

The Faces of
Woman's 





2019

was a milestone year for Woman's Hospital.

Introduction

Founded on a passion to provide women and infants with the most specialized and modern care, Woman's Hospital continues to uphold this singular mission over five decades later. As we cross the threshold into our 51st year, we reflect on our journey from a small community obstetrical hospital to a national leader in women's and family-centered care.

The continued growth and success of an organization relies heavily upon the inspiration and vision of its leaders. Woman's has been guided by exceptional leaders throughout our venerated history. Teri Fontenot, who recently retired as President/CEO, led Woman's through incredible evolutions in healthcare for two decades, leaving behind a legacy of growth and leadership. Under her guidance, the reputation of Woman's flourished, and we became a national leader in women's services. Teri's commitment to Woman's will always be remembered.

In 2019, we were recognized as the No. 1 Best Place to Work in Healthcare in the U.S. among large healthcare employers by Modern Healthcare, the 12th year in a row to be included on this list. We were also named a Best Place to Work by Becker's Healthcare and the Baton Rouge Business Report for the sixth straight year. Additionally, we celebrated the first anniversary of the Breast & GYN Cancer Pavilion, launched a bold initiative to address the nationwide and local problem of opioid addiction, and improved access to breast cancer screening to women throughout Louisiana. These are just a few of the many successes of Woman's this past year.

Every face at Woman's tells a story. As healthcare continues to evolve, we will embrace new challenges, explore new opportunities and welcome new faces. The faces of our team reflect compassion, commitment, respect and pride. When we look into the faces of those whose lives have been touched by Woman's, we see stories of joy. We see stories of loss, of hope, of healing. We see faces that have touched our lives and remind us of why we are called to serve our community. In these faces we see the past, the present, and the future. These are the faces of Woman's.

Barbara Griffith, MD

President/Chief Executive Officer

**A great patient
experience
connects clinical
excellence
with positive
outcomes, as well
as healthcare
team members
relating to their
patients as people,
not as medical
conditions.**



Gail

Gynecologic Cancer Patient

Those who know Gail will tell you that she has always been fierce and faces life's challenges head on. When she was diagnosed with endometrial cancer in 2017, she prepared for the fight of her life.

Following a complete hysterectomy and intensive treatment, she received the devastating news that her cancer had returned and was more aggressive than before. "When you find out you have cancer, you go through a lot of emotions," Gail explained. "You're angry, you're scared. You get to a point where you can't live like that. You can't live in fear."

Gail has been through multiple rounds of chemotherapy, and at one point developed a pulmonary embolism that nearly took her life. Yet she continues to remain positive in her outlook. "It's so easy to be defeated, but that's never been my nature," she said. "I have a real faith in God, and a belief that the right thing is going to happen at the right time."

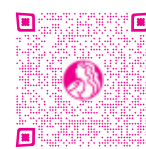
Gail found the support she needed in an unexpected place -- complete strangers who became like family. From the valet who gives her a hug when she arrives, to the social worker who encouraged her to participate in support groups, to the patient navigator who sits in on appointments and takes notes, Gail feels she has everything she needs -- close to home.

"Coming here to Woman's Hospital, the best thing has been the people and how they treat their patients," Gail said. "And it's incredible to know that you don't have to go to another state to get the best of the best. I'll never forget the day that I came for my first appointment with my GYN oncologist," she added. "There was one nurse that held my hand the entire time. I will never forget her for the rest of my life." Gail's current prognosis is the best it has been in years, and she's looking forward to being able to travel again when she is finished with her treatment. She keeps a list of all the places she wants to visit and what she wants to do when she gets there.

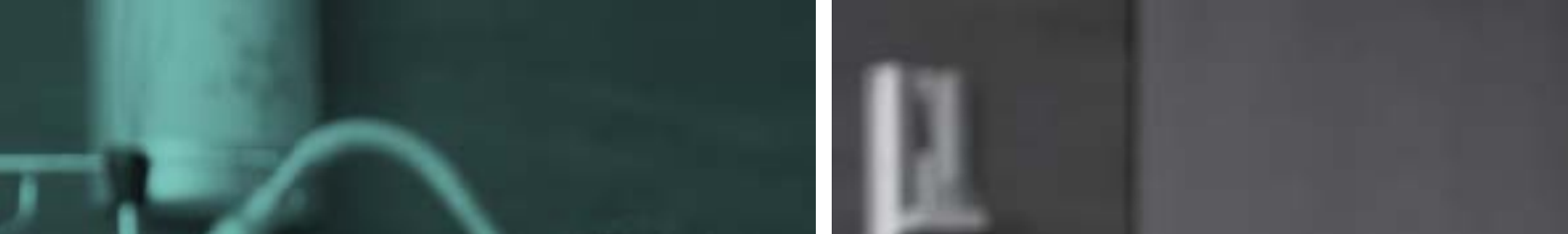
"The first place on my list is the Smoky Mountains," she said. "I don't think there is a more beautiful place in the country. And then I want to go out west, the Grand Canyon, Washington state, and Alaska." Thanks to her care team and her positive attitude, that reality is just around the corner.

