



Lady
of the Sea



Community Health Needs Assessment

2017



2017 Community Health Needs Assessment

In the spring of 2017, Lady of the Sea General Hospital began the process of completing a comprehensive Community Health Needs Assessment (CHNA) process to identify and address the key health issues for our community. In addition to continuing a 3-year goal setting cycle that was started in 2007, and repeated in 2010 and 2014, this CHNA will also satisfy the IRS requirement from section 501(r)(3) that was enacted with the passage of the Affordable Care Act and began with tax years following March 2012.

Lady of the Sea General Hospital has regularly utilized the information obtained in the community assessments in its strategic planning. Hospital leadership values the input from the community and creates a functioning strategic plan to improve its services, and local residents benefit as a result.

This assessment was researched and written by LaVelle Chiasson. Please address any questions directly to lavellec@losgh.org.

How well is Lady of the Sea fulfilling its role in the community and meeting the needs of community residents? What are suggestions for improvement?

- More diabetic meetings at different times of the day.
- Very satisfied with Lady of the Sea.
- Family Care Clinic needs improvement when calling in to make an appointment, on hold for long period of time.
- I'm satisfied with improving / expanding more specialized care.
- Most common complaint, long waits in ER.
- Lady of the Sea is well respected in the community.
- Would prefer more physicians, I'm not comfortable with extenders.
- Ya'll are doing a good job.
- Well satisfied.
- I like that we don't have to wait to get an appointment.
- Everything that we've had done there has been great.
- All good services; need nothing else.
- Doing great; satisfied.
- Ya'll do good, but need more specialties.
- Eating healthy classes would be great!
- More travel clinics offering wellness to employees or at community events.
- Could use an ENT.
- Pediatrician
- Very satisfied, not sick often.



About Lady of the Sea General Hospital

Lady of the Sea General Hospital (LOSGH), is a 25 bed critical access hospital serving the healthcare needs of the South Lafourche community. The hospital was founded as a hospital service district in 1953 and the first hospital was built in 1956. The current facility was completed in 1978 and is located at 200 West 134th Place in Cut Off. The hospital is governed by a 5 member Board of Commissioners appointed by the Lafourche Parish Council. Accredited by DNV (Det Norske Veritas), Lady of the Sea has 300 employees and a 121 member medical staff which includes 77 telemedicine physicians.

The hospital provides multiple services to the area including general medical – surgical care with a 25 bed inpatient department that includes a 2 bed intensive care unit, surgical services, emergency services, radiology services including digital X-ray, nuclear scans, ultrasound, CT, mammography and MRI; laboratory services, rehabilitative services, cardiopulmonary, home health, chronic renal dialysis, and two community pharmacies, two rural health clinics; one that is open 7 days a week with extended hours, and a general surgery clinic. We also offer certified diabetes education programs and monthly wellness and education opportunities for our community on health related topics through our Learning Center.

Our Mission: We exist to provide high quality health care in a personalized manner to those we serve.

Our Vision: With the support of the community, Lady of the Sea General Hospital will become the primary provider of wellness, education, and health services.

Our Values:

- **PEOPLE** - Our people are the source of our strength and our customers are the focus of our mission.
- **EXCELLENCE** - We will achieve excellence through collaboration, performance improvement, customer satisfaction and education.
- **INTEGRITY** - We conduct our work with honesty and fairness and meet the highest ethical and professional standards.
- **LEADERSHIP** - We are encouraged to reach our full potential in job skills, problem solving, leadership, and personal achievement as a catalyst for growth and development.
- **COMMITMENT** - We are committed to a culture that produces appropriate, competent, responsive, and effective care and services to the highest quality.
- **CUSTOMER SATISFACTION** - We are dedicated to providing care and services which are delivered with respect, compassion, and dignity to patients, staff, and visitors.
- **PERFORMANCE IMPROVEMENT** - We are continually improving quality of service and performance to become the primary provider of wellness, education, and healthcare services for the community.



