



New Orleans  
**CITY BUSINESS**

# Health Care Annual **2008**

## Bleeding green

Uninsured care, slow  
compensation continue  
to paralyze hospitals

**INSIDE:** Industry Q&A [page 4](#) • Executive bios [page 11](#) • Health care lists [page 19](#)



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# inside:

## COVER STORY

Uncompensated care, slow reimbursements stymie hospitals 2

## INDUSTRY Q&A

Administration 4  
 Cardiology 5  
 Dermatology 5  
 Family medicine 6  
 Infectious diseases 6  
 Internal medicine 7  
 Nursing administration 7  
 Pediatrics 8  
 Psychiatry 8  
 Pulmonology 9  
 Radiology 9  
 Vascular surgery 10  
 Wound care 10

## EXECUTIVE BIOS

Acute care facilities 11  
 Mental health facilities 17

## LISTS:

Acute care hospitals 19  
 Mental health facilities 21  
 Health maintenance organizations 22  
 PPOs and point-of-service plans 22  
 Home health agencies 23  
 Third party administrators 25

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INTRODUCTION

# Uninsured patients decrease, Medicare reimbursements lag

By Richard A. Webster  
Staff Writer  
richard.webster@nopg.com

UNCOMPENSATED CARE and slow Medicare reimbursements mixed with a shortage of health care professionals and fewer facilities have had a crippling effect on the city's health care industry.

But industry leaders say improvement is being made in some areas.

After more than two years of dealing with a post-Hurricane Katrina surge of uninsured patients, New Orleans hospital officials say their emergency rooms are slowly returning to pre-storm shape.

Touro Infirmary's uncompensated care costs dropped 51 percent from \$41 million in 2006 to \$20 million last year. In 2005, uncompensated care cost Touro \$17 million.

East Jefferson General Hospital's uncompensated care costs jumped 350 percent from \$16.8 million annually before the storm to as high as \$75.6 million after Katrina. In 2007, however, they dropped to \$33.6 million.

East Jeff CEO Dr. Mark Peters attributes the decrease to University Hospital reopening in November 2006, which added 120 health care beds to the market. Many workers with little or no insurance have either received coverage or moved out of town, too.

That's where the good news ends, Peters said.

The federal government continues to short New Orleans hospitals in Medicare payments, which are based on the cost of living in a pre-Katrina economy. After the storm, costs increased on everything from

## Uncompensated care costs

New Orleans hospital costs for treating the uninsured increased dramatically after Hurricane Katrina but significantly decreased in 2007. They remain above pre-Katrina costs.

Hospital	2005	2006	2007
East Jefferson General Hospital	\$5.6	\$24.9	\$11.2
Touro Infirmary	\$17	\$41	\$20
West Jefferson Medical Center	\$52	\$88.8	\$67.5

Source: CityBusiness staff research.  
Dollar figures are in millions.

insurance to salaries and utilities but the percentage hospitals are paid for treating Medicare patients remains the same.

"If you gave me a choice today to fix either Medicare payments or the uninsured, I'd take Medicare in a heartbeat," Peters said. "We have a significant Medicare population, and I know on every patient we're going to lose money."

Medicare accounts for \$588 million or 60 percent of East Jeff's of \$840 million

## Your Heart is in Good Hands.

When HealthGrades, an independent hospital rating service looked at hospitals throughout Louisiana and the rest of the nation, they learned what many in our region have recognized for quite some time. Ranking in the top 5% of centers throughout the nation, East Jefferson General Hospital is a national leader in the area of Cardiac Care.

Rated Number One in Louisiana in both Bypass Surgery and Overall Cardiac Surgery, EJGH is also home to the region's newest Cath-Lab and the region's most established Cardiac-Rehab Unit. From prevention, through diagnosis, treatment and recovery, EJGH is perfecting the art of cardiac care.



EJGH

East Jefferson General Hospital



www.EJGH.org

## Industry Q&A

New Orleans CityBusiness interviewed 12 health care professionals about the state of the medical industry and how they are coping with the recovery and the changes it's bringing to the health care industry. They were asked the following questions:

- **More than two years after Katrina, what's the biggest challenge still plaguing the area's health care industry?**
- **What needs to be done to help solve the area's indigent care situation?**
- **What would be your three-step plan to improve medical services in the area?**

in annual business. Peters estimates East Jeff is losing \$18 million on Medicare each year.

"The point I try to make at the federal level is this highlights problems with the process," Peters said. "And when the next natural disaster happens, like an earthquake in California, this same issue will exist. Many of these rules are outdated and this is one there ought to be the ability to adjust."

Each year, the Centers for Medicaid and Medicare Services revise the formula used to reimburse hospitals based on three-year-old cost-of-living data. Post-Katrina inflation will not be reflected in the Medicare payment formula until 2009, Peters said.

Five hospitals provide more than 90 percent of health care in the region — Touro, East Jeff, Ochsner Health System, Tulane University Hospital and West Jefferson Medical Center. Combined they will lose \$130 million this year, the Louisiana Hospital Association reports.

Touro CEO Les Hirsch said local hospitals are trapped in a post-storm economic environment while being reimbursed as if operating in 2005.

"We've had remarkable increases in the cost of labor and uncompensated care and property and casualty insurance and utilities and graduate medical education," Hirsch said. "We are operating in a very aberrant environment from a financial standpoint because of the changes in the cost structure of this environment. But the Medicare wage index calculation is lagging behind the reality of the present situation."

Hospital officials lobbied Congress to change post-disaster reimbursements but no changes have resulted. •



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202 McAllister Extension  
New Orleans, LA 70118

# Administration



**Dr. Robert Lynch, CEO**  
*Tulane University Hospital and Clinic*

**Lingering challenges:** The fact most providers are struggling financially while large numbers of our citizens do not have adequate access to health care.

**Indigent care solution:** With Charity Hospital offline, I'm interested in what are we going to do right now. We need access to primary care and specialty care for the uninsured. We need to make sure doctors get paid to assure access. Specialty care is a real problem. University Hospital currently does not have the capacity to handle all referrals. There needs to be fair access to reimbursement for all providers, which would give these patients an

alternative. We dispensed about \$20 million per year in uncompensated care pre-Katrina and now it is more than \$40 million.

**Three-step plan:**

- 1.** Some entity needs to get control of all financial resources for uncompensated care.
- 2.** Construct a system of care at all levels that coordinates those resources.
- 3.** We would then need to put in place a transition plan addressing how we will bring a public hospital online. I believe it will take six or seven years to open a public hospital, so we need to address our citizens' needs in the interim.



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# Cardiology

*The study of the heart, its action and diseases*

**Dr. Stanley Bleich**  
*East Jefferson General Hospital*

**Lingering challenges:** The biggest challenge is the same as it was right after Katrina, which is a lack of federal assistance. The federal government has not stepped up and federal funding has been lacking. New Orleans physicians are paid less by Medicare for their services than their counterparts in the rest of the state.

**Indigent care solution:** The indigent situation is a two-fold issue.

1. Many people who have lived here do not have insurance as a result of businesses closing. There is also an influx of people coming into the area who do not have medical insurance.
2. The number of hospitals has

decreased, putting a strain on a system that has already lost four hospitals and many physicians. To solve this problem we need a two-tier approach for hospital and physician funding.

**Three-step plan:**

1. We need to develop a regional approach to health care that requires physicians, hospitals and the business community to ensure appropriate care and funding.
2. Acquire federal support of the health care infrastructure for at least the next three years.
3. Institute the Coalition of Leaders in Louisiana Healthcare proposal for our region to help change how we provide care for the uninsured.



Dr. Stanley Bleich prepares Keith Darcey for a stress test at East Jefferson General Hospital.

# Dermatology

*The study of the skin and its appendages, such as hair and sweat glands*

**Dr. Sharon Meyer**  
*Touro Infirmary*

**Lingering challenges:** The hospitals and the doctors are not getting reimbursed for uninsured patients. My specialty has not been one of the hardest hit financially because there are few dermatologic emergencies, however ... there certainly will be a trickle-down effect. We need financially strong hospitals and fair compensation to all physicians to ensure a strong medical community for the future of New Orleans. Across the board, the overhead has increased in private practice.

**Indigent care solution:** It seems the state and/or government needs to step in to help the local hospitals. I am treating more patients than ever without insurance, about 15 percent. My practice is less affected financially because ours is primarily a clinic-based specialty and we have little uninsured hospital care.



Dr. Sharon Meyer examines a patient's skin at Touro Infirmary.

**Three-step plan:**

1. We need a strong Charity Hospital for solid training for our future physicians who will provide care for our indigent patients.
2. Although there is an abundance of

physicians in some specialties, there is a deficit in others such as mental health. We need to recruit mental health workers.

3. I work at Touro Infirmary, and in my opinion medical and surgery care is excellent.

# Family Medicine

*A primary care physician who treats acute and chronic illnesses, provides preventive care and health education for all ages and both sexes*

## Dr. Paul Staab

**West Jefferson Medical Center**

**Lingering challenges:** The dispersion of uninsured patients to area hospitals which were not and are not prepared to accommodate them. This occurred in large part because of the closure of Charity Hospital.

**Indigent care solution:** Charity needs to be reopened to provide a platform for treating the uninsured. This will require an independent architectural and engineering assessment, not commissioned by Louisiana State University, to confirm the structural integrity and usability of Charity. Uncompensated care has affected all of the physicians who have remained in the New Orleans area. The increased workload and the acuity of this patient population with increased morbidity and mortality as they wait to obtain medical attention is a direct result of the absence of Charity.

### Three-step plan:

- 1.** Open Charity to provide a health care platform for the uninsured. I believe this could be accomplished in two months. The whole matter has been held up by a few people in the Charity system.
- 2.** Provide funds for the care of the uninsured to compensate area hospital and physicians. I would suggest an independent auditor trace where the money has gone that was supposed to provide operational expenses for Charity since Katrina. These funds could assist area hospitals and physicians who are providing the care Charity is not.
- 3.** Comply with HCR 89 of the 2006 Louisiana legislative session and open the first three floors of Charity to allow the third floor psychiatric beds to come online for patients.