"This place has saved my life, more than once," she said. "I believe that I will survive this. I know that I will survive this."

By aiming your phone's camera at the QR code to the left, you can listen to Gail, along with four other women in the following pages, tell their stories.



Watch her story



Vanessa

NICU Mom

Vanessa had an uneventful pregnancy with zero complications. “I didn’t even have morning sickness. It was really easy,” she said.

She gave birth to a beautiful baby girl she named Sarah on January 27, 2018. Doctors knew instantly that something was wrong, and Sarah was rushed to the Neonatal Intensive Care Unit (NICU) immediately after birth. Following several tests, Sarah was diagnosed with a genetic condition called Zellweger Syndrome. The prognosis was fatal.

“We were shocked and devastated,” Vanessa said. “We obviously knew something was wrong, but we thought it would be something we could treat and manage.”

Unable to take Sarah home, it broke Vanessa’s heart that her baby would never get to sleep in her crib. That’s when Woman’s brought in a regular baby bed for Sarah -- a crib that her family was able to decorate with sheets, blankets and a mobile from home. They also made sure she had multiple keepsakes, including Sarah’s footprints and photos of her final moments with her daughter.

“Woman’s really did go above and beyond,” Vanessa said. “They went the extra mile to make sure we were taken care of, our daughter was taken care of, and that she had the chance to feel ‘at home.’ Home is not necessarily the place you were born or the place where you spend any particular amount of your life. Home is where you made your favorite memories, where you felt your most comfort and peace,” Vanessa added. “My baby was ‘home,’ in a place where she was comfortable and peaceful. Where so many memories were made. This hospital will forever be part of our story.”

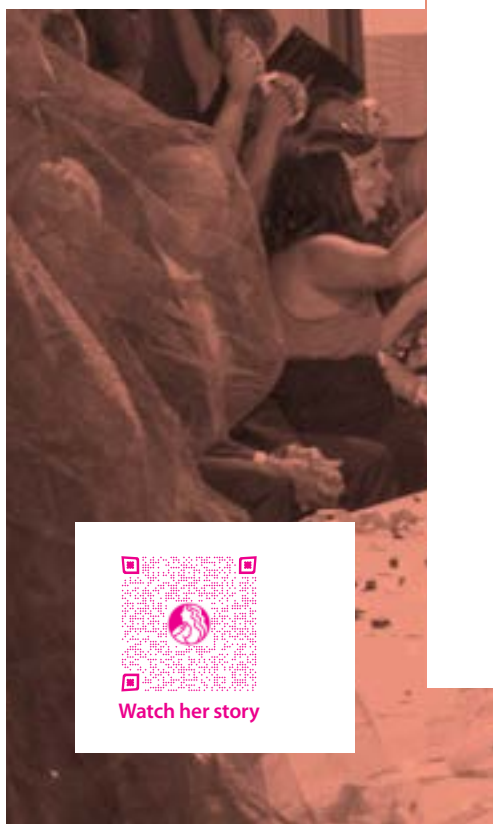
Sarah passed away at 6 weeks old, but Vanessa continues to tell her story whenever she has the chance.

“Just because Sarah isn’t here, I don’t want people to think she needs to be tucked away,” she said. “I always want her to be a comfortable subject so people can bring her up and say her name. I love hearing her name. She is my baby and always will be. Nothing changes that.”

Vanessa also continues to advocate for other families walking similar paths. “I hope all families going through something similar have the chance to make the memories we have, because those are the ones I hold closest to my heart,” Vanessa explained. “Those are the ones I talk about when I tell Sarah’s story.”



Watch her story



Sandra

Breast Cancer Patient

Sandra had a history of fibrocystic breasts which caused her breasts to feel lumpy, so keeping up with her mammograms was important. Unable to afford health insurance, she visited the Woman's Mammography Coach for her annual screenings. In October of 2012, results showed something unusual.

Sandra wasn't really concerned at this point because she'd had further testing done in the past, and it always turned out benign. So after she went in for a follow-up mammogram, ultrasound and biopsy, she put it out of her mind. Until she received another phone call. She had cancer.

"I dropped the phone. I screamed. I cried," Sandra said.

Because she received regular mammograms, the cancer was caught early. Though aggressive, it was only Stage I, and she didn't need chemotherapy or radiation. She had a mastectomy in January 2013 and has been cancer-free ever since.