CHNA Definition of Community Served

According to our hospital service district description, Lady of the Sea General Hospital is bounded by the intracoastal canal in Larose and continuing to Grand Isle, which is a barrier island off the coast of the Gulf of Mexico. The entire area covers approximately 47 drivable miles, and includes the following zip codes: Larose, 70373; Cut Off, 70345; Galliano, 70354; Golden Meadow, 70357 (including delivery addresses in the towns of Leeville and Fourchon where there is no local postal service); and Grand Isle, 70358. Lady of the Sea General Hospital is also a first-responder for employees working in the Gulf of Mexico. Leadership considers our entire service district as our community served.

The 2017 CHNA will follow the directives from the IRS on required information, while continuing to include both qualitative and quantitative components. Qualitative feedback was obtained from the board of commissioners, hospital directors and supervisors, representatives from the state and federal programs that function in our service area, and community residents, including potential underserved individuals and groups. In addition, this assessment examined publically available quantitative data on the health status of the community and hospital service area to prioritize the health needs of the South Lafourche community and to identify publicly available resources, where available.

To gather the input of the community, we used three different forms of interviewing members of our community including focus group discussions, written surveys, and individual

interviews. Participants included members of our staff, board of commissioners, a parish council member, some community members who use our services and a few who do not use our services, as well as a variety of ages, ethnicities, financial status and health status. Our total respondents numbered 68. The youngest participant is 24 years old and the oldest is 92 years old. The respondents represent 159 total household members, which breaks down to 118 adults and 41 children.

In an effort to get a good sampling of our community, we attended numerous community events including some chamber events, wellness events like our Safety Circus at the Cut Off Youth Center, our monthly wellness clinic in the Learning Center, local group meetings in our community and private meetings in people's homes. We also surveyed some of our clinic patients, board of commissioners, our entire director and supervisor staff, and some employees.



Demographics for Medically Underserved

The two parish statistics reported below are indicators used to determine the medically underserved, and are thought to correlate with poor health outcomes. Although the reporting is done on a parish level and not by zip code, it shows that we are average in national poverty level, and score well against the state poverty level, and unfortunately we fall below acceptable graduation levels in comparison to both national and state averages.

The median household income in Lafourche Parish is \$51,030 (see datausa.io). The poverty level for a family of 4 living in the

United States is \$24,600 (see Federal Register, notice of 2017 poverty guidelines). The percentage of families living below the level of poverty in Lafourche Parish is 14.8%. The national average of residents living below the poverty level is 13.5%, and the state average is 19.6% (census.gov 2015 Poverty Report).

The number of people over the age of 25 with a high school degree in Lafourche parish is 74.5%, with the national average being 85.9% and the state average is 82.6% (census.gov 2015 American Community Survey).

To get input from those who work directly with the medically underserved, we interviewed school nurses who work in our service area, Kidmed nurses (KIDMED is a program of Louisiana Medicaid that provides preventive health care for Medicaid-covered children under the age of 21) from our rural health clinics, and a representative from the Lafourche Parish Health Unit in our community.



Changes in our community since 2014

According to the 2010 U.S. Census, Lafourche Parish has a population of 96,318 residents.

In the summer of 2014, the oil and gas industry, which is the main industry of our service district, experienced an average of \$112 per barrel for crude oil benchmark Brent. The price fell to \$62 per barrel by December 2014. In June 2017, the price per barrel was \$45. This three year span has led to sharp increases in the unemployment rate in our area, and the

assumption that our population has been affected in various ways, including people leaving the area to find work, and those that remain losing their healthcare coverage along with their full-time employment.

The state of Louisiana shed one-third of its oil and gas jobs since August 2015, according to a report released by Mr. Greg Albrecht, Louisiana Legislative's Chief Economist. An article posted in The Lafourche Gazette on June 20, 2017 reported that the Houma-Thibodaux area had lost another 400 jobs in May, and a total of 4,400 from June 2016 to May 2017. "The metro area, comprised of Terrebonne and Lafourche parishes, has lost more than one of every 10 of its jobs – roughly 14,000 total – since mid-2014 as low oil prices sparked layoffs and work slowdowns throughout the oil and gas industry," stated the same article mentioned above. In our 2014 CHNA, it was reported that the jobless rate was 4.9%. In January 2017, the jobless rate for Lafourche parish was 6.7% and in June 2017, the jobless rate for Lafourche parish was 5.9%.

