

# Health Care Annual

2012



## Tough to swallow

Health care overhaul coupled with changes to Medicaid, Medicare reimbursements creating confusion, angst among health care industry

**INSIDE:** Industry Q&A • Executive bios • Health care lists

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## Health Care Annual 2012

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## Your Business Resource



# Changes to reimbursements for care put industry on edge



Christian Moises

THE HEALTH CARE industry is in flux, and professionals across all spectrums are not only unsure of how changes will affect patient care but cautious about how they will impact their overall practice.

Medicare and Medicaid reimbursement revamps are also creating confusion and angst, as physicians and administrators worry about their bottom line and their patients.

The roadmap for implementing sweeping health care reform has been unfolding for the past two years, and the unknowns are coming more into focus. But professionals continue to concentrate on providing the best care possible despite all the new challenges.

Much of that optimism comes from the Louisiana Department of Health and Hospitals newly created system of five coordinated care networks to handle an influx in Medicaid patients.

The Bayou Health program is in its infancy, and while physicians and administrators say the program has seen a rocky

start, they believe the network will help manage the increase in patients who previously did not have insurance.

But fear continues to build over slow and complicated, oftentimes confusing, Medicaid reimbursements and changes to the system.

Add to that cuts to Medicare payments, and the challenge grows on how to best meet the needs of patients while trying to manage a practice at the same time.

New Orleans historically has trailed many comparable-sized cities when it comes to health care, but technological advances and new medical procedures during the past several years have helped the area's health care professionals catch up.

Health care in the New Orleans area continues to sit at a crossroads. Only time will tell how the industry will adjust to the impending changes. •

*News Editor Christian Moises can be reached at 293-9249 or by email at christian.moises@nopg.com.*

## Industry Q&A

New Orleans CityBusiness interviewed 11 health care specialists about the state of the medical industry and how they are coping with the recovery and changes it's bringing to the health care industry. They were asked the following questions:

- What's the No. 1 concern within your specialty in the New Orleans area?
- How are changes in Medicare and Medicaid affecting your practice?
- What's been the biggest improvement in your specialty in the past year?

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# Administration

## Judy Brown

chief financial officer, East Jefferson Hospital

### No. 1 concern:

My chief concern is protecting assets of the organization and maintaining financial viability during health-care changes nowadays.

### Medicare/Medicaid changes:

A lot of changes in Medicare regarding accountable care organizations, bundled payments and things like that are pushing us to align more closely with physicians.

On the state level, we'll be under programs administered by insurance companies, and there are differences among companies. We'll have more variances now in processes for authorization, which may not be all bad ... but it's another layer of administrative process, and there may be inconsistencies.

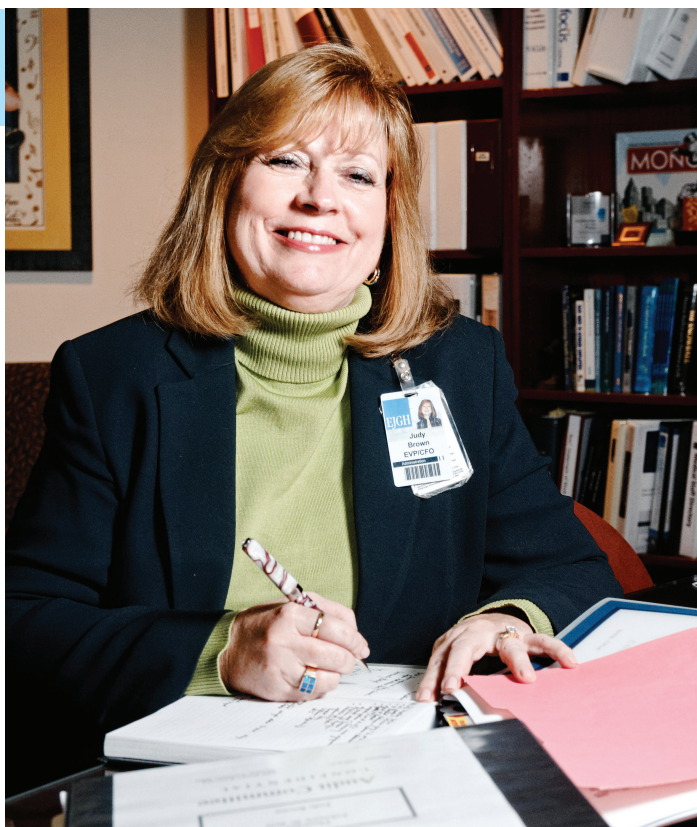
It's more of a hassle dealing with

four or five, rather than one, state program, but hopefully this will get us to better managed care.

