

AMG - Integrated Healthcare Management

Committed to Excellence



Our Mission is to Heal

We put patient care first at all times.

50+ Years Experience

Dedicated to providing our patients the most appropriate medical care.

Ever Expanding

Over 1400 employees and 15 facilities, but it's only a start.

We Are Special

Committed performance of our exceptionally skilled and valued employees.



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Corporate Newsletter-Spring Edition 2013

INTEGRATED HEALTHCARE MANAGEMENT

AMG

Gus Rantz, IV

Message From The President

To all of our 1400-plus AMG family members, thank you for a great first quarter of caring, compassion and industry-leading hospital service. As many of you know, the country, and the health care industry in particular, is facing a tumultuous and uncertain future. The Physical Rehabilitation and Long Term Acute Care industries, along with many other health care providers, will be forced to deal with significant cuts from the federal government beginning in April of 2013. I am writing to ask each of you to help us through these times, more than ever, by controlling waste and inefficiency. Unlike many other organizations, AMG's goal and commitment is to maintain our team members' benefits and wages and continue to look for ways to improve them. This can only be done by all of us working together to deliver high-quality and efficient health care to our patients.

The good news is that AMG's team has never been stronger. In our hospitals and at the corporate level our talent has never been better, and our health care delivery is industry-leading. The certainty of tomorrow is that there will be those in desperate need of our critical care services and the brand of quality that we continue to provide is second to none. It is only through the continued excellence of each of you that AMG will be able to meet the needs of our patients for years to come.

Thank you all for your passion and service to our patients and to AMG. You are the AMG brand.

Thank You,
Gus Rantz, IV
President



Message From The COO

AMG

Integrated Healthcare Management

Gene Smith

It looks like the first quarter of 2013 has picked up where the fourth quarter of 2012 left off: very busy. All of our hospitals have experienced some very robust censuses and we have set volume records over the past three months. Congratulations to all of you for helping make that happen.

Susan Wallis and I completed all of the Town Hall and HIPAA training trips at the end of March, and it's time to let my traveling shoes rest for a day or two. For those of you that attended, I want to thank you again for your participation. I enjoyed interacting with all of you during those meetings. I was very pleased with the level of professionalism represented by all those I met with, and am confident that our patients will be served well with the wonderful people we have at our hospitals. Thank you again for your time and comments.

Another impression I came away with from the meetings was the clinical growth all of our hospitals have experienced over the past year. The numbers of ventilator patients we treat are at an all-time high. More and more procedures are being performed "in-house" than ever before; our clinical capabilities have increased to the level where we now care for patients with ET tubes, vasoactive drips, and many other conditions that we were unable to treat just 12 months ago. Congratulations to all for your efforts on this achievement.

The second quarter will present a number of challenges for us as we continue to grow and improve. The biggest challenge we have looming is the 2 ½% Medicare payment cut we will experience, as a result of the Sequester, that takes effect April 1st of this year. This makes it imperative that we execute all the cost-saving strategies I discussed at the Town Halls. By doing this, we will be able to keep our hospitals viable and continue to grow. This won't be the last of the payment cuts we'll experience going into next year, so we must look at where we can do things more efficiently in every aspect of our operation.

We have a lot of forward momentum now and I look forward to working with the teams we have in our hospitals to continue this momentum throughout 2013. Together, we'll make this year an outstanding year for AMG.

Gene Smith
Chief Operating Officer



Welcome Aboard

We would like to welcome to the AMG family all new employees who started with the company during the first quarter of 2013. We are happy to have you as part of AMG and your facility's team. Welcome aboard!



AMG Specialty Hospitals

Lafayette

Estella Arceneaux
Tifani Babin
Jessica Koch
Derrick Miller
Tyra Richard
Lateefah Williams

Slidell & Bogalusa

Kayla Castaneda
Meghan Castaneda
Kimberly House
Jennifer McNease
Brittany Pinter
Melissa Reed

Muncie

Erik Anderson
Dianna Christman
Nathan Hughes
Adam Jividen
Kasey Linder
Jason Quate
Christopher Sherron

Wichita

Tolulope Adaranijo
Chantel Brown
Tricia Atton-Freeze
Wendi Long
Patricia Peter
Cheryl Relph
Frances Riegel
Lok Y Schoenthaler
Katherine Sodowsky
Harold Walker
Cindy Wells
Sarah Willits
Dannica Woepfel
Christal Wood

Albuquerque

Consolacion Butler
Roberto Coya
Kristine Cruz
Thomas Francish
Christopher Fredricks
Felicia Gallegos
Joseph Guereca
Lisa Martinez
Niko Martinez
Elaine Ortiz
Christopher Parson
Ernest Tafoya
Denise Moya

