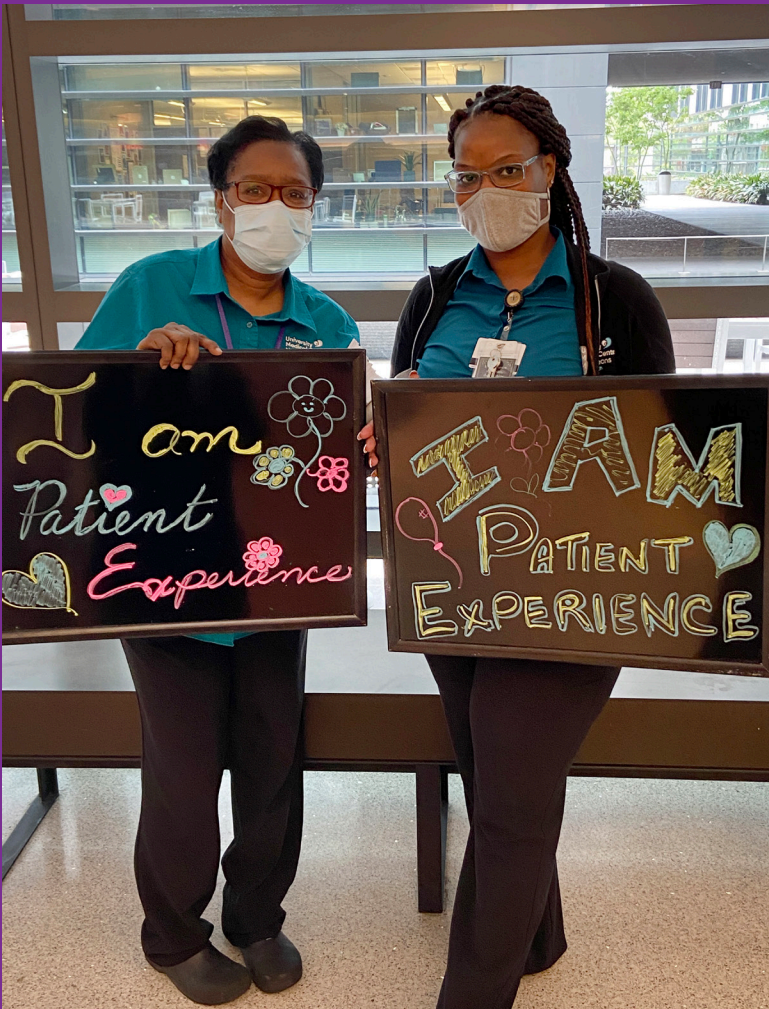
\$4,200

Celebrations

Mardi Gras

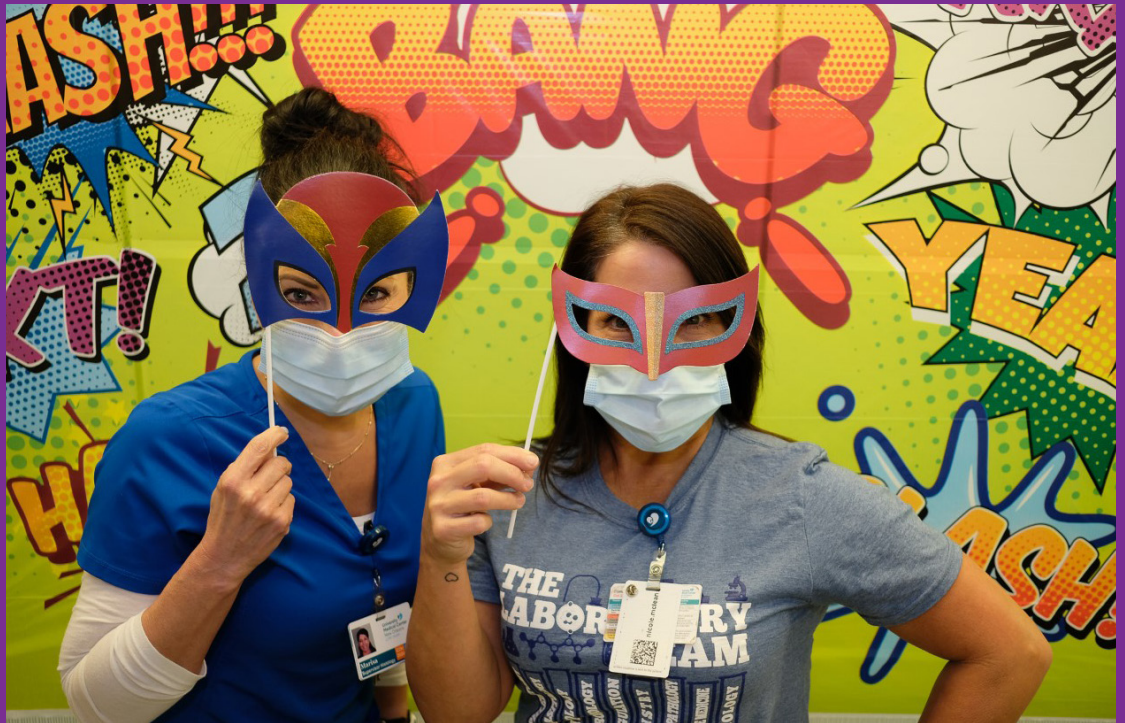


Patient Experience Week



Celebrations

Lab Week



Nurses Week



Celebrations

Hospital Week



BWELL-Spirit Events





2000 Canal St.
New Orleans, LA 70112

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