"I almost didn't get my mammogram that year because I was very busy at work and didn't want to take time off, but I'm so glad I did," Sandra said. "I don't want to think about what would have happened if I hadn't gone. Stories like mine are why women should get their mammogram every year."

This year, Sandra's experience came full circle. She participated as a model in Woman's Hospital's BUST Breast Cancer event which raises money for cancer services for women who cannot afford them on their own -- including the mammography coaches on which her cancer was detected.

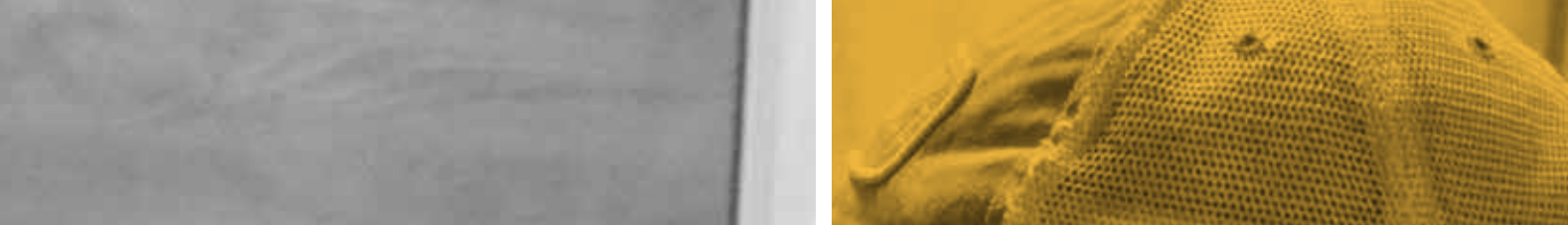
"Medical bills can be very expensive, and not everyone can afford health insurance. I know. I've been there," Sandra said. "It meant EVERYTHING to help raise money for other women who are underinsured or simply can't afford health insurance. I have tears in my eyes just thinking about it."

Sandra recognizes how important it is for her to advocate for others like her. "I hope I can encourage other women to get their annual mammograms and follow their treatment plan, and just get through it," she said. "Breast cancer is not a death sentence anymore."

And as for her experience on the BUST Breast Cancer runway? "It was amazing, magical, having everyone cheering you on like that," she said. "I would do it every year if I could."



Watch her story



Erica

New Mom

Erica's first pregnancy began with terrible morning sickness and an early diagnosis of gestational diabetes at 17 weeks pregnant. This meant regular blood sugar screenings and check-ups with Woman's maternal-fetal medicine physicians. Not only was she experiencing pregnancy for the first time, but she had to navigate yet another unfamiliar diagnosis.

"I was afraid of what gestational diabetes meant for my baby," Erica said. "I didn't know just how serious it could be for her. But once I saw the doctors and they explained how they were going to help me and what to expect, it took a lot of the fear away. The unknown can be really scary, but everyone was so reassuring and helpful that it turned out to be a positive experience."

At 38 weeks, her water broke. It was go time. "We all had smiles on our faces," Erica explained. "It was exciting to be in there and knowing that we're not leaving the hospital without a baby."

Emery came into the world on September 12, 2019 at 7:50 in the evening. It was a long day of labor for Mom, but she had a healthy baby and that was all that mattered. "I cried immediately," Erica remembered. "I wasn't sure if I would, but it hit me that she's here, she's mine, she's my heart outside of my body, and I'm going to have this little best friend forever."

Eight hours later, however, she had the scare of a lifetime. Her baby spit up, and her airway became blocked by fluid. "She stopped breathing. It was terrifying," Erica explained. Nurses were quick to respond and were able to clear Emery's airways. She was then admitted to the NICU for closer monitoring.

"The first thing that crossed my mind was that I could be leaving the hospital without my baby," Erica said. "That just made my heart sink, the thought of having to leave her."

Fortunately, she didn't have to. Emery was discharged from the NICU and left in her parents' arms 36 hours after the incident.

"The nurses in the NICU were incredible," Erica said. "It was a priority for us to all go home at the same time if that was a possibility, and they made that happen. They genuinely cared about my baby like it was their own family member, and they helped turn a terrifying experience into a blessing."



Watch her story



Rose Marie

Mom, Cancer Survivor, Volunteer

Rose Marie's experiences at Woman's run deep, beginning 40 years ago when she delivered the first of her three children born at the hospital.

In 2004, her mother was diagnosed with Stage IV breast cancer. The care she received at Woman's touched them so deeply that she and her mother decided that, as soon as she completed her treatment, they would become volunteers and give back to the hospital.

Sadly, her mother lost her battle with cancer, but she maintained her desire to volunteer. In 2005, she began helping in different areas of the hospital including the Mom & Baby Boutique and in Labor & Delivery. Then, in 2006, Rose Marie received a difficult diagnosis of her own -- Stage II breast cancer.