Dr. Paul Staab examines Charles Badeaux at West Jefferson Medical Center.

# Infectious Diseases

*Diseases caused by a virus or bacteria that can be spread from one living thing to another such as HIV, meningitis, malaria, strep throat and influenza*

## Dr. W. L. Williams

**Slidell Memorial Hospital**

**Lingering challenges:** From a North Shore perspective, there are a couple of challenges. First, getting qualified people and keeping them. Second, it is difficult to recruit new physicians to our area. Newer

graduates are not wanting to come to a disaster area. And last, mental health facilities and physicians are not available in the area.

**Indigent care solution:** This is a highly charged issue in the area right now. We need to look at a more innovative way and try to do like other states and bring people into the private system. We see double the amount than what we saw before Katrina.

### Three-step plan:

- 1.** Have physician reimbursement the same throughout the state.
- 2.** Get the federal government to make a special designation for this area where medical students come here for residencies and training programs for a set amount of years and in turn forgive their debts in medical school and hopefully doctors will stay here.
- 3.** A huge population is still suffering from post-traumatic stress and we need more mental health facilities.



Dr. William Williams, seated, reviews paperwork with executive assistant Billie Sibley.



# Internal Medicine

*The diagnosis and nonsurgical treatment of diseases in adults, especially of internal organs*

**Dr. J. Ralph Millet Jr.**  
*St. Tammany Parish Hospital*

**Lingering challenges:** Overall, it is the access to mental health care, but problems and access to mental health care preceded Katrina.

**Indigent care solution:** There needs to be an enhanced effort to upgrade efforts at the Lallie Kemp Medical Center in the Kentwood and Amite area and at the Louisiana State University Medical Center in Bogalusa. These facilities could be the hubs to enhancing indigent health care in those regions.

**Three-step plan:**

**1.** Improvement of access to mental health care. This is especially true for the Medicare patient population. Currently there is a severe shortage of psychiatrists



Dr. Ralph Millet examines Melissa Hodgson at St. Tammany Parish Hospital.

to care for that age group.

**2.** For the region to provide more incentives for medical research which in turn would facilitate an influx of more special-

ists in the various fields of health care.

**3.** A broader improvement of mental health care for the insured and uninsured population statewide.

# Nursing administration

**Nancy Davis**  
*Ochsner Health System*

**Lingering challenges:** Recruitment of clinical staff and getting people here and keeping them here.

**Indigent care solution:** Having the system provide adequate reimbursement to all hospitals and primary care providers.

**Three-step plan:**

**1.** Have the state raise salaries in nursing schools because there is a lack of funding for

faculty positions. There is an overabundance of qualified candidates for nursing school but they are not able to attend due to the lack of funding for faculty positions. Have Congress lift immigration retrogression for international nurses. Congress has capped the number of international nurses allowed in the United States.

**2.** Increase primary care services to all citizens.

**3.** We need adequate reimbursement for services for hospitals.



# Pediatrics

*The study of medicine dealing with the development, care and diseases of children*



## **Dr. Cary Culbertson** *Children's Hospital*

**Lingering challenges:** There is still a shortage of physicians and another challenge is the access to health care. In certain areas there are no physicians or hospitals for emergency services.

**Indigent care solution:** We need another Charity-type hospital. We also need to advertise where people can receive health care. It is not hurting our practice because a majority of our patients have private insurance and Medicaid.

### **Three-step plan:**

- 1.** Make sure our medical schools and residency programs are up and running at full force.
- 2.** We need more hospitals up and running as well as a Charity Hospital.
- 3.** From a pediatric standpoint, we need more mental health services for children.

# Psychiatry

*A branch of medicine to study, prevent and treat mental disorders*

## **Dr. Byron Hammer** *River Oaks Hospital*

**Lingering challenges:** In terms of psychiatry, the biggest challenge is access to care for adults with severe mental illness. Right now, New Orleans has an abundance of hospital beds for children at the three main hospitals: River Oaks, New Orleans Adolescent Hospital and Children's Hospital. This is not the case for adults. Most of the adult psychiatrists I know constantly express the need for more psychiatric hospital beds for adults. This lack of adult beds can often lead to psychiatric patients spending hours in emergency rooms or being treated in a medical hospital until a psychiatric bed is available. This puts stress on the entire medical system.

**Indigent care solution:** The Medicaid/LaCHIP program has served the

low-income children of Louisiana very well. Unfortunately, we do not have the same kind of program for low-income, indigent adults. This lack of funding puts a great deal of pressure on the community mental health system but causes significant problems for the hospitals. New Orleans does not have the number of state-funded beds we had before Katrina, so the private hospitals have been serving many more indigent patients.

### **Three-step plan:**

- 1.** Expand the number of adult hospital beds in New Orleans.
- 2.** Increase state funding for indigent patients, especially those who require hospital care.
- 3.** Broaden the number of low income to middle income children who could qualify for the Medicaid/LaCHIP program by increasing the range of incomes that families can make and still be insured.



# Pulmonology

*A branch of medicine that deals with diseases of the lungs and the respiratory tract*

## **Dr. Arvind Yertha** *North Oaks Health System*

**Lingering challenges:** An unanticipated demand for health care services because of massive population growth in the parishes served by North Oaks Health System has significantly strained available health care resources. As a direct result of Hurricane Katrina, an exodus of qualified health care professionals, especially registered nurses, has challenged the ability of hospitals in southeastern Louisiana to adequately staff their facilities.

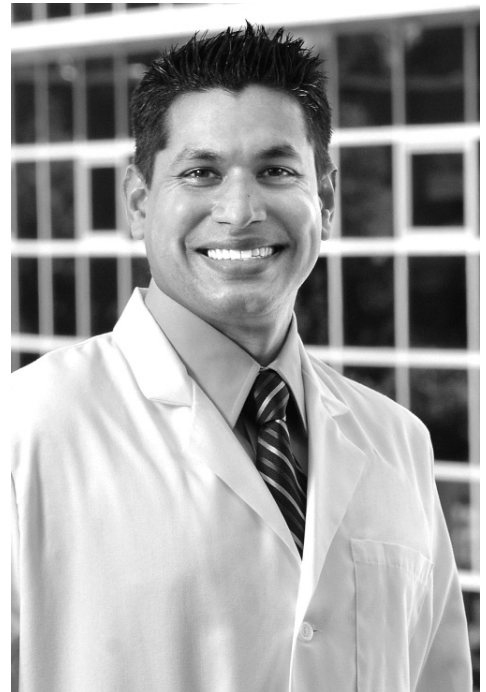
### **Indigent care solution:**

Government officials at the state and federal levels have a duty to develop concrete plans to insure members of our community who are unable to afford health insurance. This will help provide our citizens with access to primary care

services in a timely fashion. Preventative care provided by primary care practitioners may help to reduce demand on emergency department use and inpatient hospital services.

### **Three-step plan:**

- 1.** The number of hospital beds in the area needs to be increased.
- 2.** We need to recruit more health care personnel to the area while retaining those who are working here now. Increased medical education offerings are essential to help teach competent medical professionals to care for a constantly expanding and aging population.
- 3.** Government officials must provide adequate compensation to hospitals and physicians who are providing health care to the indigent population.



# Radiology

*A branch of medicine concerned with the use of radiant energy, including X-rays, in the diagnosis and treatment of disease*



## **Dr. Steven Pflug** *Lakeview Regional Medical Center*

**Lingering challenges:** Continued revitalization of the local medical and allied health profession schools is very important. They are critical to rebuilding and maintaining a strong medical community. We should not lose local physicians and nurses to out-of-state programs because of lack of facilities.

**Indigent care solution:** I was trained in the Charity system. It afforded me a tremendous learning environment. I expect to always provide indigent care. It is also true that being a hospital-based radiologist, I am required to provide service to all that visit the emergency department. We certainly saw an increase in non-paying patients after Katrina. However, as the transient work force has

decreased, the indigent numbers are gradually returning to pre-storm levels.

### **Three-step plan:**

**1.** I expect great things from Gov. Jindal. We as a medical community need to keep him informed of the important issues such as the indigent care situation.

**2.** The development and construction of the Louisiana State University and Veterans Affairs medical facility in New Orleans is critical in the revitalization of the statewide medical community.

**3.** With regards to radiology and other technology driven fields, there is an inherent lag in reimbursement until the efficacy is proven. That is understandable. However, when a technology such as coronary CT angiography is proven to provide the diagnosis in a safer and more efficient manner, the federal and third party payers should embrace the technology.

# Vascular surgery

*A subspecialty of general surgery in which diseases of the vascular system, arteries and veins are managed, largely via surgical intervention*



**Dr. Bradford Thompson**  
*River Parishes Hospital*

**Lingering challenges:** There are two things. First, there is a large uninsured and under-insured population. Second, there's a shrinking pool of health care personnel.

**Indigent care solution:** I think that we need to figure out a way to get more of these patients insured under a state or federally mandated insurance program or get the Charity system back up and running. About 6 percent to 8 percent of my business is uninsured.

**Three-step plan:**

The state government, federal government, hospitals and physician organizations need to come up with a plan to get the health care system back on track. A good starting point is to look at the Louisiana State Medical Society's proposed plan.

# Wound care

*Treatment of an injury to the body which causes a disruption of the normal continuity of the body structures*

**Dr. Eduard Danilyants**  
*Kindred Hospital*

**Lingering challenges:** The biggest challenge is the lack of staff. About 70 percent or 80 percent of hospital personnel was replaced after Katrina. It takes time to bring hospitals back to their full working capacity.

**Indigent care solution:** The government needs to step in because long-term facilities are not able to take patients with Medicaid or uninsured patients.

**Three-step plan:**

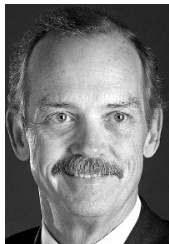
1. The government needs to pay more attention and be more active in helping medical professionals survive this difficult time.
2. Provide hospitals with money for the uninsured.
3. Bring people in from other places to work here and create a good infrastructure for them.



