

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-Summer Edition 2013

## Message From The President

I hope you all are enjoying the summer with your families. Please be sure to enjoy this time with your families as we finish up summer and move into the fall holiday season. Please pray for those in our AMG family that have dealt with various hardships, including losses of loved ones as well as mother nature's natural disasters this year. Thank all of you for stepping up and supporting one another and being more than just co-workers during these times.

AMG continues to lead the post acute community in its delivery of high quality healthcare, and it is because of each and every one of you working hard every day. Compassion and caring is palpable, it's tangible, and it is reflected in the quality of care we deliver and in the feedback we get from our patients. Please continue to make each and every patient personal. Continue to be compassionate and have patience, even in spite of sometimes difficult patients and sometimes difficult families. Also remember that no one chooses to be sick or injured, no one chooses to be in an LTAC hospital; but rather their illness dictates a need for the level of healthcare we provide.

A lot of post acute companies deliver good care, we deliver great care...each one of you delivers great care! Thank you for your service and your compassion. Together we will continue to raise the bar in healthcare.

Thank You,  
Gus Rantz, IV  
President  
AMG



# Message From The COO

It's hard to believe that we're already starting the third quarter with so much left to be accomplished for the year. April started out gangbusters and May showed some slowdown companywide. Fortunately, the cost reduction initiatives we started during the first quarter have enabled us to reach our budgetary goals, even with the 2% reduction in Medicare payment due to the sequester. Many thanks for all your hard work and dedication.

During the second quarter we experienced some unprecedented improvement in the intensity of patients we are capable of treating. For Example, our Muncie hospital reached case mix indexes of 1.8 with excellent success rates. At one point, they had 10 people on mechanical ventilation, many of them trached in our hospital. This has been an incredible effort by our superb team in Muncie. Several other hospitals also showed improved case mix indexes and clinical capabilities during the second quarter, including Albuquerque, Houma, Slidell and Lafayette. Again, a great clinical effort by those teams.

On the rehabilitation side of the company, the Neuromedical Center Rehabilitation Hospital has set every record of its five year history in census, case mix index, productivity and profitability. Jay Ivy's clinical and liaison team have really stepped up their game and I look forward to having them exceed all expectations for this year.

There have been many other hospitals that I haven't mentioned that have dealt with some adversity and market conditions beyond their control, yet have still performed well and I believe are poised to have an excellent second half of 2013. They have recruited many new physicians to participate in our program, implemented all of the cost savings initiatives, recruited excellent clinical staff and have improved their status within their communities. I'm thankful for their efforts.

One of the exciting additions to our corporate support has been the development of the Supply Chain Management function under the direction of Jared Sere. Jared stepped up, received additional training in this function and has begun to implement these principles throughout the company. I'm very excited about his new role and the contribution he continues to make at AMG. You will read more of his goals and efforts in this newsletter.

On the Quality Assurance/Performance Improvement front, Jennifer Wallace, the CEO of Greenwood, MS, has taken on an additional role in this area and is helping us lead several projects we have underway. Even though we are recruiting for a Director for the QA/PI position corporately, we had some immediate needs that Jennifer has agreed to fulfill in the meantime. My hat is off to Jennifer and all the contributions she has made, and continues to make for AMG.

Thank you all for being a part of AMG and for all of your efforts on behalf of the patients we serve. As we move through the summer months, we will continue to implement improvements and additional services for our hospitals as well as grow and expand our business. Also, when you're on your summer outings, please, be careful out there.

Gene Smith  
Chief Operating Officer  
AMG

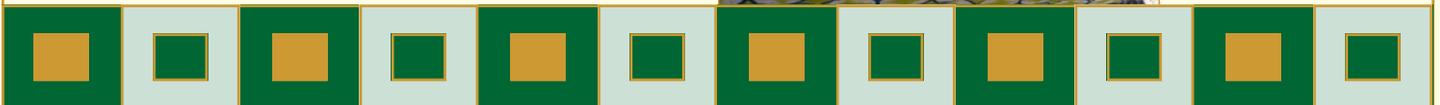


## *From the News Room of Corporate Hospital Development*

Corporate Hospital Development (CHD) has been busy entertaining employees and business associates at our out-of-state hospitals. In May of this year our Edmond and Wichita hospitals hosted their “Annual Crawfish Boil.” Crawfish were brought in from Lafayette, LA and boiled by a Lafayette company, “Mudbugs.” Fried fish was also served from local Edmond and Wichita restaurants. Everyone got a true taste of Louisiana! Members from the corporate management team attended each event and were there to meet and greet employees and business associates. A good time was had by all.