### Biggest improvement:

Availability of new technology allows us to drill down to get procedure-specific information from a cost-accounting point. We can see where to put the focus on developing processes and to take out variances of care.

We partnered in the state's upper payment limits program in the past year to provide more care in our community. UPL, which is the difference between what the state Medicaid program reimburses and the higher paying Medicare rate, is a federal program that reimburses hospitals for care that Louisiana started participating in during 2011.



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# Cardiology

The study of the heart, its actions and diseases

## Dr. Fred Kushner

West Jefferson Medical Center

### No. 1 concern:

Cardio practices have noticed decreased revenues and increased overhead. Reimbursement cuts could affect access to patient care.

Another major concern — locally and nationally — is the increasing trend of independent cardiology practices being bought or becoming part of hospital systems and the impact that will have on cardiology care.

Third, Louisiana will be one of the states singled out for pre-authorizing high-value procedures, which limit or make difficult the use of those procedures in hospitals.

### Medicare/Medicaid changes:

In most cardio practices, reimbursement for certain procedures and tests has decreased in the past year or two, especially for imaging and diagnosis.

### Biggest improvement:

There were a number of them. A major improvement was adherence to American College of Cardiology and American Heart Association evidence-based guidelines, which resulted in decreased mortality and morbidity for patients with heart attacks.

In the past year, a consensus document between coro-



nary angioplasty and coronary bypass surgery was published, the first time there was a consensus document between the two strategies.

Another major improvement was the

development of transcatheter aortic valve implementation, or TAVI, which allows for the placement of an artificial heart valve in a patient without performing open-heart surgery.

# 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. Julio Figueroa

Interim LSU Public Hospital

### No. 1 concern:

Public health in Louisiana, like the rest of the country, is affected by tight state budgets, which affects tuberculosis control, identification of sexually transmitted infections and new HIV patients. We have so much HIV here that is undiagnosed.

There's a national, particularly Southern, problem with a lack of vaccinations. ... Some are mandatory; some are voluntary, such as influenza. Of course voluntary rates are lower. In my adult practice dealing with influenza vaccination, it seems to be mostly lack of interest, fear of side effects or lack of belief in effectiveness that keeps people from getting them.

### Medicare/Medicaid changes:

Cuts to Medicaid and Medicare reim-

bursements to the state are starting to be seen in the physicians' realm. We're dramatically affected by persistent budget conditions in Medicaid and by changes in Medicaid models and health home care programs but aren't sure how it will affect our practice yet. How hospitals will respond to reimbursement cuts also is up in the air.

### Biggest improvement:

Implementation of the Louisiana Comprehensive Unit-based Safety Program (CUSP) over the past year increased attention to prevention of infections in hospitals, and we've seen improvement in the use of antibiotics. Recommendations that boys and girls be vaccinated for human papillomavirus can prevent cervical cancer in girls and certain types of cancer in girls and boys.



# Internal Medicine

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

**Dr. Pedro Cazabon**  
*Ochsner Clinic*

**No. 1 concern:**

In the future, it looks like we'll pursue a path of team-based medical care involving a transition of patients over the next few years. While physicians are interested in patients' health, their well-being and promoting healthy lifestyles, much of the change in care depends on electronic medical recordkeeping. A challenge will be how to insert and use our staff in recordkeeping and this team-based approach.

**Medicare/Medicaid changes:**

Gov. Bobby Jindal changed Medicaid eligibility guidelines this year, and we expect to see more patients on Medicaid as a result. The challenge will be how to best meet the needs of these patients.

The rules are difficult to understand and interpret. We're just beginning to get the basics of how this program will work.

**Biggest improvement:**

Primary care is being identified as a place where some of the answers for national issues are found. Under current health care changes, there's an opportunity for a higher delivery of care. With greater patient access to records, patients can become full participants in their care and help improve their health.

**Dr. Pedro Cazabon reviews patient charts with medical assistant Linda Walton at Ochsner Clinic.**



# Nursing

**Danita Sullivan**  
*chief nursing officer,  
Tulane Medical Center*

**No. 1 concern:**

A hospital's largest expense is employees, and nursing is the largest group. The weak economy masked the nursing shortage, as more nurses delayed retirement. Nurses worked more hours than before, and there was less movement from one hospital to another. But as the economy improves, research shows the nursing shortage will be worse than before the economy declined.

**Medicare/Medicaid changes:**

Locally, Louisiana has a high percent of Medicaid patients, with an anticipated increase under President Obama's health care overhaul. Reimbursements are affected but quality patient care must remain the focus. We continue to improve quality of care and are trying to find more effective ways to provide this care, to find the right balance of human resources or equipment, to stay financially viable.