Feliciana

Kerry Archote
Shellie Bertrand
Derek Brady
Alise Harts Hall
Heather Hill
Rashanda Isaac
Gabrielle Olson
Tammy Rivett
Jessica Spence
Tanjanka Thomas
Lacey Turbeville

Welcome Aboard -Continued
AMG Specialty Hospitals



Edmond

Yetunde Adegoke
Noelle Assanga
Lauren Blount
Serena Brewer
Autumn Caputi
Alexus Danladi
Karla Hernandez
Jasmine McKinzie
Amber Mosley-Ross
Rosemary Obi
Happiness Orji
Cynthia Pinkston
Kerry Radcliffe
Marilyn Revas
Aina Robinson
Christina Scott
Ebony Thompson
Syreeta Williams
Kiara Denson

Houma

Tonia Antoine
Twila Bergeron
Kacy Billiot
Jeremy Campo
Roy Desmore
Dana Durkes
Casey Favors
Kathleen Fruge
Jimmy Hebert, Jr.
Rebecca Hite
Latoyra Howard
Keyonta Johnson
Toni Joseph
Keishia McKinley
Brandy Melancon
Brittany Melancon
Charlene Melvin
Rebecca Owens
Heather Vining

Denham Springs

Marylyn Haisip
Marilyn Davis
Lisa Wagner

Greenwood

Jonathan Rogers

Paramount Hospice

Helen Ajala
Deborah Rodosta

LPRH

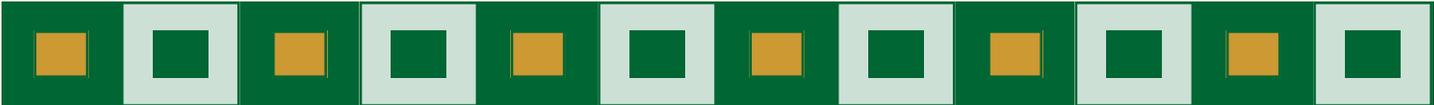
Hailey Angelle
Katherine Dyess
Rebecca Gilley
Katherine Marie Kinler
Camille Semien McBryde

NMC

Daphnae Bobo
Miriam Dugas
Jessica Fabre
Barbara Talley

Kelly Hamilton
Jillianne Hart
Jackie Landry

Cody Lovvorn
Elma Ockman
Valerie Smith



From the News Room of Clinical Services

I'm very excited to introduce to you the latest product AMG has added to our arsenal of patient skin protection. We began using the WAFFLE mattress in our Houma facility in November of 2012. During a two month trial, Houma experienced a >50% reduction in their nosocomial pressure ulcers. Pressure ulcers are associated with substantial and significant increases in hospital costs and length of stay. As you know, hospitals are now required to report any pressure wound development or worsening to CMS. Next year, we will be penalized financially for pressure wound development and worsening.

The first line of defense in pressure ulcer development is quality patient care, aggressive turning schedules, careful skin inspection and immaculate skin care. But along with good patient care we utilize other tools to assist in the reduction of pressure for our patients who are unable to perform their own pressure relief. The WAFFLE mattress is one of those tools. WAFFLE brand products are recommended for the prevention and treatment of Stage I-IV pressure ulcers and for deep tissue injury. Patients at moderate or high risk (Braden Scale 13-14 is moderate; <12 is high) are good candidates for this mattress.

The WAFFLE brand mattress is an overlay that is low profile in design allowing for pressure redistribution and minimization of shear through the utilization of static air technology. It is constructed of soft, nonporous medical-grade vinyl. It is 100% antimicrobial to reduce the risk of infection.

The advantages of the WAFFLE brand mattress is that it is cost-effective and easy to use, inflates with a non-electrical reusable pump, is easy to clean, and it has air venting holes which allow for moisture and temperature control. Patient handling and transferring is easy with the built-in hand-wells on each side of the mattress and it is safe and secure as it offers adjustable straps to keep it secure to the bed. The mattress overlay is made to go right on top of the existing mattress; it assists in the prevention and healing pressure ulcers. It is also recommended as a tool for pain management.

The WAFFLE brand product line also includes seating cushions and foot and heel elevators. The WAFFLE seat cushion is recommended for patients up to 300 pounds and is used for comfort and treating and preventing pressure ulcers while our patients are up in chairs, out of bed. It is safe and convenient for getting in and out of chairs. The WAFFLE heel elevator is effective in preventing pressure to ankles and heels.