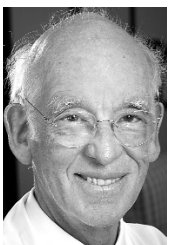
# ACUTE CARE HOSPITALS

## CHILDREN'S HOSPITAL 200 HENRY CLAY AVE. NEW ORLEANS, LA 70118

**CEO:** Steve Worley  
**Education:** bachelor's and master's degrees in business administration, Virginia Commonwealth University  
**Previous experience:** assistant administrator and chief operating officer, Children's Hospital; director of management engineering, American Health Services Inc. in Washington, D.C.; chairman of the board, Blood Center for Southeast Louisiana, the Louisiana Hospital Association and the Metropolitan Hospital Council of New Orleans; treasurer of Inroads/New Orleans



**Senior vice president and medical director:** Dr. Alan Robson  
**Education:** medical degree, University of Durham, England  
**Previous experience:** faculty appointments in pediatrics, Louisiana State University and Tulane University Schools of Medicine; fellowship in nephrology, Washington University; professor of pediatrics, Washington University; director of pediatric nephrology and president of the medical staff, St. Louis Children's Hospital; fellow, the Royal College of Physicians (London), the Royal College of Pediatrics and Child Health (London) the American Academy of Pediatrics; founding editor, "Pediatric Nephrology;" council member, International Pediatric Nephrology Association; principal investigator, National Institute of Health supported Dietary Intervention Study in Children



**Vice president of nursing:** Diane Michel  
**Education:** bachelor's degree in nursing Southeastern Louisiana University; master's degree in nursing, Louisiana State University  
**Previous experience:** director of nursing operations, Children's Hospital; staff nurse, Touro Infirmary; assistant vice president of nursing, Touro Infirmary; past president of the New Orleans Chapter of the Association of Practitioners in Infection Control; presi-

dent-elect of the New Orleans Area Organization of Nurse Executives

## EAST JEFFERSON GENERAL HOSPITAL 4200 HOUMA BLVD. METAIRIE, LA 70006

**CEO:** Dr. Mark Peters  
**Education:** doctor of medicine, Ohio State University; certified physician executive  
**Previous experience:** chief medical officer and vice president of medical services at Upper Valley Medical Center in Troy, Ohio; CEO and medical director of Upper Valley Professional Corp.; medical director of Tippecanoe Family Physicians in Tipp City, Ohio



**Chief operating officer/nurse executive:** Janice Kishner  
**Education:** nursing degree, Dawson College; bachelor's and master's degrees in health arts and business administration, University of St. Francis  
**Previous experience:** EJGH vice president of operations; assistant vice president of operations; administrative associate of nursing; nursing director of special services; unit director of pediatrics



**Chief of staff:** Dr. Stanely Bleich  
**Education:** bachelor's degree in biology, Brooklyn College; cardiovascular fellowship, Tulane University School of Medicine; medical degree, Mount Sinai School of Medicine  
**Previous experience:** chief, EJGH Division of Cardiology; chairman, EJGH Department of Medicine; clinical assistant professor of medicine, Tulane School of Medicine; fellow, American College of Cardiology and American College of Physicians; associate fellow, American College of Chest Physicians



## FAIRWAY MEDICAL CENTER 67252 INDUSTRY LANE COVINGTON, LA 70433

**CEO:** David Guzan Jr.  
**Education:** bachelor's degrees in marketing and economics, Southern Methodist University; master's degree in business administration with health-care concentration, University of Houston-Clear Lake  
**Previous experience:** 14 years of health care administration experience



**Chief nursing officer:** Karen Haile  
**Education:** bachelor's degree in nursing, Louisiana State University  
**Previous experience:** operating room certification for 20 years; registered nurse for 24 years

## KINDRED HOSPITAL 3601 COLISEUM ST. NEW ORLEANS, LA 70115

**CEO:** Jan Turk  
**Education:** bachelor's degree, University of Southwestern Louisiana; juris doctor, Loyola University School of Law  
**Previous experience:** assistant administrator and director of human resources/legal affairs, Kindred Hospital



**Chief of staff:** Dr. Charles Smith III  
**Education:** University of Louisville; residencies in internal medicine and pulmonary medicine at Louisiana State University Medical Center  
**Specialties:** certified in internal medicine and pulmonary medicine with a special interest in the elderly



**Chief clinical officer:** Yolande Wilson  
**Education:** bachelor's degree in nursing, Dillard University; and master's degree in business administration, University of New Orleans  
**Previous experience:** director of nursing and director of case management/utilization review with



# ACUTE CARE HOSPITALS

Kindred; experience in intensive care, medical surgical, emergency services and nursing education

**LAKEVIEW REGIONAL MEDICAL CENTER**  
**95 E. FAIRWAY DRIVE**  
**COVINGTON, LA 70433**

**CEO:** Jason Cobb

**Education:** bachelor's degree in business administration, University of Arkansas; master's degree in business administration, Texas A&M University; master's degree in health administration, Washington University School of Medicine

**Previous experience:** chief operating officer, West Houston Medical Center, 2004-07; vice president of operations, Tulane Medical Center, 2001-04; administrator and CEO, Willis-Knighton Pierremont Hospital, 1999-2001; vice president of clinical services, Willis-Knighton Health System, 1997-99

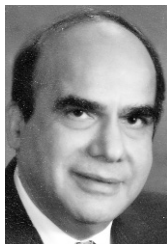


**Chief of staff:**

Dr. Surendra Purohit  
**Education:** doctorate in medicine, Nagpur (India) University Medical College; residency in internal medicine, Nagpur University

Hospital, India; residency in accident and trauma, Leeds (England) General Infirmary; residency in general and vascular surgery, Worcester (Mass.) City Hospital; residency in surgery, St. Vincent (Mass.) Hospital; chief residency/teaching fellow in surgery, St. Vincent Hospital; certified for American Board of Surgery; certified for laser surgery in general and vascular surgery

**Previous experience:** executive committee member, vice chief of staff and chief of staff, St. Tammany Parish Hospital; associate professor of surgery, Tulane University School of Medicine; board of trustees and executive committee member, Lakeview Regional Medical Center; medical director, Gulf States Health Services; and fellow of American College of Surgeons, International College of Surgeons, American College of Angiology and International Academy of Proctology



**Chief nursing officer:**

Tina Coker  
**Education:** bachelor's degree in nursing, University of Texas; master's degree in nursing, University of Central Arkansas

**Previous experience:** 13 years as vice president of Central Arkansas Hospital in Searcy, Ark.



**LOUISIANA HEART HOSPITAL**  
**64030 LOUISIANA HIGHWAY 434**  
**LACOMBE, LA 70445**

**CEO:** Bill Fox

**Education:** bachelor's degree in health care administration, Western Kentucky University; master's degree in health administration, Trinity University

**Previous experience:** chief operating officer, Methodist Hospital in New Orleans



**Medical director:**

Dr. Ali Amkieh  
**Education:** doctorate in medicine, Tichreen (Syria) University School of Medicine Syria; internship and residency in internal medicine, Englewood (N.J.)

Hospital and Medical Center; and fellowships in cardiology and interventional cardiology, Louisiana State University School of Medicine



**Vice president of clinical services:**

Glenda Dobson  
**Education:** bachelor's degree, University of Southern Mississippi

**Previous experience:** director of operations and business development, St. Tammany Parish Hospital

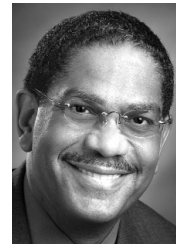


**LOUISIANA STATE UNIVERSITY INTERIM HOSPITAL**  
**2021 PERDIDO ST.**  
**NEW ORLEANS, LA 70112**

**CEO:** Dr. Dwayne

Anthony Thomas  
**Education:** bachelor's degree, Dillard University; and doctorate in medicine from Louisiana State University School of Medicine

**Previous experience:** associate professor of pulmonary and critical care medicine, Louisiana State University School of Medicine; director of the Morial Asthma and Respiratory Disease Center at LSU Medical Center; assistant dean of minority relations at the University of Florida Health Science Center in Tampa, Fla.



**Medical director:**

Dr. Cathi Fontenot  
**Education:** bachelor's degree in biomedical chemistry, Oral Roberts University; doctor of medicine, Louisiana State University School of Medicine

**Specialties:** board certified in internal medicine with added qualifications in geriatrics; associate professor of medicine, LSU School of Medicine, section chief, division of comprehensive medicine



**Associate hospital administrator:**

Pamela McVey  
**Education:** bachelor's degree in nursing, Louisiana State University-New Orleans; master's degree in nursing administration, University of Southern Mississippi

**Previous experience:** chief nursing officer, Health Management Associates; awarded 2006 Nurse Administrator of the Year by the Mississippi Nurses Association



**NORTH OAKS HEALTH SYSTEM**  
**P.O. BOX 2668**  
**HAMMOND, LA 70404**

**CEO:** James Cathey Jr.

**Education:** bachelor's degree in accounting, Louisiana Tech University; master's degree in business administration



# ACUTE CARE HOSPITALS

with management emphasis, Louisiana Tech University

**Previous experience:** associate administrator and financial manager of Winn Parish Medical Center in Winnfield; administrator of Riverside Medical Center in Franklinton; administrator of Many Hospital in Many; executive director of Natchez Community Hospital in Natchez, Miss.