According to statistics from the United States Census Bureau, comparing results by zip code from the 2010 official census, and the 2015 American Community Survey, our service area has lost 5% of its residents. Total population of Larose through Grand Isle in 2010 was 26,165, and in 2015 the population was 24,742, for a loss of 1,423 residents.

In an effort to identify the amount of residents who may have moved from our service area over the past three years, we reviewed school enrollment numbers from 2013 to 2016, as identified in the *Lafourche Parish School Board Financial*

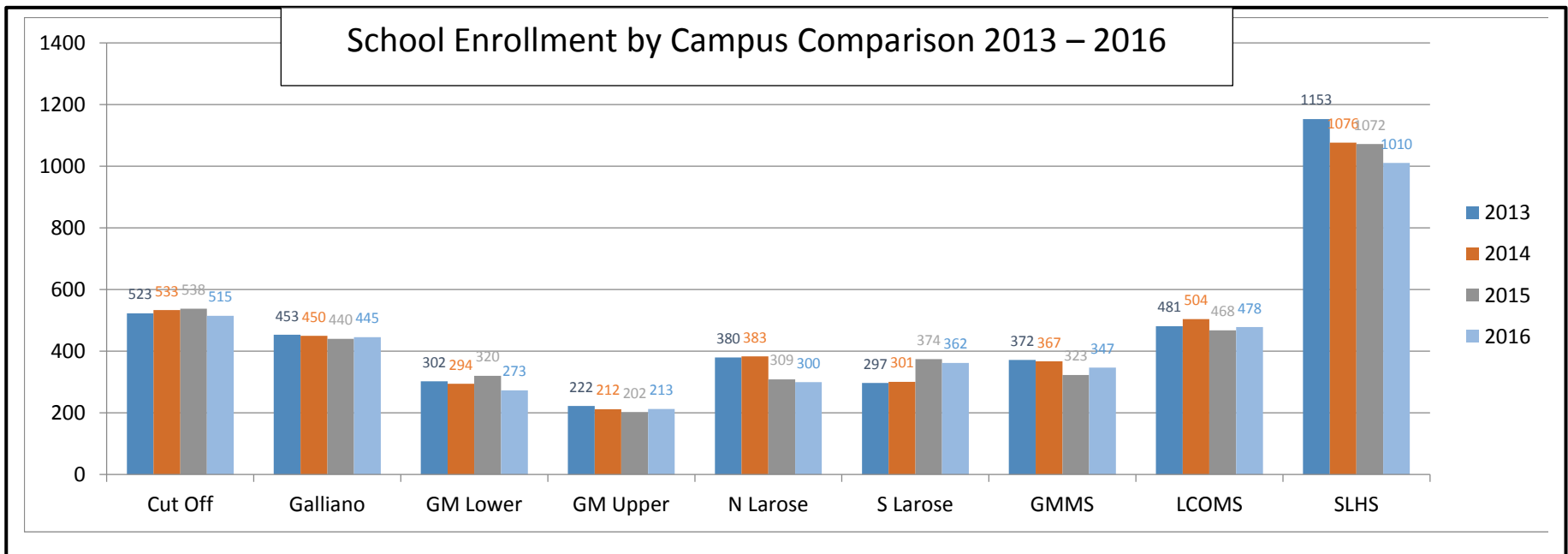
Statement of 2016. There was an overall loss of 6% of students enrolled in public education in schools within our service area (2013 = 4,183 compared to 2016 = 3,943). The largest decline in students was at South Lafourche High School, with a decrease of 12% (2013 = 1,153 compared to 2016 = 1,010)

When considering the above noted changes in our local community to draw conclusions in this community assessment, we must also take into account the Affordable Care Act and the impact of the enforcement of that federal health insurance law in our community. In July 2016, Louisiana expanded Medicaid coverage, which according to Louisiana Governor John Bel Edwards in a report released on July 6, 2017, led to a decrease in uninsured in Louisiana from 21.7% to 12.7% over the past 12 months. Data was not released by parish.

“Our community has experienced changes in the job market, household income and number of community members in the last couple of years. How do you think this has affected their utilization of health care services?”