Consider these risk factors when deciding to use a WAFFLE product:

- Patient cognition
- Patient mobilization
- Patient nutrition and hydration
- Moisture and incontinence
- General medical co-morbidities
- Existing pressure ulcers including deep tissue injury
- Prevention of pressure ulcers in patients with closed stage III, IV and unstageable wounds.

While the WAFFLE mattress may not be appropriate for all of our patients, you will want to replace unnecessary low-air loss mattress use. Low-air loss mattress rentals on average cost \$293.00 per patient use while the WAFFLE mattress is a one-time charge of \$35.00. But even more importantly, use of the WAFFLE overlay has proven to reduce and heal pressure ulcer wounds as well as or better than the low-air loss mattress. Implement the WAFFLE overlay and see how your pressure ulcer development and healing is improved! It's all about better patient care and good stewardship of our resources.

Karen Roth
Corporate Clinical Officer



From the News Room of Pharmacy Services

Cost-The outlay or expenditure made to achieve an object (Webster).

In business, it is the goal to make this outlay as low as possible. While it is possible for a single department or individual to assist in lowering costs, dramatic changes can be seen when tackled as a team effort. Medication costs are just one example of where team collaboration can ultimately affect the dollars spent. Simply changing to a less expensive form of a product can decrease costs, but having medical staff approve substitutions not only significantly decreases the outlay, but allows staff to become more proficient with the products stocked.

Our pharmacy services are provided by different providers, all with different costs because of how they purchase. Our goal from a corporate perspective is to ensure our service providers use the most efficient means of providing safe and cost effective ways of delivering medication.

The following are tactics we are beginning to use, to handle pharmaceutical costs:

Formulary. All medications fall into classes. It is virtually impossible to stock every medication made, which is why hospitals rely on this process. The goal is to determine the best agent in the class based on safety and efficacy (the capacity to produce an effect). Our aim is for the facility to utilize such a list of medications that is approved by the medical staff and substituted by the pharmacy.

Policy and Procedure. While this may seem as an unusual method to use, it is possible to lower costs by defining the ways things are done. Process consistency means less waste and better use of items.

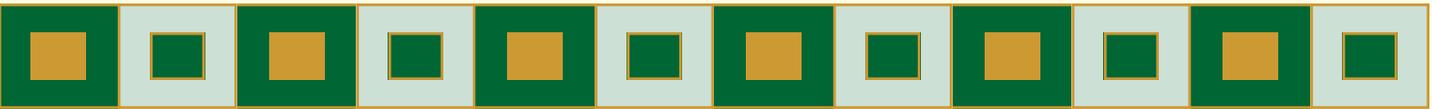
Technology. Pharmacists are trained to use their knowledge for clinical applications, but unfortunately have daily routines that must be completed (checking products, order entry, IV preparation, etc). The ability to utilize technology like dispensing cabinets, frees up more time for the staff to perform clinical activities.

Interventions. By improving pharmacist screening and interaction in areas such as antibiotic use and product selection, we expect to see decreases in use of certain products. The emphasis in this area is more focused on patient safety, even though cost is impacted.

Contracts. Ensuring that our purchasing contracts are in place allows us to stretch our dollars and help lower our overall cost. Our goal is to utilize corporate-wide contracts that provide enhanced benefits compared to individual hospital ones. While corporate wide-contracts have an advantage of lower prices, they often require commitments in order to obtain the pricing.

While this first article has mostly concentrated on cost containment, more programs dealing with clinical initiatives, antibiotic stewardship and regulatory preparation are in the works. I look forward to working with each of you as we implement these programs!

Rusty Petitjean
Director of Pharmacy Services



From the News Room of Health Information Management and HIPAA

Be a HIPAA Hero...Protect IT! It's Your Job



There have been several regulations over the last 10 years that have enhanced privacy and security, such as, the Health Insurance Portability and Accountability Act (**HIPAA**) (2003 & 2005), *Health Information Technology for Economic and Clinical Health (HITECH)* Act (2009), enacted as part of the American Recovery and Reinvestment Act, and most recently the Omnibus Spending Bill (2013).

Due to the latest changes, in February and March of this year, in conjunction with our Annual Town Hall meetings, we began a company-wide initiative to heighten the awareness of each workforce member's responsibility to safeguard protected health information (PHI) and personally identifiable information (PII). We started with providing face-to-face HIPAA education at all of our facilities and required all of our hospital employees to re-take the company HIPAA education and competency test, regardless of when their annual training was due.