**Chief medical officer:**

Dr. Robert Peltier

**Education:** medical degree, Louisiana State University School of Medicine in Shreveport; internship and residency at Earl K. Long Memorial Hospital in Baton Rouge; certified by the American Board of Internal Medicine

**Previous experience:** retired from internal medicine partnership, North Shore Internal Medicine Associates in Hammond; member of the North Oaks Medical Staff since 1998; served as chief of staff for North Oaks Medical Center in 2006



**Chief nursing officer:**

Paula Hymel

**Education:** associate's degree in nursing, University of Memphis; bachelor's degree in nursing, Loyola University New Orleans

**Previous experience:** clinic nurse, White-Wilson Medical Center in Fort Walton Beach, Fla.; nursing supervisor, St. Joseph Hospital East in Memphis, Tenn.; medical-surgical unit nurse and charge nurse, Ochsner Health System; dialysis nurse, Southern Baptist Hospital in New Orleans; industrial nurse for Union Carbide Corp.; Louisiana regional manager for Med Audit Corp., and nursing supervisor and assistant director of nursing service for Seventh Ward General Hospital (North Oaks Medical Center)



**NORTHSHORE REGIONAL MEDICAL CENTER**  
100 MEDICAL CENTER DRIVE  
SLIDELL, LA 70461

**CEO:** Alan Cason

**Education:** bachelor's degree in health services management; master's degree in health and wellness promotion  
**Previous experience:** chief executive offi-

cer of diagnostic imaging services; associate administrator at NorthShore Regional Medical Center; director of outpatient services, NorthShore Regional Medical Center



**Chief of staff:**

Dr. Gerard Pena

**Education:** Louisiana State University School of Medicine; residencies at LSU Medical Center — New Orleans in general surgery and otolaryngology; internship at Emory University Hospitals, Atlanta



**Chief nursing officer:**

Gail Gaudry

**Education:** bachelor's degree in nursing, University of South Alabama.

**Previous experience:** consultant for commitment to quality for Tenet Healthcare Corp.; chief nursing officer at Lindy Boggs Medical Center in New Orleans; associate director of patient care services at NorthShore Regional Medical Center



**OCHSNER MEDICAL CENTER**  
1514 JEFFERSON HIGHWAY  
NEW ORLEANS, LA 70121

**CEO:** Dr. Patrick Quinlan

**Education:** bachelor's degree in economics, University of Texas; doctorate in medicine, University of Texas Medical Branch at Galveston; master's degree in health administration from the College of St. Francis; internship, Carraway Methodist Center in Birmingham, Ala.; and residency in dermatology, University of Alabama Hospital in Birmingham, Ala.

**Previous experience:** chief medical officer, Lovelace Health Systems in Albuquerque, N.M.



**Chief of staff/ medical director:**

Dr. Richard Guthrie Jr.

**Education:** bachelor's degree, University of New Orleans; doctor of medicine, Louisiana State University School of Medicine; and internal medicine residency and chief residency, Ochsner Health System  
**Specialties:** internal medicine



**Vice president and chief nursing officer:**

Nancy Davis

**Education:** bachelor's degree, University of Kansas School of Nursing; master's degree in psychology, University of Missouri; master's degree in nursing from Louisiana State University School of Medicine  
**Previous experience:** clinical and administrative positions in Kansas City, Mo., Dallas and New Orleans. Certified nurse administrator and nursing facility administrator



**OCHSNER MEDICAL CENTER - BAPTIST**  
2700 NAPOLEON AVE.  
NEW ORLEANS, LA 70115

**CEO:** Curtis Dosch  
**Education:** bachelor's degree in business administration, University of Montevallo  
**Previous experience:**

vice president of finance, American Family Care in Hoover, Ala., and Ramsay Health Care of Coral Gables, Fla.; chief financial officer of Tenet Physician Services and Memorial Medical Center in New Orleans; and vice president of finance for Tenet's Southern States region



**OCHSNER MEDICAL CENTER - KENNER**  
180 W. ESPLANADE AVE.  
KENNER, LA 70065

**CEO:** Paolo Zambito  
**Education:** graduate, Charity Hospital School of Nursing; bachelor's degree in health arts, University of St. Francis; master's degree in health servic-



# ACUTE CARE HOSPITALS

es administration, University of St. Francis

**Previous experience:** chief operating officer, chief nursing officer and critical care director, Kenner Regional Medical Center; manager of surgical intensive care, Charity Hospital

**Chief of staff:**

Dr. James Campbell  
**Education:** doctor of medicine, University of Virginia School of Medicine; resident in family practice, E.W. Sparrow Hospital in Lansing, Mich., and the Battle Creek Area Medical Education Corp.

**Previous experience:** private, rural practice in Kenton, Ohio



**OCHSNER MEDICAL CENTER - WEST BANK**  
2500 BELLE CHASE HIGHWAY  
GRETNA, LA 70053

**CEO:** Dr. Michael O'Bryan  
**Education:** doctor of medicine, Louisiana State University School of Medicine; master's degree in health care administration, Tulane University

**Previous experience:** CEO, NorthShore Regional Medical Center



**Chief of staff:** Dr. Robert Matheny  
**Education:** doctor of medicine, University of Arkansas School of Medicine; residency at Tulane University Hospital and Clinic

**Chief nursing officer:** Lisa Colletti

**Education:** bachelor's and master's degrees in nursing, Louisiana State University  
**Previous experience:** clinical educator, unit manager, performance improvement coordinator, grant project manager and assistant vice president for clinical operations at Ochsner's main campus; certified in advanced nursing administration; certified nursing home administrator.



**RIVER PARISHES HOSPITAL**  
500 RUE DE SANTE  
LAPLACE, LA 70068

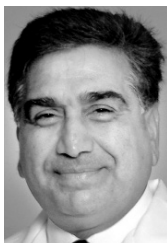
**CEO:** Charlotte Dupré  
**Education:** bachelor's degree in business education and a minor in journalism, Louisiana State University; master's degree in business administration, Tulane University

**Previous experience:** more than 31 years of executive health care experience, including five years at Duke University Medical Center, three years at Woman's Hospital and 11 years at American Medical International.



**Chief of medical staff:** Dr. Manjit Wadhwa

**Education:** doctorate in medicine, Government Medical College in Amritsar, India; internship and residency in Medicine at SGTB Hospital in India; residency in Anesthesia at Michael Reese Hospital Medical Center in Chicago; board certified, American Board of Anesthesiology  
**Previous experience:** charter member of the River Parishes Hospital medical staff since June 1982; director of anesthesia at River Parishes Hospital



**Chief nursing officer:** Mary Katherine Bocz

**Education:** Charity School of Nursing  
**Previous experience:** 30 years overall management experience, including quality assurance/risk manager, surgical services director and chief nursing officer



**ST. TAMMANY PARISH HOSPITAL**  
1202 S. TYLER ST.  
COVINGTON, LA 70433

**CEO:** Patti Elish  
**Education:** nursing degree, Charity Hospital School of Nursing; bachelor's degree, College of St. Francis; master's degree in health



administration, Tulane University; fellow of the American College of Healthcare Executives

**Previous experience:** chief operating officer, Memorial Health System of East Texas; director of nursing, West Jefferson Medical Center

**Chief medical officer:**

Dr. Robert Capitelli  
**Education:** bachelor's degree in general science, University of New Orleans; doctor of medicine in otolaryngology, Louisiana State University School of Medicine  
**Previous experience:** 22 years private practice in otolaryngology and head and neck surgery



**Director of nursing:**

Kerry Milton  
**Education:** bachelor's degree in nursing, Louisiana State University; master's degree in health care administration, University of St. Francis  
**Previous experience:** 24 years in nursing including surgical nursing, house supervision, director of nursing and chief nursing officer at St. Tammany Parish Hospital



**SLIDELL MEMORIAL HOSPITAL AND MEDICAL CENTER**  
1001 GAUSE BLVD.  
SLIDELL, LA 70458

**CEO:** Robert Hawley Jr.  
**Education:** bachelor's degree, University of Oklahoma; master's degree in business administration, San Diego State University  
**Previous experience:**

CEO, Bolivar Medical Center in Cleveland, Miss.; CEO and chief financial officer, Perry (Okla.) Memorial Hospital in Perry; assistant to the administrator and chief financial officer, Joseph (Okla.) Regional Medical Center



**President of medical staff:**

Dr. William Williams  
**Education:** doctor of medicine, University of Iowa College of Medicine; master's



# ACUTE CARE HOSPITALS

degree in public health and tropical medicine, Tulane University School of Public Health and Tropical Medicine; master's degree in business administration, Regis University

**Previous experience:** vice president of clinical quality department, Tenet headquarters; 42 years clinical and medical administrative experience; 14 years as medical director or chief medical officer for managed care companies, individual hospital and hospital networks for HCA and Tenet; 30 years' experience as an infectious tropical disease specialist and epidemiologist in the United States, Canada, Latin America, Caribbean and Asia

**Chief nursing officer:**

Mark Stockstill

**Education:** associate's degree in nursing with honors, Pearl River Community College; enrolled in the American Military

University Management program with emphasis in health care administration

**Previous experience:** interim chief nursing officer, assistant to chief nursing officer, manager of nursing administration, administrative supervisor and director of critical care at Slidell Memorial Hospital; program director at Total Wound Treatment Centers in San Antonio; assistant head nurse of emergency services at Pendleton Memorial Methodist Hospital in New Orleans



**SOUTHERN SURGICAL HOSPITAL  
1700 W. LINDBERG DRIVE  
SLIDELL, LA 70458**

**CEO:** Michael Pisciotta

**Education:** bachelor's degree in marketing, Southeastern Louisiana University; bachelor's degree in nursing, William Carey College

**Previous experience:** assistant administrator, Chalmette Medical Center; 15-plus years health care leadership; 10-plus years experience as registered nurse in acute care setting

**Medical director:** Dr. James Gosey Jr.

**Education:** doctor of medicine, Tulane University School of Medicine; fellow of the American College of Orthopedic Surgery; residency in orthopedic surgery

**Chief nursing officer:** Raymie Hoffmann

**Education:** bachelor's degree in nursing, William Carey College; certified nurse of operating room; pursuing master's degree in health care administration

**Previous experience:** director of surgical services, Southern Surgical Hospital; manager of surgical services, NorthShore Regional Medical Center; manager of surgical services, Slidell Memorial Hospital; interim director of surgical services, Slidell Memorial Hospital; 10-plus years nursing experience including pediatric trauma, intensive care unit, operating room and home health

**TERREBONNE GENERAL  
MEDICAL CENTER  
8166 MAIN ST.  
HOUMA, LA 70360**

**CEO:** Phyllis LeBlanc

Peoples

**Education:** bachelor's degree in nursing, University of Southwestern Louisiana; two master's degrees specializing in administration and education, Valdosta State University; pursuing a doctoral degree in health systems management, Tulane University

**Previous experience:** chief operating officer, director of nursing, Terrebonne General Medical Center; board certified in advanced nursing administration