Comments from Surveys:

- People are neglecting their health because of lost insurance or income.*
- People are not doing wellness visits because of cost.*
- People are waiting until they are really sick to seek care due to job cuts.*
- People don't want to spend money.*
- People go straight to ER instead of clinics because of no insurance.*
- I think more people are looking to access reduced cost services. With that, wellness care is put on the back burner.*





Assessing the Community's Health Needs

The main focus of this report is to identify the health needs of our community and create a plan of action to address these needs. We considered the input of various health experts in our community, surveyed community members for their thoughts and input, and used publicly available data to compare and support the health needs identified.

The top three health needs identified by the input that was gathered are:

- 1. Diabetes / Obesity – both in adults and children.**
- 2. Lack of Specialists In Our Service Area / Nearby Specialists do not accept Medicaid**
- 3. Drug Abuse / Mental Health – in adults and adolescents**

The majority of input we received from our community assessment falls into the three categories listed above. We will address each in the sections below, along with the data that was collected. Following this Community Health Needs Assessment, we will release an implementation strategy to affect positive change for the top three health needs identified.



Diabetes / Obesity

As reported in our 2014 CHNA, Lafourche parish has a high **diabetes prevalence at 17%**. This compares unfavorably to the Louisiana rate of 12.3% and the national median benchmark of 8.1%

According to the Centers for Disease Control and Prevention (CDC) adult obesity in the state of Louisiana is 36.2%.

Lafourche parish has an adult obesity rate of 35.30%.

Children 2-4 yrs old for Louisiana have an obesity rate of 13.2% and students in grades 9-12 in the state of Louisiana have an obesity rate of 13.5%.

The Centers for Disease Control and Prevention (CDC) defines obesity as, "Weight that is higher than what is considered as a healthy weight for a given height is described as overweight or obese. Body Mass Index, or BMI, is used as a screening tool for overweight or obesity." Body Mass Index (BMI) is a person's weight in kilograms divided by the square of height in meters. A high BMI can be an indicator of high body fatness.

Obesity is frequently subdivided into categories:

- Class 1: BMI of 30 to < 35
- Class 2: BMI of 35 to < 40
- Class 3: BMI of 40 or higher. Class 3 obesity is sometimes categorized as "extreme" or "severe" obesity.

People who are obese, compared to those with a normal or healthy weight, are at increased risk for many serious diseases and health conditions, including the following:

- All-causes of death (mortality)
- High blood pressure (Hypertension)
- High LDL cholesterol, low HDL cholesterol, or high levels of triglycerides (Dyslipidemia)
- Type 2 diabetes
- Coronary heart disease
- Stroke
- Gallbladder disease
- Osteoarthritis (a breakdown of cartilage and bone within a joint)
- Sleep apnea and breathing problems
- Some cancers (endometrial, breast, colon, kidney, gallbladder, and liver)
- Low quality of life
- Mental illness such as clinical depression, anxiety, and other mental disorders
- Body pain and difficulty with physical functioning

During our focus group discussions, participants voiced their concerns about obesity in our community and the health effects that may come from being obese. It was noted by our directors and supervisors that patients presenting in their

departments with various illnesses, poor health and obesity are increasing.

In discussing the most frequent needs that aren't being met with our KidMed nurses, all responded with a serious need for dietary counseling on all levels. It was reported that the only available dietitian in our area is through the WIC (Women, Infants and Children Federal Assistance Program) at the local state health unit. The closest referral for a nutritionist or registered dietitian is at either Childrens Hospital New Orleans or Ochsner Health System in New Orleans. These facilities will both accept patients with Medicaid coverage.

ER employees also identified type 1 diabetes / juvenile diabetes patients coming through their departments undiagnosed as a concern for the staff. Again, these patients must be transferred or referred to a provider over 60 miles away.

While obesity and diabetes may sometimes go hand in hand for type 2 diabetes, type 1 diabetes (sometimes referred to as juvenile diabetes) is not the same. Type 1 diabetes is an autoimmune disease in which a person's pancreas stops producing insulin, a hormone that enables people to get energy from food.

Although Lady of the Sea currently has on staff a certified diabetes educator who leads classes free of charge to diabetes patients, our impact on the diabetics in our community is lacking. It is suggested that a patient preventive approach of identifying people with "pre-diabetes" be considered and intervene earlier with education and lifestyle changes.



