The Spirit of Charity Continues

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What's in a name? That which we call a rose
By any other name would smell as sweet."

_Romeo and Juliet (II, ii, 1-2)_
Big Charity
A.K.A.
- University Hospital
- Medical Center of Louisiana
- Charity Hospital
- San Carlos
- Hospital of Saint John or L’Hospital Paurves de la Charite
Old Charity Hospital
Charity Hospital on Tulane Avenue
WHAT ARE WE?

- PUBLIC
- Private/PRIVATE
- ACADEMIC
- TEACHING
- SERVICE
- COMMUNITY
**Expectations**

**Philosophy of Care**

- Patients First; Patient Care first
- Teams – lead, follow, communicate
- Education: a must
- Compliance – Do the Right Thing
- Regulation --- necessary...
- Policies and importance thereof
- Quality measures/EQuIPS...
NEW EVOLVING PROGRAMS examples
Trauma Program, LERN network, Stroke, AMI, TM, CMP, Weight mgm, GI Oncology, Thoracic onc, Pain mgm, Palliative Care, Crises Care, Critical care Areas, ED, Access to out pts svvs

MULTI-DISC APPROACH
AMPUTATORY SERVICES GROWTH
DISEASE /PT MANAGEMENT PGMS
HEALTH INFORMATICS
Community Networks

ALL this over the years despite continued and steady cuts
*Access to Care
Health Care Delivery

Patient satisfaction /Experience

Challenge's of "safety net hospitals: capacity/$$

Employee Stress and morale

Population Based Health

Community Based Collaborative Networking

Regulatory issues

Preventable Re-admissions

Enhanced Standard of care

Emergency mgm / crises care

Medical Home

Patient Safety

Patient *Health Information literacy

Com* munications and IT

*ACGME & RRC

Training and Educational mission

Outcome Measures / National and *International standards

Non* nursing patient care

Patient *Accountability and communication

* Hospital errors

Preventable Health Care complications

Coordination* and continuity of care

Security concerns

N*ursing PI pgms

Value Based care
Post Sept 11, 2012

- FMAP Reduction
- Expenditure authority cut
- Budget slashed
- Layoff planned
- Services to be cut
Dec 2012 In comes
Between now and July 2013

The Challenges
Staffing, Morale, Services.
Hope and plan
Gradual growth
The New Hospital / AMC
The UNIVERSITY MEDICAL CENTER
A 2020 vision coming up earlier than that date
Behavior change will result in culture change, will result in process change and will then may be result in outcome change and performance improvement.
Three Inpatient Towers (550,661 sq.ft.)
An Ambulatory Care Building (257,660 sq.ft.)
A Diagnostic and Treatment Building (746,982 sq.ft.)
Structured Parking (90,552 sq.ft.)
# University Medical Center (UMC)

<table>
<thead>
<tr>
<th>Level of Care</th>
<th>Number of Beds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private</td>
<td>404 Beds</td>
</tr>
<tr>
<td>Semi Private (Behavioral Health)</td>
<td>20 Beds</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>424 Beds</strong></td>
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## Level of Care

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<tbody>
<tr>
<td>Acute Care (Including 12 Prisoner Care Beds)</td>
<td>272</td>
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<tr>
<td>Intensive Care</td>
<td>72</td>
</tr>
<tr>
<td>Behavioral Health</td>
<td>60</td>
</tr>
<tr>
<td>Rehabilitation</td>
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Ambulatory Services include but is not limited to...........
  State of Art Cancer and Infusion Center
  Dental Clinic
  Orthopedic Services

- Level 1 Trauma Center
- Multimedia Conference Center
  - Video Integration
- Wireless Access
- Clinical CCTV
- On Call Suites
- Over 3,000 Parking Spaces
- State of the Art Security Systems
View From Canal Street
dining courtyard
patient room headwall
patient room  footwall
The Medical Corridor

- Hospitals
- Ambulatory Centers
- Research Centers
- Medical schools
- Allied Health and Nursing Schools
- Supportive infrastructure
The Spirit of Charity
The Level One Trauma Center program
The patient care services
The teaching mission
The Community Partnership with Care providers in the city
The pride of ILH

CONTINUES and hopefully will continue
With people on the ground going about doing what they do best and have been doing their best