**Chief of staff:**

Dr. Mary Eschete

**Education:** undergraduate degree, Louisiana State University; doctor of medicine, LSU School of Medicine; residency at LSU Medical Center-Shreveport in internal medicine; fellowship at LSU Medical Center in infectious diseases

**Previous experience:** board certified through the American Board of Internal Medicine and American Board of Infectious Disease



**Vice president of**

**nursing services:** Teresita McNabb

**Education:** bachelor's degree in nursing, Louisiana State University; mas-

ter's degree in health services administration, University of St. Francis; board certified by the American Nurses Credentialing Center in Nursing Administration



**THIBODAUX REGIONAL  
MEDICAL CENTER  
602 N. ACADIA ROAD  
THIBODAUX, LA 70301**

**President and CEO:**

Greg Stock

**Education:** bachelor's degree, Brigham Young University; master's degree in health care administration and public administration, BYU

**Previous experience:** president and CEO, Thibodaux Regional Medical Center; more than 25 years' health care leadership experience including serving as CEO at hospitals in South Dakota, Missouri, Oregon and Arkansas; presenter or panel participant at numerous state and national conferences on quality and service excellence



**Vice president of  
patient care services:**

Brenda Arceneaux

**Education:** bachelor's degree in nursing, Nicholls State University; master's

degree in nursing administration, Louisiana State University Medical Center

**Previous experience:** more than 35 years of varied experiences in hospital nursing, education and patient care management; presented at several seminars locally, nationally and internationally on service excellence and quality



**TOURO INFIRMARY  
1401 FOUCHER ST.  
NEW ORLEANS, LA 70115-3515**

**President and CEO:** Leslie Hirsch

**Education:** bachelor's degree in political science, William Paterson University; master's degree in public administration, Fairleigh Dickinson University

# ACUTE CARE HOSPITALS

**Previous experience:**

president and CEO of St. Joseph Hospital in Denver; more than 25 years of diversified health care leadership experience in academic and community health care organizations, including serving as president and CEO of Cooper Health System in Camden, N.J., and associate executive director of operations at Bellevue Hospital Center in New York

**Vice president of medical affairs:**

Dr. Kevin Jordan

**Education:** doctorate in medicine, Louisiana State University School of Medicine

**Previous experience:**

fellow of the American College of Emergency Physicians; and Joint Military Medical Centers residency in emergency medicine

**Chief nursing officer:**

Sue Pitoscia

**Education:** master's degree in nursing, Villanova University; bachelor's degree in nursing, LaSalle University; nursing diploma, Helene Fuld School of Nursing

**Previous experience:** vice president of patient care services, Lourdes Medical Center in Burlington County, N.J.; patient care vice president and chief nurse executive at Virtua-Memorial Hospital in Burlington County; self-employed health-care consultant; licensed registered nurse in Louisiana, New Jersey and Pennsylvania

**TULANE MEDICAL CENTER  
1415 TULANE AVE.  
NEW ORLEANS, LA 70118**

**CEO:** Dr. Robert Lynch

**Education:** doctor of medicine, University of Texas, Southwestern Medical Center in Dallas

**Previous experience:** associate dean for Veterans Affairs and assistant professor of medicine, University of Texas,

Southwestern Medical Center; associate dean for VA affairs and professor of medicine, University of Mississippi Medical Center, Jackson, Miss.

**Chief of staff:** Dr. John Pigott

**Education:** doctor of medicine, University of Tennessee; surgical residency, University of Alabama at Birmingham; residency in thoracic surgery, University of Pennsylvania

**Specialties:** cardiothoracic surgery

**Chief nursing officer:** Danita Sullivan

**Education:** associate's degree in nursing, Louisiana State University Health Sciences; bachelor's degree in nursing, Loyola University New Orleans; master's degree in business administration, University of New Orleans

**Previous experience:** director of adult services, Tulane University Hospital and Clinic; manager, Northwestern Memorial Hospital in Chicago; more than 25 years of health care experience in nursing and respiratory therapy; more than 10 years of leadership experience

**TULANE-LAKESIDE HOSPITAL  
4700 INTERSTATE 10 SERVICE ROAD  
METAIRIE, LA 70001****Vice president of nursing:** Kathy King

**Education:** associate's degree in nursing, Bluefield State College; bachelor's degree in nursing, West Virginia University; master's degree in nursing, University of Virginia

**Previous experience:** director of women's services, St. Joseph's Hospital in Phoenix; director of maternal child health, St. Vincent Health Center in Erie, Pa.; director of nursing, Greenville Memorial Medical Center in Greenville, S.C.

**WEST JEFFERSON MEDICAL CENTER  
1101 MEDICAL CENTER BLVD.  
MARRERO, LA 70072****Interim executive officer:** Nancy Cassagne

**Education:** bachelor's degree in business administration, Nicholls State University

**Previous experience:** chief administrative assistant to Jefferson Parish

President Aaron Broussard; finance director and internal audit director for Jefferson Parish; senior vice president of finance, YMCA of Greater New Orleans;



corporate accounting, Entergy Services Inc.; auditor, Bourgeois, Bennett CPAs LLC; passed the Board of Governors Examination in Healthcare Management of the American College of Healthcare Executives

**Chief of staff:**

Dr. Jonathan Boraski

**Education:** bachelor's degree in biology, University of Vermont; medical degree in dentistry, Tufts University; doctor of medicine, Tulane University School of Medicine; certificate in oral and maxillofacial surgery from Emory University; medical residency in general practice dentistry, Berkshire Medical Center in Pittsfield, Mass.; medical residency in oral and maxillofacial surgery, Emory University; medical residency in general surgery at Tulane University; medical residency in plastic surgery, Louisiana State University School of Medicine

**Previous experience:** private practice for plastic and reconstructive surgery in Marrero

**Senior vice president and chief nursing executive:**

Theresa Anderson

**Education:** bachelor's degree in management and leadership and master's degree in applied behavioral medicine, Johns Hopkins University; nursing diploma, Union Memorial Hospital School of Nursing; fellow, American College of Healthcare Executives

**Previous experience:** vice president patient care services, Holy Spirit Hospital in Camp Hill, Pa.; chief nursing executive, West Jefferson Medical Center since 2000; vice president of patient care services, Holy Spirit Hospital



# MENTAL HEALTH FACILITIES

**COMMUNITY CARE HOSPITAL**  
**1421 GENERAL TAYLOR ST.**  
**NEW ORLEANS, LA 70115**

**CEO:** Paul Kavanaugh  
**Education:** bachelor's degree in business administration, Millsaps College; master's degree in business administration, Tulane University; attended London School of Economics; graduate, Southwestern Graduate School of Banking at Southern Methodist University



**Previous experience:** manager of health care segment, First National Bank of Commerce

**Chief of staff:** Dr. J. Robert Barnes  
**Education:** bachelor's degree, Loyola University New Orleans; medical degree, Louisiana State University School of Medicine

**Previous experience:** internship, St. Vincent's Hospital in New York; residency in psychiatry, Albert Einstein College of Medicine in New York; director of the general psychiatry residency training; Louisiana State University Medical Center; clinical associate professor of psychiatry; LSU Medical School; fellowship, Cornell University; distinguished fellow, American Psychiatric Association

**Director of nursing:** Valerie Jones  
**Education:** associate of arts degree, certificate in practical nursing and associate degree of nursing, Pearl River Community College  
**Previous experience:** charge and staff registered nurse, NorthShore Regional Medical Center; director of nursing, Metro HDC Home Health; charge nurse for America's Healthforce in New Orleans

**HOPE HAVEN CENTER**  
**1108 BARATARIA BLVD.**  
**MARRERO, LA 70072**

**Executive director:** Heidi Hillery Cheek  
**Education:** master's degree in health-care management, University of New Orleans; and master's degree in social work, University of Southern Mississippi  
**Specialties:** licensed clinical social worker and a board-approved clinical supervisor; associate director and interim executive director, Hope Haven



**NEW ORLEANS ADOLESCENT HOSPITAL AND COMMUNITY SERVICES**  
**210 STATE ST.**  
**NEW ORLEANS, LA 70118**

**Interim CEO:** Ken Portal  
**Education:** bachelor's degree in business administration, University of New Orleans

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# MENTAL HEALTH FACILITIES

**Previous experience:** 15-plus years in accounting, chief financial officer, hospital associate administrator

**Clinical director:**

Dr. Martin Drell  
**Education:** medical degree, University of Illinois training in child and adolescent psychiatry, Boston Children's/Judge Baker Guidance Center; general psychiatry, Cambridge Hospital; head of infant, child and adolescent psychiatry division, Louisiana State University Health Sciences Center  
**Specialties:** board certified in general and child/adolescent psychiatry



**Director of nursing:**

Alice George  
**Education:** bachelor's degree in nursing, William Carey College; master's degree in health services administration, the College of St. Francis in Illinois; certified public manager and child care health consultant  
**Previous experience:** more than 33 years of experience in pediatric nursing, 20 years in child and adolescent psychiatric nursing



**ODYSSEY HOUSE LOUISIANA INC.**  
 1125 N. TONTI ST.  
 NEW ORLEANS, LA 70119

**Executive director:**

Edward Carlson  
**Education:** bachelor's and master's degrees, John F. Kennedy University  
**Previous experience:** statewide initiative for substance abuse and adolescents, Charles & Helen Schwab Foundation in San Francisco; 18 years substance abuse treatment



**Medical clinic program director:**

Leigh Ann de Monredon  
**Education:** bachelor's degree, University of Puerto Rico, Mayaguez; master's degree, The Catholic

University of America  
**Previous experience:** Tulane University Hospital and Clinics; The Spanish Catholic Center; primary care in the non-insured, Spanish speaking population



**Lead nurse practitioner:**

Jacqueline Rhoads  
**Education:** bachelor's degree, Texas Woman University; master's degree, University of Texas at Austin  
**Previous experience:** 2007 fellow of the American Academy of Nurse Practitioners; director of the primary care nurse practitioner program at Louisiana State University Health Sciences Center New Orleans School of Nursing, for the Family Nurse Practitioners and Post Masters FNP and Adult Nurse Practitioner Program of Study; Health Care for the Homeless Clinic