"Once I saw the mass they found and compared it to my mother's a few years ago, I knew I would be going down a similar road," she explained.

Rose Marie had her mastectomy at Woman's and later received a cancer-free diagnosis. Around the same time, she also received news that a spot was available for her to become a volunteer cuddler in the Woman's NICU, something she had been longing to do for years.

"When I got that call, it was a dream come true!" Rose Marie exclaimed. "I get to see all of these babies born at one pound grow and develop and eventually go home. To be able to help love on these babies and provide comfort to families staying in the NICU is so rewarding."

In addition to her work as a volunteer cuddler, Rose Marie serves on the Foundation for Woman's Board of Trustees to raise money for programs that help other women like her. "When you think of a hospital, sometimes you don't think of it as a nonprofit organization, but raising money is so important to continue doing the great work we do here," she said. "The more people we can get involved, the bigger and better Woman's Hospital is going to be."

Rose Marie now has six grandchildren - all born at Woman's. Just as Woman's has become a fixture in her life, she will always be part of the hospital as well. The beautiful birds that hang from the ceiling in the lobby were donated in her honor as a symbol of her love for nature and the outdoors.

"I tell everybody when you walk in to look up, take a deep breath, and imagine those birds flying freely over you," she said. "Hopefully that gives you some peace of mind that everything is going to be alright now that you're in this hospital."



Watch her story

**It isn't easy to
be amazing or
everything would
be. It's the things
you fight for and
struggle with
before achieving
success that have
the greatest worth.**



Dr. Mindy Bowie, Breast Surgical Oncologist, Woman's Hospital
Dr. Katherine Castle, Radiation Oncologist, Mary Bird Perkins - Our Lady of the Lake Cancer Center

Accomplishments

Breast & GYN Cancer

- Celebrated the 1-year anniversary of the Breast & GYN Cancer Pavilion, a partnership between Woman's and Mary Bird Perkins - Our Lady of the Lake Cancer Center. More than 22,000 patient experiences were logged in the first year, including 5,000 radiation treatments and 3,000 infusions.
- Deployed a second Woman's Mammography coach, making mammograms accessible every day of the week and to additional regions in Louisiana.
- Implemented the Tyrer-Cuzick program risk calculator, which incorporates breast density, age and personal and family history into a woman's breast cancer assessment, to give patients a more informed decision on their health.
- Woman's Center for Wellness added services to enhance a cancer patient's physical appearance and health, including areola tattooing, microblading and SOZO bioimpedence testing to detect early onset lymphedema.
- Launched the Hope Notes project to offer words of support and motivation for women fighting cancer at the Pavilion.
- Added Volpara software to help physicians better determine a woman's breast density through mammogram compression.

Neonatal Intensive Care (NICU)

- Diversified our teaching skills to NICU parents by deploying a "mermaid cart" of supplies to provide additional, one-on-one education about caring for their baby.

- Used evidence-based protocols to create consistent and predictable ways of caring for micro-preemies (less than 26 weeks). This approach reduces stress on the infant and can have a positive impact on their long-term development.
- Allowed new moms at Thibodaux General to view their babies in the Woman's NICU and talk to Woman's staff via a secure Zoom video using an iPad and mobile cart. This was made possible through a generous donation from the UNUM corporation.

Mother & Baby

- Launched OB nurse navigator texting to enable local women to ask pregnancy questions 24/7. More than 3,000 texts have been sent.
- Developed the Guiding Recovery and Creating Empowerment (GRACE) Program to help pregnant women overcome opioid misuse. More than 50 women have enrolled in the program which is funded by United Health Foundation.
- Decreased the use of opioids following a cesarean section. The Enhanced Recovery After Surgery (ERAS) protocol uses only non-opioid medication to reduce the risk of potential opioid abuse and side effects.
- Joined 100 of the nation's top NICU teams at Woman's Hospital to discuss the latest advancements in caring for micro-premature infants at the annual Vermont Oxford Network meeting.
- Enhanced the patient experience by minimizing noise disturbances using the Meditech Expanse Point of Care handheld devices in Mother/Baby units.

- Increased exclusive breastfeeding rates of new moms while in the hospital from 42.3% to 47%.
- Communicated via telehealth with new moms who had a C-section and were high risk, reducing the need for them to travel back to the hospital.
- Trained 96% of labor and delivery nurses on labor coach/doula education.
- Introduced a new grief app for Woman's patients experiencing the loss of a baby.

Surgery

- Added a third da Vinci Surgical robot to advance our minimally invasive surgery. The Xi is used for a variety of complex procedures.
- Received reaccreditation by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program.