Lack of Specialists In Our Service Area / Nearby Specialists do not accept Medicaid

In each group, a spontaneous response of the lack of specialists in our area was reported. The second part of the complaint, mainly from our staff, was the lack of nearby specialists who accept Medicaid. Our primary care physicians and their staff often refer to specialists, and the lack of specialists who accept Medicaid makes it difficult for the medically underserved in our area to receive care.

Although most of the respondents understand our role in the healthcare continuum, it was mentioned by all groups that we lack specialists in our area, and this creates a burden on our patients, especially those with limited resources and transportation.

The specialties mentioned most often as necessary in our area are:

- 1. Cardiology**
- 2. Orthopedics**
- 3. Pediatrics**

Other specialties mentioned were ENT, Urology, Pain Management, Rheumatology, Endocrinology, Neurology, Gastrology and OBGYN.

Interestingly, Gulf Coast Orthopedics sees patients at our facility two days a week, for a half-day. They do not accept

Medicaid patients, and this is a concern for our staff who refer to specialists. Also, there is a local podiatry clinic, and two dermatologists who are in our service area seeing patients one day a week each. In our specialty clinic located on our campus, an oncologist sees patients one day a week, and a nephrologist also sees patients regularly in our area. The Birdsall clinic also announced earlier this year that they would be offering cardiology in their clinic, one day a week. When these specialties were mentioned at focus groups, people were unaware of these services and seemed surprised.

Our primary care physician's main complaint in referring to specialists are that there are very few who accept Medicaid patients, and often those with insurance must wait long periods of time to get in with a specialist in the surrounding areas. The Kid-Med nurses and school nurses both reported that it is easier to get a specialist appointment for a child on LA-Chip or Medicaid programs than it is to get a specialist appointment for adults.



Drug Abuse / Mental Health – in Adults and Adolescents

Within each group that responded, the need for mental health, psychiatric services, prescription drug abuse, and substance abuse was consistently reported. Although mental health and drug abuse are two different health needs, the responses were delivered together from our respondents, similarly to this quote from one of our participants, "Our community needs mental health assistance, because people

are self-medicating to correct their mental health issues, which leads to more issues of drug abuse.” Another respondent stated, “I really believe many people are self-medicating out of fear of medical bills because of lost jobs.”

Outpatient mental health is offered in our community by the Federally Qualified Health Unit that opened directly across the street from our ER in 2016. At the clinic, mental health services are offered 4.5 days a week. The nearest mental health clinic that is available full time is in Raceland, LA. It was reported by employees that a major factor in mental health patients missing their appointments at the Raceland clinic is that they have no transportation to get there.

As in most communities experiencing job loss and a recession, drug abuse has increased. In addition to the increase in drug abuse is the onslaught of opiate / opioid abuse in Louisiana as well as other parts of the country. Our community members are frightened by the increase in our local area and want to have options to treat those with addictions.