**RIVER OAKS PSYCHIATRIC HOSPITAL**  
 1525 RIVER OAKS ROAD  
 HARRAHAN, LA 70123

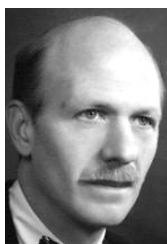
**CEO:** Evelyn Nolting

**Education:** bachelor's degree in nursing, Louisiana State University Medical Center; master's degree in health care administration, Tulane University School of Public Health and Tropical Medicine  
**Previous experience:** director of administrative services, DePaul/Tulane Behavioral Health Center; director of nursing at River Oaks Psychiatric Hospital



**Chief of staff:**

Dr. Lincoln Denton Paine  
**Education:** bachelor's degree, Haverford College; medical degree, Tulane University School of Medicine; psychiatric residency, Tulane



University Medical Center; rotating internship, Charity Hospital; fellowship, TUMC  
**Specialties:** child psychiatry

**Director of nursing:** Michelle Fiedler

**Education:** graduate, Hotel Dieu School of Nursing  
**Previous experience:** 36 years in psychiatric nursing

**SOUTHEAST LOUISIANA HOSPITAL**  
 23515 U.S. HIGHWAY 190  
 MANDEVILLE, LA 70470

**CEO:** Patricia Gonzales

**Education:** bachelor's degree in psychology, University of South Florida; graduate studies in social work, Florida State University  
**Previous experience:** worked in the field of mental health and substance abuse for the past 30 years in public and private inpatient and outpatient settings, as well as private practice; 13 years of work with Louisiana Department of Health and Hospitals in the Office of Mental Health



**Clinical director:** Dr. Hossam

Abou-Taleb  
**Education:** medical degree, University of Cairo  
**Specialties:** psychiatry

**Director of nursing:**

Georgia Johnson  
**Education:** bachelor's degree in nursing, Southeastern Louisiana University; master's degree in nursing, University of Southern Mississippi; certified in nursing administration, advanced level and certified professional in health care quality  
**Previous experience:** 34 years of mental health nursing in public and private sector; staff nurse, instructor, utilization review, performance improvement, program manager, assistant director of nursing and director of nursing



# Acute care hospitals

(ranked by the number of licensed beds)

2008 Rank	Name Address	Telephone	Licensed beds Staffed beds	Net patient revenue Net income (loss)	Profit or nonprofit Year established	Administrator Title	Owner	Physicians with admitting privileges Full-time RNs/LPNs	Full-time employees Specialists
<b>1</b>	<b>LSU Interim Hospital</b> 2021 Perdido St. New Orleans 70130	903-3000	714 201	WND WND	nonprofit 1736	Dwayne A. Thomas CEO	Louisiana State University	726 680/106	2,118 505
<b>2</b>	<b>Touro Infirmary</b> 1401 Foucher St. New Orleans 70115	897-7011 897-8106	554 225	\$720 million WND	private not-for-profit 1852	Leslie D. Hirsch President/CEO	Touro Infirmary is a private corporation run by a governing board	438 297/10	1,350 462
<b>3</b>	<b>Ochsner Foundation Hospital</b> 1514 Jefferson Highway New Orleans 70121	842-3000 842-6807	527 517	\$489 million WND	not-for-profit 1954	Patrick Quinlan CEO	Ochsner Health System	416 791/67	3,016 WND
<b>4</b>	<b>East Jefferson General Hospital</b> 4200 Houma Blvd. Metairie 70006	454-4000 456-8125	454 454	WND WND	not-for-profit 1971	Mark J. Peters President/CEO	community-owned	700 675/WND	3,304 515
<b>5</b>	<b>West Jefferson Medical Center</b> 1101 Medical Center Blvd. Marrero 70072	347-5511 349-6299	451 341	\$242 million \$2 million	not-for-profit 1956	Nancy R. Cassagne WND	Jefferson Parish Hospital District No. 1	387 448/68	1,498 54
<b>6</b>	<b>Terrebonne General Medical Center</b> 8166 Main St. Houma 70360	(985) 873-4141 (985) 850-6116	321 302	WND WND	not-for-profit 1954	Phyllis Peoples President and president/CEO	Board of Commissioners of Terrebonne Parish	160 21/30	1,148 35
<b>7</b>	<b>North Oaks Medical Center</b> P.O. Box 2668 Hammond 70404	(985) 345-2700 (985) 230-1038	241 210	WND WND	not-for-profit 1960	James E. Cathey CEO	Hospital Service District 1 of Tangipahoa Parish	138 367/53	1,918 WND
<b>8</b>	<b>Tulane Medical Center - Downtown Campus</b> 1415 Tulane Ave., HC 25 New Orleans 70112	988-5800 988-5301	235 204	WND WND	profit 1976	Robert Lynch, MD CEO	Hospital Corporation of America (HCA)/Tulane University	673 433/13	1,600 673
<b>9</b>	<b>St. Tammany Parish Hospital</b> 1202 S. Tyler St. Covington 70433	(985) 898-4000 (985) 898-4394	223 223	WND WND	not-for-profit 1954	Patti Ellish CEO and president	St. Tammany Hospital Service District No. 1	290 380/88	1,266 358
<b>10</b>	<b>Children's Hospital</b> 200 Henry Clay Ave. New Orleans 70118	899-9511	218 174	WND WND	not-for-profit 1955	Steve Worley CEO and president/	Children's Hospital Inc.	359 302/32	1,244 290
<b>11</b>	<b>Ochsner Medical Center- West Bank</b> 2500 Belle Chasse Highway Gretna 70056	392-3131	200 165	\$88 million WND	not-for-profit 2006	Dr. Michael O'Bryan CEO	Ochsner Health System	345 234/21	652 190
<b>12</b>	<b>Thibodaux Regional Medical Center</b> 602 N. Acadia Road Thibodaux 70301	(985) 447-5500 (985) 449-4600	185 WND	WND WND	not-for-profit 1930	Greg Stock CEO	Lafourche Parish Hospital Service District 3	WND WND/WND	641 WND

<b>13</b>	<b>Slidell Memorial Hospital &amp; Medical Center</b> 1001 Gause Blvd. Slidell 70458	(985) 643-2200 (985) 649-8779	182 173	\$128 million \$10 million	not-for-profit 1959	Robert Hawley Jr. CEO	St. Tammany Parish Hospital Service District No. 2	280 225/27	795 280
<b>14</b>	<b>Lakeview Regional Medical Center</b> 95 E. Fairway Drive Covington 70433	(985) 867-3800 (985) 867-4449	178 178	WND WND	profit 1977	Jason Cobb CEO	HCA	275 260/20	745 WND
<b>15</b>	<b>Kindred Hospital New Orleans</b> 3601 Coliseum St. New Orleans 70115	899-1555 762-5506	168 78	WND WND	profit 1992	Jan Turk CEO	Kindred Healthcare Inc.	140 WND/WND	135 WND
<b>16</b>	<b>NorthShore Regional Medical Center</b> 100 Medical Center Drive Slidell 70461	(985) 649-7070 (985) 646-5552	165 135	WND WND	profit 1985	Alan R. Cason CEO	Tenet Healthcare Corp.	399 177/23	430 381
<b>17</b>	<b>Tulane Medical Center - Lakeside Campus</b> 4700 I-10 Service Road Metairie 70001	988-5800 780-1684	119 119	WND WND	Profit 1964	Robert Lynch, MD CEO	Hospital Corporation of America (HCA)/Tulane University	673 126/10	350 673
<b>18</b>	<b>Ochsner Medical Center-Kenner</b> 180 W. Esplanade Ave. Kenner 70065	468-8600 464-8537	116 74	\$72 million WND	not-for-profit 2006	Paolo Zambito CEO	Ochsner Health System	WND 126/20	473 WND
<b>19</b>	<b>River Parishes Hospital</b> 500 Rue de Santa LaPlace 70068	(985) 652-7000	106 80	\$43 million \$2 million	nonprofit 1982	Charlotte Dupré CEO	LifePoint Hospitals Inc.	130 75/8	276 91
<b>20</b>	<b>Louisiana Medical Center and Heart Hospital</b> 64030 Highway 434 Lacombe 70445	(985) 690-7500	58 58	WND WND	profit 2003	Bill Fox CEO	MedCath Inc. and Physician Investors	146 68/0	225 WND
<b>21</b>	<b>St. Charles Parish Hospital</b> 1057 Paul Mallard Road Luling 70070	(985) 785-6242 (985) 785-3642	56 56	WND WND	not-for-profit 1959	Fred Martinez Jr. CEO	Hospital Service District No. 1	55 70/15	311 WND
<b>22</b>	<b>Southern Surgical Hospital</b> 1700 W. Lindberg Drive Slidell 70458	(985) 641-0600 (985) 641-7677	37 16	WND WND	profit 2005	Michael Pisciotta; Raymiw Hoffman and Mike Maurin CEO and chief financial officer	Local Physicians in partnership with Cirrus Health	50 36/4	101 WND
<b>23</b>	<b>Ochsner Baptist Medical Center</b> 2700 Napoleon Ave. New Orleans 70115	899-9311	25 25	\$10 million WND	not-for-profit 1926	Curtis Dosch CEO	Ochsner Health System	241 37/0	118 194
<b>24</b>	<b>Riverside Medical Center</b> 1900 S. Main St. Franklinton 70438	(985) 839-4431 (985) 839-0319	25 25	\$18 million \$1 million	not-for-profit 1966	Conrad Flowers WND	Washington Parish Hospital Service District #1	56 35/10	152 35
<b>25</b>	<b>Fairway Medical Center</b> 67252 Industry Lane Covington 70433	(985) 809-9888 (985) 801-1588	21 21	WND WND	profit 2005	David J. Guzan Administrator	physician-owned, physician-managed	146 30/3	WND 146

The above information was provided by the individual hospitals. All additions and corrections should be sent on company letterhead to Research, New Orleans CityBusiness, 111 Veterans Blvd., Suite 1440, Metairie 70005. WND=Would not disclose.