Healthy Lifestyles

- Medical Fitness Certification was awarded to Woman's Center for Wellness, the only Medical Fitness Association designated facility in Louisiana.
- Helped women lead healthier lives by implementing the Path to Success Bariatric program, the Fit3D body scanner and the Balance program at Woman's Center for Wellness.
- Acknowledged as Louisiana's only CDC-recognized Diabetes Prevention Program at Woman's Center for Wellness.
- Began testing for Auditory Processing Disorder (APD) at Woman's Center for Wellness to aid children who are unable to process sounds correctly.

Education

- Expanded Woman's interpreter services, executing more than 27,000 phone and video calls in 47 different languages.
- Hosted Baton Rouge's first poverty simulation seminars to cultivate a better understanding of the challenges of poverty in the community.

Research

- Discovered through multiple research trials that 5-10% of women with gestational diabetes are found to have Type 2 Diabetes after pregnancy and up to 30% have impaired glucose regulation.
- Uncovered a strong need for patient education in Louisiana to reduce the spread of congenital syphilis and prevent reinfection.
- Launched the Saxenda® clinical trial for weight loss in women with PCOS.

Expansion

- Opened the Woman's Hospital Endocrinology and Weight Management Clinic to assist women and men facing hormonal and weight challenges.
- Finished construction on the Birth Center of Baton Rouge, a midwife-based birthing facility, on the Woman's Hospital campus.
- Renewed Woman's Maternal-Fetal Medicine Outreach Clinic in Covington.
- Began construction on the new Woman's Child Development Center, which will be relocating from its original site in the Goodwood area to the hospital campus.

Safety

- Reduced infection rates and increased hospital safety using the Clorox® Total 360° System with electrostatic technology that adheres disinfectants to surfaces with a force stronger than gravity.
- Welcomed the second Xenex UV disinfecting robot to the NICU to give critically ill infants the safest environment to grow.
- Texted employees and physicians the most up-to-date, accurate information during a disaster or emergency with Woman's First Alert Text notification system.
- Participated in two major regional exercises and an active shooter initiative to ensure the hospital's preparedness.
- Hosted a Louisiana Hospital Association class on "Management of Aggressive Behavior" and trained 288 hospital staff members.

Awards & Recognition

- #1 Best Place to Work in Healthcare for large organizations by Modern Healthcare: 12 years in a row.
- Business Report "Best Places to Work in Baton Rouge": Six years in a row.
- Becker's Healthcare "150 Top Places to Work in Healthcare": Six years in a row.
- Press Ganey Guardian of Excellence award for Outstanding Performance in Patient Experience: Five years in a row.
- Interactive Health Award as one of America's Healthiest Companies and the only hospital in Louisiana.
- Medical Fitness Certification for Woman's Center for Wellness, the only designated facility in Louisiana.
- Gold Level provider of Safe Sitter® classes.
- Healthline.com's "Best Women's Health Blogs in the Country."
- Working Well in Louisiana Distinguished Worksite by the Louisiana Business Group on Health.
- American Heart Association's Gold Workplace Health Achievement Index.
- Certificate of Achievement from EBR Early Childhood Community Network to Woman's Hospital Child Development Center.
- Ashley Marks, Woman's GYN Oncology Nurse Navigator, received the national Oncology Navigator of Excellence award.
- Dr. Drake Bellanger became one of only three physicians in the Baton Rouge region to receive the American Board of Obesity Medicine certification.
- Richard Oswald, Systems Specialist, received the Regional Emerging Leader Award from The American Society for Hospital Engineering.

**A leader is one who
knows the way,
goes the way, and
shows the way.**

Leadership

Board of Directors 2019-2020

Chair

Donna Fraiche

Chair-Elect

Steven Feigley, MD

Secretary-Treasurer

Ben Marmande

President/CEO

Barbara Griffith, MD

Chief of Staff

Kathy Guidry, MD

Members

Frank Breaux, MD

Kirk Fisher

Greg Gelpi, MD

Tom Hawkins, Jr.