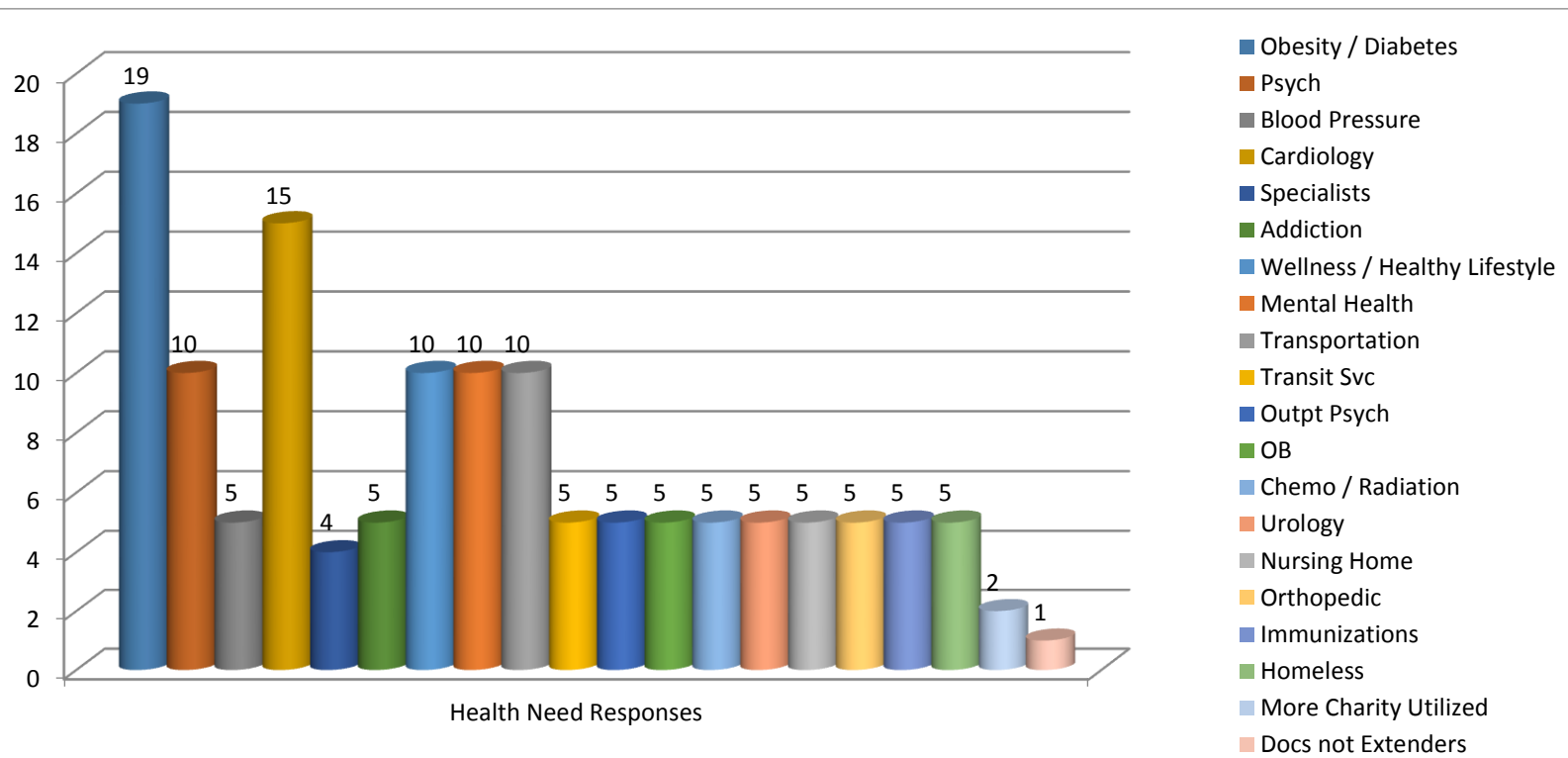
Additional Health Needs Identified

In addition to the top 3 health needs reported, the following health needs were also identified during our assessment:

- Geriatric Care
- Handicapped Assistance
- Medication Assistance
- Financial Assistance (adult Medicaid patients)
- Shelter / healthcare for the homeless population
- Transportation to / from providers and pharmacy
- Lab work could be done in Cut Off Clinic to assist with those who are limited in mobility or transportation.
- Orthopedics at the hospital has limited access and is also limited with insurances they accept.
- Transportation for medical care.
- Transit services (buses, taxis).
- OB services – only one clinic offered 3x weekly.
- Homebound - home health services are scarce even with Medicaid.
- Local Chemo / Radiation services – big burden on those local patients to travel all the time for therapy when they are so ill and can't drive themselves.
- UNDER-insured patients – don't understand their high deductible health plans and are upset with Lady of the Sea when they come for service.
- Clinic funds to defer cost for patient medical bills.
- Healthy Lifestyles – gym, diet, exercise, nutritionist



All Responses Graph



2017 COMMUNITY HEALTH NEEDS ASSESSMENT IMPLEMENTATION STRATEGIES

Overview

This implementation strategy was developed to address the health care needs identified in this Community Health Needs Assessment (CHNA). The top needs identified by the community in the CHNA were

- Obesity/Wellness
- Diabetes
- Lack of specialty care
- Mental health
- Drug abuse
- Transportation

Lady of the Sea's senior leadership reviewed, discussed, and prioritized the needs based on the areas identified by the community, the organization's available expertise, the expertise and resources of community organizations, services currently available, and the resources available at Lady of the Sea. Strategies to impact the most significant needs will address why the need was chosen and how we will address the need. The senior leadership at Lady of the Sea will assume overall responsibility for the strategies and the utilization of resources.