As a member of the AMG workforce you have an obligation to protect PHI in written, spoken and electronic form. PHI should be treated as \$1,000 cash – you would never leave it lying around in unlocked offices or nurses station countertops; you would never transport it on the seat of your car; AND you would never freely give it out to anyone that asks for it.

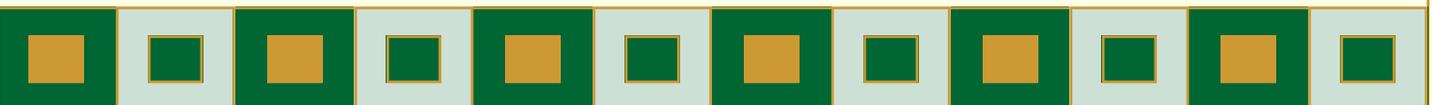
What is PHI? Protected health information (PHI) is any information in the medical record or designated record set that can be used to identify an individual and that was created, used, or disclosed in the course of providing a health care service such as diagnosis or treatment. In a nutshell, one (1) of any eighteen (18) patient identifiers and diagnostic or treatment information constitutes PHI. This includes information found in medical records, billing records, health plans, management reports, etc.

How Do You Protect It?

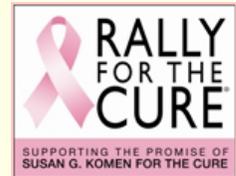
- If a medical record or report is in public view where patients or others can see it, cover the file or turn it over. If it is unattended, secure it and notify your supervisor.
- When you talk about patients as part of your job, try to prevent others from overhearing the conversation. Whenever possible, hold conversations about patients in private areas. Do not discuss patients while you are in hallways or other public areas.
- When medical records are not in use, secure them from being accessible by unauthorized individuals including keeping office doors locked when unattended. Remove patient documents from faxes and copiers as soon as you can.
- When you must throw away documents or objects containing PHI, follow the facility procedures for disposal of documents with PHI, shredding paper and removing labels for other devices such as IV bags and pill cards.
- Use only the *Minimum Necessary* when you use PHI by asking yourself the following question: "Am I using or accessing more PHI than I need to?" If you are unsure of the PHI you may use or access while providing health care for a patient, please contact the HIM Department or the AMG Privacy/Security Officer.
- Use caution when disclosing PHI to a patient's family member. Before you may discuss a patient's condition, treatment or other PHI with his or her family member, it must be determined if the patient would object to such a disclosure. You should confirm with your supervisor that the patient has agreed to allow, or in some other way has expressed no objection to such disclosures before you may discuss a patient's condition, treatment, or other PHI with his/her family members.

Protect It! It's Your Job! *Special thanks to Heidi Hughes, HIM Director, AMG Specialty Hospital Lafayette – winner of HIPAA Slogan*

Susan Wallis
Director of Health Information Management-HIPAA
Privacy & Security Officer



AMG Supports the Fight Against Breast Cancer



On March 16th, 2013 a team of AMG employees and their families participated in the Susan G. Komen-Acadiana's Race for The Cure. The race took place at Girard Park in Lafayette, LA on a beautiful spring morning. The purpose of the event is to make a difference and celebrate survivorship, honor those who have lost their battle, and most importantly, raise funds and awareness for the fight against breast cancer. AMG would like to thank all the employees and their family members who came out and supported this great cause.

Missy Bartels
Director of Media and Public Relations



Paramount Hospice Lends A Helping Hand



On a quiet Saturday morning, a team from Paramount Hospice arrived in the sleepy town of Jeanerette, LA to assist one of their elderly patients in staging a garage sale. The elderly woman was relinquishing some of her belongings in an effort to seek closure in her life. She was alone due to the circumstances of advanced age, her partner living in a nursing home 30 miles away and her sons living out of state.

So who can one turn to in times of need...up steps the Paramount Hospice team! Masterminded by Bridgett Polk, organized by Bridgett and Courtney Berry, and operated by these two extraordinary individuals as well as Felicia Ledet and Gregory Hebert, the team helped the patient clean and organize to prepare for the sale. Garage sale day, the team converged on the house like bees to the hive. The patient was able to run her garage sale and close a chapter of her life that was meaningful to her. The Paramount Hospice team felt great supporting their patient. Not only was the garage sale a success, but supporting their patient was a bigger success.

Greg Hebert
Social Worker



AMG Employee Elected For Local Organization

The American Payroll Association of Acadiana recently elected their 2013 officers. AMG employee Miranda Hebert, Payroll Specialist, will serve as Secretary for the Local Chapter.



Congratulations Miranda for being elected. We wish you the best of luck in your role as Secretary.

Vonda Broussard
Director of Human Resources