Renee Harris, MD

Rose Hudson

Edward Schwartzenburg, MD

Patrick Seiter

Christel Slaughter, PhD

Administration

President/CEO

Barbara Griffith, MD

Executive Vice President/ Chief Operating Officer

Stephanie Anderson

Senior Vice President, Patient Care/Chief Nursing Officer

Cheri Johnson

Senior Vice President, Clinical Operations/Ancillary Services

Kurt Scott

Vice President, Chief Medical Officer

William Dore Binder, MD

Vice President, Chief Philanthropy Officer

Keila Stovall

Vice President, Finance

April Chaisson

Vice President, Employee/Wellness Services

Donna Bodin

Vice President, Chief Information Officer

Paul Kirk

Vice President, Quality

Cathy Maher-Griffiths

Directors

Executive Director, Breast and GYN Cancer Pavilion

Cynthia Rabalais

Care Management

Emily Stevens

Child Development Center

Hope Juge

Communications

Amiee Goforth

Educational Services

Laurie Schulenberg

Emergency Management

Bill Icenogle

Environmental Services

Johnathan Landor

Facilities Management

Tommy Gautreau

Food and Nutrition Services

Margie Ricks

Health Information Management

Danielle Berthelot

Imaging Services

Patty Hauptert

Information Systems

Rhett Roy

Laboratory/Pathology

Brett Schelin

Managed Care

Sherry Poss

Materials Management

Phillip Bateman

Med Surg/Oncology

Mary Ann Smith

Mother/Baby and Lactation

Dana Vidrine

Newborn and Infant Intensive Care Unit (NICU)

Laurel Kitto

Nursing Administration/Clinical Informatics/ Patient Experience

Wendy Singleton

Obstetrical Services/Adult Intensive Care Unit (AICU)

Amye Reeves

Patient Accounting

Courtney Comeaux

Perioperative Services/Sterile Processing

Zinda LeBlanc

Pharmacy

Peggy Dean

Respiratory Services

Danette Legendre

Retail Services

Lisa Garland

Woman's Center for Wellness

Brooke Coogan

Medical Staff Leadership

Chief of Staff

Kathy Guidry, MD

Vice Chief of Staff

Jill Bader, MD

Secretary

O'Neil "Jay" Parenton, MD

Immediate Past Chief of Staff

Ann Lafranca, MD

Chair of OB-GYN Clinical Service

Julie Martin, MD

Chair of Surgery

Michael Puyau, MD

Chair of Medicine

Charles Pearson, Jr., MD

Chair of Cancer Clinical Service

Beverly Ogden, MD

Chair of Pediatric Clinical Service

D. Stephen Sanches, MD

Medical Director of Anesthesiology

Dewitt Bateman, MD

Medical Director of Maternal-Fetal Medicine/High-Risk OB

Marshall St. Amant, MD

Medical Director of Neonatology

Steven Spedale, MD

Medical Director of Pathology

Beverly Ogden, MD

Medical Director of Radiology

Steven Sotile, MD

Woman's Hospital Foundation

Woman's is a nonprofit organization that opened in 1968 and was founded by obstetricians and gynecologists who envisioned a hospital that specialized in medical care for women and infants.

The members of Woman's Hospital Foundation include physicians and community leaders who are dedicated to preserving the hospital's mission.

Voting

Eric Abraham, MD
Mathew Abrams, MD
Sandra Adams
Ramon Aizpurua, MD
Charles Aycock, MD
Jill Bader, MD
Debra Baehr, MD
Phillip Barksdale, MD
W. Dore Binder, MD
Britani Bonadona, MD
Allyson Boudreaux, MD
David Boudreaux, MD
Rebecca Boudreaux, MD
Jolie Bourgeois, MD
Frank Breaux, MD
Jeffrey Breaux, MD
Randall Brown, MD
Joseph Broyles, MD
Elizabeth Buchert, MD
Sarah Buzhardt, MD
Deborah Cavalier, MD
Kristen Chapman, MD
Nicole Chauvin, MD
Chester Coles, Jr., MD
Gary Cox, MD
Nancy Crawford
Lisa Dang, MD
Sarah Davis, MD
John Dean, MD
Ryan Dickerson, MD
Steven Feigley, MD
M. Giles Fort, III, MD
Donna Fraiche
Lisa Gautreau, MD
Gregory Gelpi, MD
Marcia Gremillion, MD
Kathy Guidry, MD
Faith Hansbrough, MD
Renee Harris, MD
Tom Hawkins, Jr.
Francis Henderson, MD
Gregory Heroman, MD

Jack Holden, MD
Wendy Holden-Parker, MD
Shawn Kleinpeter, MD
Ann Lafranca, MD
Charles Lawler, MD
Sharon Lee, MD
Michael Leggio, MD
Pamela Lewis, MD
C. William Lovell, Jr., MD
Julie Martin, MD
Frank McArthur, II
Markham McKnight
Merritt Melker, III, MD
Jamar Melton, MD
F.A. Moore, III, MD
Julius Mullins, Jr., MD
Beverly Ogden, MD
LaKedra Pam, MD
Jay Parenton, MD
Amanda Pearson, MD
Jane Peek, MD
Michael Perniciaro, MD
N. LaRon Phillips
Karl Pizzolatto, MD
Susan Puyau, MD
Nancy Richmond
Kirk Rousset, MD
James Ruiz, MD
Stephen Sanches, MD
Lauren Sanders, MD
Donna Saurage
Cheree Schwartzburg, MD
Clifford Schwartzburg, MD
Edward Schwartzburg, MD
Ellis Schwartzburg, MD
George Schwartzburg, MD
Christel Slaughter, PhD
Curtis Solar, MD
Steven Sotile, MD
Steven Spedale, MD
James Stenhouse, MD
Robert Stuart, Jr.