# Largest mental health care facilities

(ranked by the number of licensed psychiatric beds)

2008 Rank	Name Address	Licensed psychiatric beds	Psychiatrists Full-time employees	Affiliated clinics	Areas of specialization	Contact Telephone Year established locally
<b>1</b>	<b>Southeast Louisiana Hospital</b> 23515 Highway 190 Mandeville 70470	374	20 479	none - affiliated with hospitals	psychiatry-adults, adolescents, children development, neuropsychiatry for adolescents	Deborah Thacker (985) 626-6300 1952
<b>2</b>	<b>Odyssey House Louisiana Inc.</b> 1125 N. Tonti St. New Orleans 70119	130	11 25	Odyssey Med Clinic	medical, psychiatry, Katrina aid today, prisoner restoration, residential drug treatment services, housing opportunities for people living with AIDS	Alvin Hunt 821-9211 1973
<b>3</b>	<b>River Oaks Hospital</b> 1525 River Oaks Road W. New Orleans 70123	126	15 215	subsidiary of Universal Health Services	acute and recurrent psychiatric problems, chemical dependency, dual diagnosis, adult, child, adolescent and geriatric populations served, eating disorders treatment program, trauma-based disorders, compulsive behaviors, specialty programs available	Admissions Department 734-1740 1970
<b>4</b>	<b>Hope Haven Center</b> 1101 Barataria Blvd. Marrero 70072	120	1 150	Children's Hospital, West Jefferson Medical Center	psychiatry services for children 5 to 7 years old, residential treatment center for emotional and behavioral adolescents	Patricia Mariani 347-5581 1925
<b>5</b>	<b>Community Care Hospital</b> 1421 General Taylor St. New Orleans 70115	38	2 150	Community Counseling Center	chronic mental illness, geriatric, psychiatric, substance abuse, acute psychiatric care, outpatient services	Clara Hollis 899-2500 1994
<b>6</b>	<b>New Orleans Adolescent Hospital</b> 210 State St. New Orleans 70118	35	10 150	Central City Mental Health clinic; satellite clinic in Algiers	assessment and treatment of children and adolescents with severe emotional disorders by a multidisciplinary team	Dr. Martin Drell 897-4652 1982
<b>7</b>	<b>East Jefferson General Hospital</b> 4200 Houma Blvd. Metairie 70006	34	6 51	East Jefferson General Hospital Counseling Center, EJGH Adult Day Health Center	acute psychiatric and chronic mental illness, depression, anxiety	Joe Eppling 454-4000 1971
<b>8</b>	<b>Lakeview Regional Medical Center Senior Behavioral Health Unit</b> 195 Highland Park Place Covington 70433	16	2 39	not affiliated with any clinics	geriatric psychiatry	Debby Kreller (985) 867-3930 2002
	<b>West Jefferson Behavioral Medicine Center</b> 4500 Wichers Drive Marrero 70072	16	4 33	West Jefferson Medical Center, Behavioral Medicine Center	inpatients, adults 18 years and older, acute mental health services, oral diagnosis, chemical (dependency and depression), outpatient services	Charlie Hart 347-5511 1978
<b>10</b>	<b>Ochsner Acute Psychiatry</b> 1516 Jefferson Highway New Orleans 70121	12	7 15	Ochsner Medical Center on Jefferson Highway; Metairie; Kenner; LaPlace; Slidell; Mandeville; Covington	adult acute psychiatry, geriatric psychiatry, detox, partial hospitalization programs for Addictive Behavior and Behavioral Medicine units	Jane Braendel, R.N. 736-4939 1960
<b>11</b>	<b>LSU Behavioral Science Center</b> 3450 Chestnut St., Suite 3 New Orleans 70115	0	30 12	LSU Health Care Network	psychiatry	Dee Biagas 412-1580 1994

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# Health maintenance organizations

(ranked by the number of members in the New Orleans area)

2008 Rank	Company Street Address City Postal Code	Local members	Top executive Medical director	Affiliated acute care hospitals in the New Orleans area	Physicians Non-physician specialists	Senior plan available? Is it a Medicare plan?
1	<b>Humana Health Benefit Plan of Louisiana Inc.</b> 1 Galleria Blvd., Suite 850 Metairie 70001	75,000	Jamie Schlottman, Louisiana commercial market president Dr. Penny Walker	30	1,000 3,100	Yes Yes
2	<b>HMO Louisiana Inc.</b> 3200 Ridgelake Drive, Suite 215 Metairie 70002	73,586	Gery Barry Dr. James Carney	22	3,698 680	Yes Yes
3	<b>Coventry Health Care of Louisiana Inc.</b> 3838 N. Causeway Blvd., Suite 3350 Metairie 70002	57,136	George Bucher Dr. Laura Trunk	20	5,371 3,516	No No
4	<b>Peoples Health Network</b> 3 Lakeway Center, 3838 N. Causeway Blvd., Suite 2200 Metairie 70002	40,000	Carol Solomon Dr. Kevin Roache	20	1,500 0	Yes Yes
5	<b>United Health Care of Louisiana Inc.</b> 3838 N. Causeway Blvd., Suite 2600 Metairie 70002	1,390	Glen J. Golemi, CEO Dr. Larry Amacker Sr. Medical Director	17	7,755 NA	No No

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# Preferred provider organizations and point-of-service plans

(ranked by the number of local enrollees)

Company Street Address City Postal Code	Local enrollees Statewide enrollees Companywide enrollees	Top executive Medical director Phone Fax	Affiliated acute care hospitals in the New Orleans area	Physicians Specialists	First year of local operation Profit or nonprofit
<b>Coventry Health Care of Louisiana Inc.</b> 3838 N. Causeway Blvd., Suite 3350 Metairie 70002	59,996 59,996 3,700,000	George Bucher Dr. Laura Trunk (800) 245-8327 (800) 245-8327	20	5,371 4,292	1985 profit
<b>PPOplus LLC</b> 400 Poydras St., Suite 2040 New Orleans 70130	57,530 117,150 286,770	Catherine P. Hill L.J. Turkewitz 566-9501 566-9509	21	5,281 3,873	1988 profit
<b>Humana Health Benefit Plan of Louisiana Inc.</b> 1 Galleria Blvd., Suite 850 Metairie 70001	18,000 30,000 1,400,000	Jamie Schlottman Dr. Penny Walker 219-5327 376-8875	30	1,000 3,100	2004 profit
<b>MultiPlan's PHCS Network</b> 11 Poydras St., Suite 2600 New Orleans 70163	NA NA NA	Mark Tabak Paul Goldstein 681-3600 681-3611	47	5,375 3,509	1980 profit
<b>Blue Cross &amp; Blue Shield of Louisiana</b> 3200 Ridgelake Drive, Suite 215 Metairie 70002	NA NA NA	Gery J. Barry Dr. James Carney 832-5800 832-5808	47	7,458 3,629	1934 nonprofit

NA—not available

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# Home health agencies

(listed alphabetically)

Name Address	Program director/administrator Title Telephone	Territory covered Year founded	Payments accepted	Services available
<b>ACTS Home Health Care Inc.</b> 252 Hector Ave. Gretna 70056	Alan J. Tucker Administrator 362-2030	50-mile radius 1992	Medicare, Medicaid, private insurance, private pay, Tenet 65, VA, worker's compensation	registered nurses; licensed practical nursing; physical therapy, speech therapy, occupational therapy; home health aides; sitters/companions; lab testing; IV therapy; MSW — social counseling services; patient instruction/guidance; wound care
<b>AmeraCare Home Health</b> 200 W. Esplanade Ave., Suite 700 Kenner 70065	Lenora Talley Administrator 466-1220	50-mile radius 1999	Medicare, Medicaid, private, worker's compensation	nursing; nurse aides; speech, physical, and occupational therapy; social counseling services; patient instruction/guidance
<b>American Nursing Services Inc.</b> 2450 Severn Ave., Suite 218 Metairie 70001	Mary Lee Kammer President/CEO 210-3425	50-mile radius 1982	Medicare	full-service
<b>An Angel's Touch of the River Region Inc.</b> 121 Marie St. LaPlace 70068	Kenneth Victor Administrator (985) 651-7887	Orleans and River parishes 2002	Private pay, VA, insurance claims, Medicaid programs	nursing, aides, sitter/companions
<b>Chateau Home Health Care Inc.</b> 2700 Phoenix St. Kenner 70062	Lorraine James Administrator 467-6933	50-mile radius 1992	Medicaid, Medicare, private	nursing; nurse aides; occupational, and physical therapy; IV therapy; social counseling services
<b>Comprehensive Nursing and Home Health Services Inc.</b> 1799 Stumpf Blvd., Bldg. 6, Suite 1 Gretna 70056	Renee Woods Administrator 361-3003	Jefferson, Orleans, St. Bernard, Plaquemines and St. Tammany parishes 1993	Medicaid, Medicare, private insurance	nursing; aides; speech, physical, and occupational therapy; IV therapy; social counseling services; patient instruction/guidance
<b>Concerned Care Home Health Inc.</b> 20081 Hwy. 36 Covington 70433	Joel McCall and Adrienne LaCour Administrator and Director of Nursing (985) 892-3947	50-mile radius 1972	Medicare, private insurance, self pay, Medicaid	nursing; aides; speech, physical, occupational, IV therapies; social counseling services, patient instruction/guidance; registered dietitian
<b>Dependable Home Care Inc.</b> 702 N. Carrollton Ave., Suite A New Orleans 70119	Nicole Louque Director/vice president 486-5044	50-mile radius 1969	private pay, long term care, and workman's comp	nursing, aides, sitter/companions
<b>Egan Healthcare Services</b> 3121 21st St. Metairie 70002	Peter Egan Administrator 835-4474	50-mile radius 1988	Medicaid, Medicare, private	nursing; aides; sitter/companions; speech, physical, occupational and IV therapy; social counseling services; patient instruction/guidance
<b>Guardian Home Health Care of La.</b> 3510 N. Causeway Blvd., Suite 501 Metairie 70002	Marco L. Pacella President/CEO 828-2294	50-mile radius 1997	Medicare, Medicaid, Humana	nursing; nurse aides; speech, physical, occupational and IV therapies; social counseling services, patient instruction/guidance
<b>Home Instead Senior Care</b> 2909 Division St., Suite A Metairie 70002	Lisa Rabito Owner 455-4911	Metro New Orleans 2000	private pay, long-term care insurance	non-medical homecare for seniors
<b>Interim Healthcare</b> 825 Asbury Drive Mandeville 70471	Kimberly Murphy Vice president of operations (985) 674-1699	50-mile radius 1977	Medicare, Medicaid, private insurance, worker' compensation	RN, LPN, PT, OT, ST, MSW, HHA
<b>Metro Preferred Home Care, an Amedisys Company</b> 3501 N. Causeway Blvd., Suite 200 Metairie 70002	Melanie Morris Director of operations 838-7080	50-mile radius 1982	Medicare, Medicaid, some private insurance	RN, PT, OT, ST, MSW, HCA
<b>Nurses Registry</b> 990 N. Corporate Drive, Suite 302 Harahan 70123	Terrye O'Sullivan Director of Nursing 736-0803	50-mile radius 1993	Medicare	full-service
<b>Ochsner Home Health Corp.</b> 200 W. Esplanade Ave., Suite 601 Kenner 70065	James Alridge Executive director 842-5585	50-mile radius 1986	Medicaid, Medicare, Humana Gold	nursing care, aids, lab testing, speech therapy, physical therapy, occupational therapy, IV, social counseling services, patient instruction/guidance
<b>On Call Nursing &amp; Associates Inc.</b> 7900 Earhart Blvd. New Orleans 70125	Robert J. Jemison II CEO 866-0442	50-mile radius 1990	Medicaid, Medicare, private	full-service