COMMUNITY HEALTH NEEDS ASSESSMENT NEEDS/STRATEGIES

I. Obesity /Wellness

- A. Rationale – Louisiana has the fifth highest adult obesity rate in the nation and the eighth among 10 to 17 year olds. Lafourche Parish has an adult obesity rate of 35.3%. Individuals who are obese are at increased risk for serious chronic disease.
- B. Goal – Provide education and interventions to increase healthy eating habits, increase physical activity, and decrease individual body mass indexes (BMIs).
- C. Strategies
 1. Provide information to the community through classes at the Learning Center on healthy eating and lifestyles.
 2. Focus on patient BMI assessment and intervention by providers at Lady of the Sea Medical Clinics.
 3. Provide inpatient and outpatient nutritional counseling by the hospital's registered dietician.
 4. Provide education on healthy eating and wellness to area schools.

5. Offer free monthly wellness Screenings for the community through the Learning Center.
6. Offer wellness screenings and educational programs on healthy diets and lifestyles to area businesses.
7. Promote LOSGH employee health by providing healthy options in the cafeteria and through the employee wellness program.

II. Diabetes

- A. Rationale – Lafourche Parish has a high prevalence of diabetes at 17% as compared to the rate in Louisiana of 12.3% and national rate of 8.1%. Diabetes is a chronic disease that can cause serious health complications.
- B. Goals – Provide diabetes education to diabetic patients in the community to promote disease management. Provide prediabetes screening to promote interventions to decrease risk factors for diabetes development.
- C. Strategies
 1. Provide diabetes education through the Learning Center’s Certified Diabetes Education Program free of charge.
 2. Focus on diabetes specific quality metrics in LOSGH’s clinics to improve diabetes management.

3. Provide prediabetes screening through the Learning Center’s free monthly wellness program, community outreach, and at the clinics.
4. Provide educational programs at the Learning Center and in community outreach on healthy eating and lifestyles to help decrease the rate of diabetes in the community.

III. Lack of Specialty Care

- A. Rationale – The CHNA identified the lack of specialists in the area, creating a burden on patients, especially those with limited resources and transportation. The main specialties identified were cardiology, orthopedics, and pediatrics. LOSGH provides a specialty clinic and leases space for dermatology, nephrology, oncology, and orthopedics, and many participants in the CHNA were unaware these specialists were available locally. LOSGH provides tele-cardiology services for inpatients and emergency department patients but efforts to maintain local cardiology services were unsuccessful. Family medicine practices provide for the care of children in the area. The concern expressed by respondents that many specialists do not accept Medicaid will not be

addressed as insurance acceptance is an individual medical practice decision, and not controlled by LOSGH.

B. Goals – Provide information on specialty services in the area provided by LOSGH.

C. Strategies

1. Provide information on services at LOSGH’s Specialty Clinic through social media and website postings.
2. Promote opportunities for additional specialties in the area.

IV. Mental Health

A. Rationale – The need for mental health services was mentioned simultaneously with drug abuse. Mental health services are offered 5 days a week at Teche Action Clinic and locally at private counseling clinics. Teche Action Clinic is a federal qualified health clinic and offers services to qualified patients at no cost or on a sliding scale. LOSGH will not focus on this need at this time as services are being offered in the community.

V. Drug Abuse

A. Rationale – The concern over drug abuse and opioid abuse was identified in the CHNA. This is a community, statewide, and national issue.

B. Goals – Provide community education on drug abuse, provider education, and work to decrease opioid prescription volumes.

C. Strategies

1. Provide community education through the Learning Center.
2. Provide education to medical staff and clinic providers on drug/opioid abuse.
3. Participate with community/state partners in prevention efforts. (Sheriffs’ Office, Community Pharmacies, Public Health, Insurance Agencies)

VI. Transportation

A. Rationale – The need for transportation services was mentioned by a number of respondents but will not be addressed for the following reasons. Transportation is currently provided for adults over 60 yrs. old by Lafourche Council on Aging. Transportation for Medicaid patients is provided by the Medicaid Plans and is now being offered locally through Broadlands Family Transportation Services. LOSGH Community Pharmacies will explore home prescription delivery to meet community needs.