Richard Tannehill, MD
Yolunda Taylor, MD
Terrie Thomas, MD
Arthur Tribou, MD
Kyle Waters
Laurie Whitaker, MD
Sunshine Willett, MD
Elizabeth Gay Winters, MD
Robert Witcher, MD

Emeritus

Timothy Andrus, MD
Hoyt Ayres, MD
John Bateman
Jan Benanti, MD
Edwin Bowman, MD
Malton Bullock, MD
Stephen Chatelain, MD
Erin Christensen, MD
Diana Dell, MD
Robert Greer, Jr.
Charles Gruenwald, MD
Margaret Womack Hart
Evelyn Hayes, MD
Nicolle Hollier, MD
Jeffery Janies, MD
Sharon Knight
Mary Laville, MD
Fritz McCameron, PhD
C. Brent McCoy
Carol Ridenour, MD
Michael Schexnayder, MD
Sterling Sightler, MD
Lydia Sims, MD
J. Noland Singletary
Thomas Sparks, MD
Gerald Stack, MD
Fahimeh Tahvildari, MD
Michael Teague, MD
Bobby Webster, MD

Fiscal year 2019

Fiscal year 2019 income from operations was \$8.2 million with \$267 million in net patient service revenues. Woman's operating margin of 2.8% compares favorably to Moody's most recently published median for A2-rated hospitals of 2.4%.

Total assets and net unrestricted assets were \$873.5 million and \$517.1 million, respectively.

Woman's continues to experience a favorable payor mix, with commercial insurance representing 47.9% of gross patient revenue; Medicaid and Medicare representing 43.3% and 7.1% of gross patient revenue, respectively; and self pay representing 1.7% of gross patient revenue.

2019 Community Benefit Programs

Providing Benefits for Persons Living in the Community and State and Living in Poverty

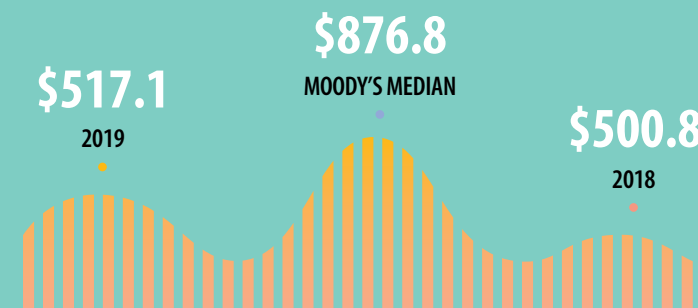
Charity Care	\$3,202,940
Unreimbursed Cost of Medicaid Program	\$29,995,890
Unreimbursed Cost of Medicare Program	\$131,263
Subsidized Health Services	
Unreimbursed Hospitalists	\$3,764,121
Emergency Services and Clinical Consultation	\$2,176,183
Subspecialty Clinics	\$717,026
Lactation Services	\$505,537
HIV Case Management	\$105,910
Community Education of Health Issues	\$366,734
Support of Community Service Organizations	\$77,692
Care for Victims of Sexual Assault	\$60,749
Un-sponsored Research	\$156,264
Total Financial Support	\$40,997,783

	2019	2018
Adult Admissions	9,685	9,778
Adult Average Length of Stay	2.73 days	2.81 days
Adult Patient Days	26,611	27,483
Births	8,052	8,097
NICU Admissions	1,160	1,179
NICU Average Length of Stay	19.00 days	19.52 days
NICU Patient Days	24,085	23,010
Neonatal Transports	84	68
Maternal-Fetal Medicine Visits	8,170	10,705
Surgeries	7,970	7,607
Pap Smears	56,426	55,494
Breast Procedures	42,752	45,402
Other Outpatient Services	655,585	613,340