<b>Pediatrics Services of America (PSA Healthcare)</b> 4300 S. I-10 Service Rd, Suite 109 Metairie 70001	Pam Viator Administrator 455-4075	50-mile radius 1986	Medicaid, private insurance, and self pay	pediatric private duty home health
<b>Preferred Caregivers and Sitters</b> 3620 Chestnut St. New Orleans 70115	Monette Smith Administrator 896-8402	Metropolitan New Orleans 1999	Medicaid, self pay, long-term insurance	personal care, private duty, home health aides, homemaker, companion services
<b>Preferred Home Health</b> 1141 Whitney Ave., Building 4, Suite D Gretna 70056	Albert Canalizo Administrator 263-8745	50-mile radius 1994	Medicare, Medicaid	full service
<b>Progressive Home Health Care</b> 1141 Whitney Ave., Building 4, Suite B Gretna 70056	Mickey Diaz Administrator 263-8300	50-mile radius 1994	Medicare, Medicaid, worker's compensation, Tenet, Humana, private insurance	full service
<b>R&amp;R Home Care Inc. — South Shore</b> 2121 N. Causeway Blvd., Suite 100 Metairie 70001	Catherine Cuccia Weil Owner/administrator 828-1551	50-mile radius 1990	Medicare, Medicaid, private insurance, private pay, Tenet 65, VA, worker's compensation	nursing, physical, speech, and occupational therapy, medical social workers, diabetes management, orthopedic rehab, Senior Outreach Services including bath/housekeeping, meal service and cooking, care management, home adaptation, low vision program, bowel and bladder dysfunction program
<b>R&amp;R Home Care Inc.-North shore</b> 1148 N. Causeway Blvd. Mandeville 70471	Catherine Cuccia Weil Owner/administrator (985) 624-3800	50-mile radius 1990	Medicare, Medicaid, private insurance, private pay, Tenet 65, VA, worker's compensation	nursing, physical, speech, and occupational therapy, medical social workers, diabetes management, orthopedic rehab, Senior Outreach Services including bath/housekeeping, meal service and cooking, care management, home adaptation, low vision program, bowel and bladder dysfunction program
<b>St. Tammany Parish Hospital Home Health</b> 4410 Highway 22 Mandeville 70471	Angelique Knoblock Administrator (985) 898-4414	50-mile radius 1986	Medicare, Medicaid, private insurance	skilled nursing, nursing aides, physical therapy, occupational therapy, speech therapy, diabetic care, social counseling, patient instruction and guidance, laboratory testing, IV therapy, wound care, chaplain visits
<b>The Medical Team</b> 3525 N. Causeway Blvd., Suite 101 Metairie 70002	Amy C. Champagne Administrator 834-4447	50-mile radius 1978	Medicare, Medicaid, private insurance, worker's compensation, self-pay	Skilled Nursing, Alzheimer's Program, Psychiatric Program, Diabetes Program, Cardiac Program, Physical Therapy, Occupational and Speech Therapy, Medical Social Worker, Home Health Aides, Private Duty, Personal/Respite Care, Sitters/Companions, Homemakers
<b>Total Care Sitting Services</b> P.O. Box 3910 Covington 70434	Kent Bossier Administrator (985) 893-2279	50-mile radius 1986	private pay	full-service
<b>Total Home Health Care</b> 628 4th St. Gretna 70053	Kelli Vedros Administrator 340-8888	50-mile radius 1992	Medicare, Medicaid, Humana, private	full-service
<b>Touro at Home</b> 1401 Foucher St. New Orleans 70115	Cindy Daumer Director of home health 897-8576	greater New Orleans 1987	Aetna, BestCare Inc., Benefit Management Services, Blue Cross Blue Shield of Louisiana, ChoiceCare Network, CIGNA HealthCare of Louisiana, Coventry Health Care of Louisiana, Diagnostic Management Affiliates, First Health Network, Humana, OMNET, Office of Group Benefits, People's Health, PPOplus, PPO USA for GEHA, American Lifecare, F.A. Richard and Associates, St. Vincent's Maternity Clinic, United Health Care, WellCare of Louisiana	skilled nursing, home care aide, physical therapy, occupational therapy, speech and language pathology, nutritional counseling, medical social services, infusion therapy, wound care, congestive heart failure, orthopedic recovery, diabetes management
<b>Visiting Nurses Association of Greater New Orleans Inc.</b> 3929 Veterans Memorial Blvd Metairie 70002	Christopher Morris Executive director 888-3892	Orleans, Jefferson, St. Tammany, St. Charles, Plaquemines and St. Bernard parishes 1913	Medicare, Medicaid, private insurance, private pay, Tenet 65, VA, worker's compensation	full-service
<b>West Jefferson Home Health &amp; Hospice</b> 1225 Avenue C Marrero 70072	Lisa Linville Administrator 349-1610	50-mile radius 1999	Medicare, Medicaid, commercial insurance, private pay	full-service

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# Third-party administrators

(ranked by the number of full-time employees)

Company Street Address City Postal Code	Phone Fax	Full time employees Part-time employees	Benefits offered to clients	Services offered	Headquarters Year founded locally	Top local executive Title
<b>Gilsbar Inc.</b> 2100 Covington Center Covington 70433	(985) 892-3520 (985) 898-1500	300 20	offering a holistic approach to self-funded health plan management that provides employers with tools to remove the barriers to controlling healthcare costs and create a culture of health through member engagement.	360° benefit plan management, benefit plan design, claims administration, OnDemand reporting, plan data analysis, COBRA/HIPAA administration, reimbursement accounts, consumer-driven health plans, wellness and lifestyle management programs, www.myGilsbar.com health & wellness portal, online claims management, EAP, case management, disease management, maternity management	Covington 1959	Hank Miltenberger president and CEO
<b>Cannon Cochran Management Services Inc.</b> 4621 W. Napoleon Ave., Suite 310 Metairie 70001	888-3555 888-2351	97 0	claims administration, Internet claims reporting and analysis, loss control auditing and program design, managed care	administration of workers' compensation and property/casualty self-insured programs	Metairie 1996	Skip Brechtel executive vice president and chief technology officer
<b>F.A. Richard and Associates (FARA)</b> 1625 W. Causeway Approach Mandeville 70471	(985) 624-8383 (985) 624-8489	97 5	worker's compensation, property and casualty, group benefits including medical and dental	risk management solutions and group benefits administration	Mandeville 1978	M. Todd Richard CEO
<b>Risk Management Services LLC</b> 111 Veterans Blvd., Suite 750 Metairie 70005	837-3100 837-3156	29 1	worker's compensation administration	claims administration, underwriting, marketing, loss prevention, date management, financial management	Metairie 1994	Jean L. Robert and Dominick A. Vaccaro Jr. managers
<b>Fringe Benefit Administrator Ltd.</b> 110 Veterans Blvd., Suite 120 Metairie 70005	837-9546 835-9296	27 2	401(k) profit sharing plan and defined benefit plans	TPA services for qualified plans	Metairie 1972	Dick Watson president and CEO
<b>VLP Corporate Services</b> 365 Canal St., Suite 2575 New Orleans 70130	522-6225 522-6929	26 0	401(k) profit sharing, IRA plans	complete benefit and administrative record keeping services, payroll processing, and administration	New Orleans 1993	David Park president and CEO
<b>The Financial Group Inc.</b> 2555 Severn Ave., Suite 100 Metairie 70002	456-0101 456-7324	6 1	insurance company administration	third-party administrator	Metairie 1984	Jack Panno president and CEO
<b>Zenith Administrators Inc.</b> 2450 Severn Ave., Suite 517 Metairie 70001	831-1544 831-1894	5 1	retirement plans, health plans	employee benefit administration, medical claim processing, administration of retirement plans	Chicago 1987	Gail Arnold branch manager
<b>EBA Inc.</b> 2540 Severn Ave., Suite 100 Metairie 70002	455-6100 455-6163	1 0	section 125 cafeteria plan	third-party administration	Metairie 1987	Philip Bennett and Joseph Liss co-owners
<b>Blue Cross Benefit Management Services</b> P.O. Box 98044 Baton Rouge 70898	(225) 297-2735 (225) 297-2665	WND WND	WND	enrollment services, premium collection, bill review, claims paying, claims adjusting/auditing/investigation, utilization review, online enrollment	Baton Rouge 1995	Gery Barry president and CEO
<b>Creative Risk Controls Inc.</b> 131 Airline Drive, Suite 300 Metairie 70001	834-3623 835-5902	WND WND	WND	risk management claims administration, litigation management	Metairie 1992	WND WND

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