The next month CHD hit the road again and made their way to our Albuquerque and Muncie hospitals. First stop was Albuquerque to help host the hospital’s “Open House.” Business associates were invited to tour the newly-renovated hospital and taste authentic Louisiana duck and andouille sausage gumbo. The Gumbo was made by a Lafayette, LA restaurant and live music was provided by a local Albuquerque band for entertainment. The hospital’s employees attended as well. The open house had a great turn out!

A week later our Muncie hospital had their first “Meet and Greet.” Business associates were invited to meet the staff, tour the hospital, and try some authentic Louisiana gumbo. The hospital’s employees, case management from Ball Memorial Hospital, the hospital that our Muncie LTACH resides in, and some of AMG’s corporate management attended the event as well. The event was a success for Muncie’s first “Meet and Greet.”



## *From the News Room of Supply Chain Management*

As our industry is faced with many new challenges and an unclear future, it is our duty to consistently strive to identify opportunities for financial, human, and material resource conservation. As a part of this theme focused on allocating every dollar possible to patient care, AMG leadership decided to revitalize the development of supply chain management. Clinical and administrative input from the facility level will be vital in this effort, so we can together assess our current processes, apply industry best practices for supply chain management, and effectively develop and implement the methods and systems moving forward that best suit our company's infrastructure, with an eye on eminent growth and changing industry standards.

The Mission, Vision, & Values that will be used to guide all efforts within the supply chain department are as follows:

**Mission:** Supply Chain's mission is to facilitate the efficient delivery of high quality products and services, ensuring satisfaction for all stakeholders by focusing on enhancing the quality of our patient's experience.

**Vision:** To identify processes that add value to the organization by using industry best practices and applying evidence based analytics to drive decisions. We will also partner with clinicians and staff to provide a comprehensive approach to value analysis, and optimize company resources while leading through healthcare's changing environment.

**Values:** Reliability, Excellence, Stewardship, Pride, Enthusiasm, Caring, Teamwork

Supply Chain Management is one of those invisible support functions of our business that only gets noticed when someone doesn't have what they need to do their job effectively. Fortunately, AMG has had some success over the last two years in leveraging our growing value as a client, to negotiate better pricing in some areas of supply and service. I also know first-hand that we have endured some frustrating experiences as a result of either poorly structured existing contracts, or ineffectively implemented contracts, for a number of different reasons that can be attributed to rapid growth. The silver lining to all this is that we now have the ability to quickly and easily realize immediate and significant cost savings in a relatively short period of time, resulting in higher profitability and end-user satisfaction. Thanks to the effort of many people, we have already taken the first steps toward improvement, by executing capital equipment purchases to reduce existing overages in rental costs, and by the closing of the medical supply formulary that will be rolled out this month.

As with all new programs and initiatives, there is much to be accomplished, and it will require attention to detail and transparent communication throughout the entire team in order to be successful. Rest assured, however, that the need to be swift will not supersede the need to be organized and effective, so that we continue to lay a foundation from which to improve. I sincerely look forward to developing new relationships with our leaders in the field, and serving you as a resource for quality outcomes.

Jared Sere

Director of Operations and Supply Chain Management

AMG

## *From the News Room of Clinical Services*

Quality health care is easily defined as doing the right thing at the right time in the right way to achieve the best possible results. AMG measures the quality of health care it provides by tracking performance, processes, and outcomes. This data, otherwise known as performance measures or indicators, is medical information from patient records converted into a rate or percentage that shows how well we care for our patients. Each AMG facility currently collects over 120 performance indicators each month! These performance indicators or measures are tracked electronically through the ActionCue Quality Management System. This system allows real time data entry and immediate notification of key staff for facility events. AMG facilities are also compliant with all current CMS-mandated quality reporting. Our facilities have shown some significant progress with many of our Core Quality Performance Measures. Results are as follows:

<i>Performance Measures</i>	<i>AMG LTACHs (Last 2 quarters-4th quarter 2012, 1st quarter 2013)</i>	<i>National Standard/AMG Benchmark</i>
CLABSI (NHSN)	1.2	1.2-2.0*
CAUTI (NHSN)	2.0	2.2-3.6*
Pressure Ulcer New or Worsening (LTCH Care Date)	2.1	
Ventilator Associated Pneumonia (Mean)	0.2	0.9-1.1-Critical Care* 0.4-2.0-Medical Surgical*
Ventilator Wean Rate	68%	60%*
Ventilator Wean Days	13.55	21-24*
Hospital Acquired Pressure Ulcer Rate	0.03	4.1*
Readmission Rate	0.43%	18-22%*/10% (AMG)
Healthcare Associated Infection Rate	1.92	3.6*

\*National Standard

According to information published in the Federal Register in May, 2013, CMS is proposing that LTCHs (Long Term Care Hospitals) and IRFs (Inpatient Rehabilitation Facilities) continue to submit data for the quality measures required for fiscal year 2014. Additionally, for April 1, 2014 through December 31, 2014, it has been proposed that both LTCHs and IRFs begin to collect and submit data for one new quality measure: NQF#0680-Percent of Residents or Patients who were assessed and appropriately given the seasonal Influenza vaccine. Further, for October 1, 2014 through March 31, 2015, CMS has proposed that LTCHs and IRFs collect and submit data for one additional quality measure: NQF#0431-Influenza Vaccination Coverage Among Healthcare Personnel. This proposed data submission will affect the payment update determination for fiscal year 2016.

Another proposed measure for future years, for both LTCH's and IRF's, is the All-Cause Unplanned Readmission Measure for 30 days post discharge. This measure estimates the risk-standardized rate of unplanned, all-cause readmissions for patients discharged from IRFs and LTCHs who were readmitted to an STACH and/or LTCH within 30 days of an LTCH or IRF discharge.

Other proposed measures for future years include using NHSN for Multidrug Resistant Organism (NQF#1716) and C-diff infection Laboratory-Identified Event Reporting (NQF#1717), and NQF#0674-Percent of Residents or Patients Experiencing One or More Falls with Major Injury. This measure would be reported through the LTCH Data Set.

**AMG is ahead of the curve!!** Beginning October 1<sup>st</sup>, all AMG facilities will begin reporting on ALL of these proposed measures. The 3<sup>rd</sup> quarter of 2013 will be used to educate all staff on these measures and how to properly collect and submit this data. We will also be adding several performance indicators to the ActionCue system over the next few months. I will be working with facilities to help with the gathering and analyzing of all key performance indicators.

Remember, as Aristotle once said, "Quality is not an act, it is a habit".

Jennifer Wallace  
CEO  
AMG Specialty Hospital-Greenwood

## *AMG Partners with The Advisory Board Company*



The Advisory Board Company is a global research, technology and consulting firm that spends time with all elements of the healthcare continuum, not only for post acute facilities, but acute facilities as well, which makes them well-versed in all aspects of health care. They offer a comprehensive set of services: research, executive education and leadership development, decision support tools and consulting. AMG's membership benefits from all the services they provide, which can better equip us to grow into a leading post acute care provider. This partnership is an interactive partnership with both The Advisory Board Company and AMG communicating and exchanging ideas and information. We here at AMG are very excited to be partnering with The Advisory Board Company and look forward to working in collaboration with them. To learn more information about The Advisory Board Company, please contact your Regional Director of Corporate Hospital Development.

### ***New Tracheostomy Care Booklet***

Recently the company created a new Tracheostomy Care Booklet, for our LTACHs who offer respiratory services. This booklet is a take-home booklet for trach patients; designed for the hospital's Respiratory Therapists to go over in detail with trach patients before they return home. The booklet covers important information concerning their tracheostomy and trach; parts of the trach tube, kinds of trach tubes, caring for their tracheostomy, changing their trach holder, changing their trach tube, stoma care, and emergency information. This booklet was developed at the request of one of our LTACH CEOs who saw a booklet similar to this being used in an acute hospital. The feeling was this would be a useful educational tool for our trach patients as well. The request was approved by AMG's Chief Clinical Officer, Karen Roth, who also felt this would be an asset to the hospitals and their trach patients. Karen, Rodney Midkiff, CEO of AMG Specialty Hospital-Muncie and Missy Bartels, AMG Director of Media and Public Relations, worked together as a team to put the booklet together. We hope your respiratory team will utilize this booklet and it will be a great education for your patients.

## *Company Logo Apparel*

Many of you have asked about company logo apparel because you have been seeing a few people in your hospital wearing company logo polo shirts. Currently your Administrative Assistant (AA) has the information on the company logo polo shirts. We also offer other professional clothing items besides polos for you to order.