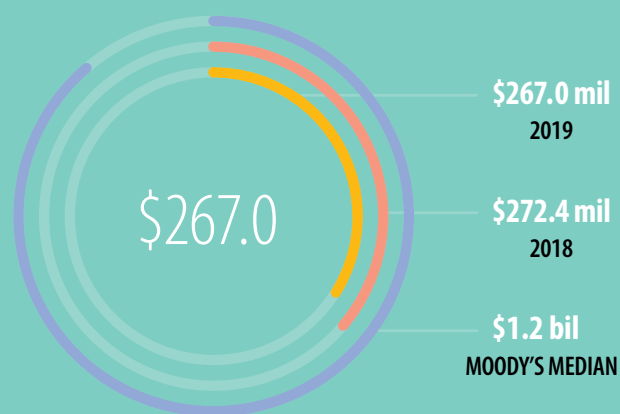
Financial Performance

● 2019 ● 2018 ● Moody's Median for A2-Rated Hospitals

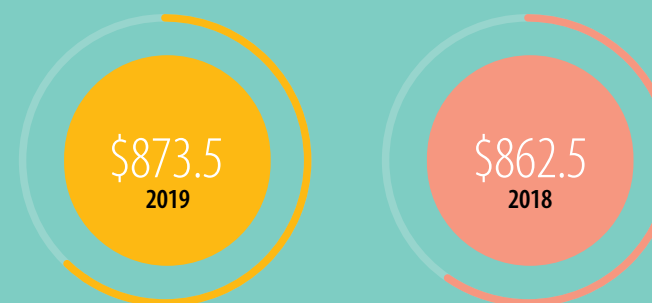
Net Unrestricted Assets (in millions)



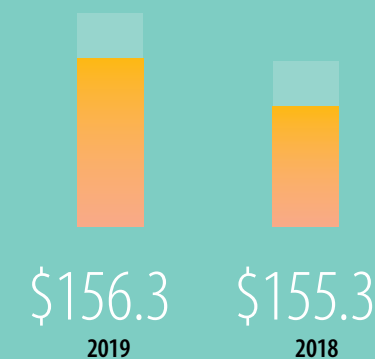
Net Patient Services Revenues



Total Assets (in millions)



Salaries and Benefits (in millions)

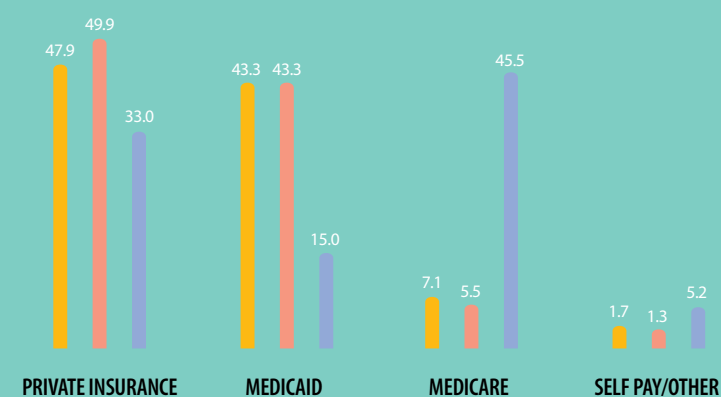


Operating Margin* as a Percent of Revenues



* excludes unrealized investment income and loss on extinguishment of debt

Gross Patient Revenue by Payor (by percentage)



The median operating margin is 2.4% for A2-rated hospitals. The median net patient service revenues of A2-rated hospitals is \$1.2 billion. The median value of net assets of A2-rated hospitals is \$876.8 million. The A2-rated hospital medians are shown for comparison to the payor mix for Woman's Hospital. Source: Moody's Investors Services, 2018 Medians

Foundation for Woman's

The mission of Foundation for Woman's is to raise philanthropic support to improve the health of women and infants. The foundation has made it a priority to address profound problems in the community, including infant prematurity, maternal morbidity, opioid addiction in pregnant women, access to breast cancer screenings and more.

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Woman's has hosted multiple poverty simulations which allow participants to gain a better understanding of the real-life struggles patients endure living below the poverty line. The poverty simulation is funded by United Health Foundation's three-year, \$1.2 million grant.



The 21st Annual Woman's Victory Open was held at its new location, TOPGOLF. The \$80,000 raised will support local women diagnosed with breast or gynecologic cancer throughout their cancer journey. Since 1999, this event has raised over \$3,000,000.



Woman's Impact Luncheon is an opportunity for members of the community to learn about the programs and services supported by philanthropy at Woman's. This year's event featured a patient testimonial from a NICU family whose story of courage and loss was softened by the extraordinary efforts of Woman's palliative care team. The event raised nearly \$150,000 to support families in our community.



BUST Breast Cancer is a unique celebration that showcases bra art to raise funds and awareness for breast cancer. At this year's event, more than 1,200 guests enjoyed tastings from local restaurants and chefs, live and silent auctions, and a fashion show featuring 26 breast cancer survivors taking the stage in bras designed by local artists. This year's party raised a record \$353,000.

In recognition of the significant investment made by our partners in the health of our community.

Individuals, corporations and foundations whose contributions to Foundation for Woman's total \$1,000 or more (October 1, 2018 – September 30, 2019).

\$100,000 and above

AstraZeneca-Bristol-Myers Squibb Company
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\$50,000 - \$99,000

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Woman's 

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