2014 CHNA Review

There were 6 recommendations offered in the 2014 CHNA for Lady of the Sea General Hospital. The strategic recommendations with detail and results were:

1. **Urgent Care:** Increase access to health care services in lower Lafourche for immediate or urgent needs that do not require emergency care for the commuter community by opening an LOSGH Urgent Care clinic.

Result: Lady of the Sea opened an “Extended Hours” clinic in our specialty clinic, which moved into our new family medicine clinic, and is open to patients from 5pm to 9pm weekday evenings and on Saturday and Sunday from 9am to 3pm. This clinic has been a successful endeavor and our patients have utilized the service. In addition to our Extended Hours clinic, a private Total Urgent Care clinic opened within one mile of our facility in a heavily trafficked area by WalMart. This clinic is opened weekdays from 8am to 8pm, and on Saturday and Sunday from 8am to 5pm.

2. **Services for Business / Industry / Commuter**

Population: Forge closer ties and increase access to on-site health screening and medical care for the commuter community and other employees at the Port Fourchon oil complex and related area industries.

Result: Lady of the Sea opened a family medical clinic located in Fourchon, Louisiana to offer health screenings and medical care to the residents and

workers in the Fourchon and Grand Isle areas. The clinic has been opened for over a year, and patient loads are still low. The area layoffs have affected the number of people in the area. The Board of Commissioners continues to monitor the clinic usage in considering the future of the clinic.

3. **Primary Care Physicians:** Foster improved relationships with members of the primary care physician community in lower Lafourche Parish.

Result: Lady of the Sea began offering quarterly forums in 2014 for primary care physicians in our area, although the attendance was poor and instead, rounding on physicians was put into place. Leadership continues to round individually with each physician, gathering personal input from physicians on their concerns about community health and our facility.

4. **Low Income Population:** Continue increasing access for low income people, including low income ethnic minorities, in the communities of lower Lafourche.

Result: Access to care has been addressed in a variety of ways, especially for the low income population. During a recent interview with the staff at the Federally Qualified Health Unit (FQHC) located directly across the street from our ER, it was reported that the demand for primary care was being met in the community, and they only offer one day a week for

primary care, with an average of 5 patients utilizing primary health services on that day.

Our clinics continue to have same-day appointments available and a reduced cost “cash” price for patients without healthcare.

The Lafourche Parish Health Unit continues to offer women’s reproductive health appointments, immunizations, and well-baby care to our low income population.

- 5. **Mental Health Population:** Work on ways to reduce barriers and increase access to mental health services in lower Lafourche.

Result: Mental health services in our area have improved greatly with the Federally Qualified Health Unit that opened directly across the street from our ER. A nurse practitioner sees patients 1.5 days per week for counseling and medication management and prescriptions, and a licensed counselor sees patients 4.5 days a week. Access to care at the FQHC is up to date, usually taking only a day or two to get an appointment. For mental health patients in crisis or after hours, the FQHC staff refers to our ER.

- 6. **Diabetes:** Establish and work toward the goal of decreasing the high prevalence of diabetes in the lower Lafourche regions.

Result: Over the last three years, Lady of the Sea has offered free diabetes education classes for newly

diagnosed patients through our Learning Center with a Certified Diabetes Educator. Although attendance has been sparse, we plan to expand class offerings and pre-diabetes intervention in our family medicine clinics to have a greater impact on our community.

In addition, two of our nurse practitioners have been certified to manage insulin pump therapy, with one of those practitioners also becoming a certified diabetes educator.

Additional Comments from Surveys:

Awards bring awareness of services offered and what is available.

Overall very good rating from me.

I had a bad experience in the ER two months ago with my brother.

Proud of our hospital to see accomplishments in the newspaper.

We are very lucky to have such a good hospital in our area. Thanks for being here when we need you.

Very satisfied with wellness clinic.

We love LOS!

We like the people at the clinic and hospital. They always have a good attitude and big smile.

Care, compassionate, personable staff.

Loving people who care.