I have sent a catalog to your AA for them to keep in their office for you to look through. If you are interested in ordering company logo apparel please contact your AA to place an order.



Please know that once we order an item for you, the item **CAN NOT BE RETURNED for ANY REASON.** With that in mind please ensure you are ordering the size you feel would be best fitted for you.

For those who are considered “clinical” you must wear scrubs, preferably company logo ones. Below is a list of positions that must wear scrubs; all other employees can wear professional company logo apparel.

### Clinical Positions:

RN and LPN  
CNA  
RT, PT, and OT  
Case Mgr.  
HIM  
Dietary  
Housekeeping  
Tech  
Unit Secretary/Ward Clerk  
Central Supply

If you have any questions, please feel free to contact your AA or me.

Missy Bartels  
Director of Media and Public Relations  
AMG

## *AMG's Artists*

Some employees of AMG's corporate office turned into “Artists” for a summer afternoon. They visited Painting With A Twist, a local company that pairs instructional art with friends, beverages and a lively instructor to help create individual works of art. Everyone enjoyed the fun time with their co-workers and created their own master piece.



## *Welcome Aboard*

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



### **AMG Specialty Hospitals**

#### **Feliciana**

Lizabeth Caminita

#### **Greenwood**

Ashley Nicole Boyd

Rodney Hammond

Emily Holly

#### **Wichita**

Todd Bohner

Sanghamita Das

Elizabeth Mugo

Victor Ogega

Jennifer Peterson

Toni Rollins

Phillip Saunders

Dana Schlonga

Jeffrey Stroufe

#### **Slidell & Bogalusa**

Brandi Brown

Debbie Couraud

Deven Fejka

Nicole Fleming

Jamie Johnston

Nicole Leidelmeyer

Rodger Moore

Clint Seal

Heather Stockstill

#### **Albuquerque**

Shana Aguilar

Roxanne Baca

Mathew Boone

Yvonne Burck

Brian Dougherty

John Ebertying

Kristi Gaskin

Susan Hazeltine

Louie Lopez

Morris Lovato

Archie Richardson

Cynthia Ruiz

Norrisjean Schaal

Marlene Toscano

Denise Trujillo

Christina Valdez

#### **Muncie**

Lindsey Borger

Michelle Brogdon

Emma Castle

Anthony Cowan

Autumn Duvall

Hollie Finger

Deedra McClung

Riley Rose

Debra Simpson

#### **Lafayette**

Shirley Arceneaux

Hilary Atkins

Claudia Colligan

Magellan Deville

Clayton Janise

Shirley Johnwell

Charlene King

Kelli Lege

Lauren Miller

Dawn Naquin

Grace Ortego

Dale Reily

Veronica Sias

Martha Summers

Necolas Touchet

Athena Ugen

***Welcome Aboard -Continued***  
**AMG Specialty Hospitals**



**Edmond**

Debbie Bloom  
Linder Coburn  
Angela Dunham  
Samantha Falls  
Natasha Graham  
Samantha Hammond  
Mukhtar Hashim  
Irma Lowe  
Corlis McLeod  
Amy Miller  
Benjamin Onwuka  
Shelly Randall  
Susan Shilling

**LPRH**

Dana Dupuis  
Kami Griffin  
Megan Sanders  
Candace Palmer  
Roumana Sadou

**NMC**

Leigh Babcock  
China Carter  
Chelsea Decell  
Hoa Tuyet Thi Luu  
Vishnu Pernenkil  
Maria Snowden  
Zachary Townley

**Houma**

Erika Camper  
Belinda Celestine  
Susan Cortez  
Pamela Diggs  
David Disalvo  
Brandie Franklin  
Cade Harris  
Marion Joseph  
Jackie Lirette  
Jade Modrynski  
Yasmine Patterson  
Darlene Pruitt  
Cheryl Ray  
Jessica Reed  
Rahme Siwady  
Sasha Thompson  
Anjell Wade  
Gloria Walker  
Christina Woods  
Barbara Zator  
Curtis Johnson

**Denham Springs**

Christina Allen  
Alicia Burkett  
Patricia Chaney  
Shellie Chustz  
Randy Major  
Khanesha Pipes  
Melody Ponge  
Thomas Tanner

**Paramount Hospice**

Charles Molbert

Whitney Buckles  
Desiree Chocklin  
Trinette Jackson  
Laconga Scott  
Raquel Sanders  
Kingar Taylor