**Biggest improvement:**

We've had a multitude of improvements, including moving to electronic health care records and evidence-based practices and protocols. We can

pull up a patient's full list of medications, and with more information, we're better able to take care of them. Moving to full rather than partial electronic records will be the best scenario.

# Obstetrics & Gynecology

**Dr. Quinn Peeper**  
*Touro Infirmary*

**No. 1 concern:**

Under new guidelines for pap smear screening, teenagers won't have pap smears. But some teenagers have been sexually active with multiple partners, increasing incidences of human papillomavirus. New Orleans youth were found to be twice as likely as youth nationally to have sex before age 13.

**Medicare/Medicaid changes:**

The worrisome thing is the state is constantly cutting back its reimbursements, and the increase in

medical costs isn't going to the practices. Also, the move to electronic medical records has been a very expensive way of keeping records, but the public never hears anything about that. It involves equipment and personnel and the need for continuous upgrading.

**Biggest improvement:**

Changes in Medicaid are getting patients more involved in their care. Bayou Health has incentives within each of its plans for healthy behavior.

## Dealing with the female reproductive organs



# Oncology

**Dr. Augustin Suarez**  
*Slidell Memorial Hospital*

**No. 1 concern:**

Changes have occurred in chemotherapy reimbursement from Medicare and insurance companies, and patients who lost their jobs have lost their insurance. These factors impact how they're treated and where.

**Medicare/Medicaid changes:**

Changes in the way chemotherapy has been reimbursed have affected places of treatment. We had hoped to see it reimbursed at a higher level. We've had to treat more patients in hospitals and that has overtaxed the hospitals. ... My practice had to stop giving chemotherapy from our office. We had a good system, a good nursing staff, records and a way of handling things, but reimbursement isn't enough to keep paying nurses and aides.

**Biggest improvement:**

We've had the phenomenon of technological advances that can target parts of a tumor cell and treat it. Several new drugs have been approved, but development of these technologies is expensive. People involved are highly educated with high salaries, and equipment is needed to do these things.

## The study of tumors





# Pediatrics

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

## Dr. Sam Solis

Children's Hospital Medical Practice Corp.

### No. 1 concern:

Pre-Katrina, the greater New Orleans landscape provided certain underserved populations with pediatric and other medical services. Medical issues were targeted through familiarity with family and past medical history. Now children must travel longer distances, and they receive care at emergency health care facilities or emergency rooms, both of which can be impersonal and more costly.

### Medicare/Medicaid changes:

Major changes in Medicaid began Feb. 1 in our region and are scheduled to go into effect later this year throughout the entire state. To better manage the cost of primary care statewide to more than 900,000 Medicaid enrollees, the Louisiana Department of Health and Hospitals has created a system of five coordinated care networks known as the Bayou Health Plan.

It's too early to decide if this will be successful, but there's been much confusion in initial implementation, with patients being randomly assigned to networks that their pediatrician doesn't belong to.

We are concerned reimbursement will be



Dr. Sam Solis examines Ronald Webster III, 6, at Napoleon Pediatrics.

decreased even further with participation in these networks.

### Biggest improvement:

It's been quite a polarizing issue, (the new University Medical Center), but I think it will

have the biggest impact on health care in New Orleans. We need to look at it for all the benefits it can bring to the city and the health care system. At Children's Hospital, we recently purchased a helicopter for 24/7 transportation for critically injured kids within the region and the state.

# Pulmonology

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

## Dr. David Cressy

Northlake Pulmonary Associates

### No. 1 concern:

The lack of physicians going into pulmonary critical care is a major concern. It's a difficult, hospital-based specialty that's very time consuming. Younger physicians are getting away from being hospital based, and as time goes on, it will be hard to find pulmonologists here and nationwide.

### Medicare/Medicaid changes:

Medicine is becoming computer based, and the bureaucracy is growing. Doctors have to spend more time meeting meaningless, more arduous criteria, and they will dock you if you don't meet

certain criteria. Some doctors, usually people close to retiring, have quit doing electronic records and gone back to paper. ... My practice is 60 to 80 percent Medicare.

### Biggest improvement:

One development is the mainstreaming of new ventilation treatments. There are two new technologies to guide bronchoscopies and diagnose lung cancer. One is the endobronchial ultrasound, or EBS, and the other is a superDimension brand electromagnetic guide system, which diagnoses small lesions in lungs and staging of lung cancers.



# Radiology

**Michael Hall**

*Lakeview Regional Medical Center*

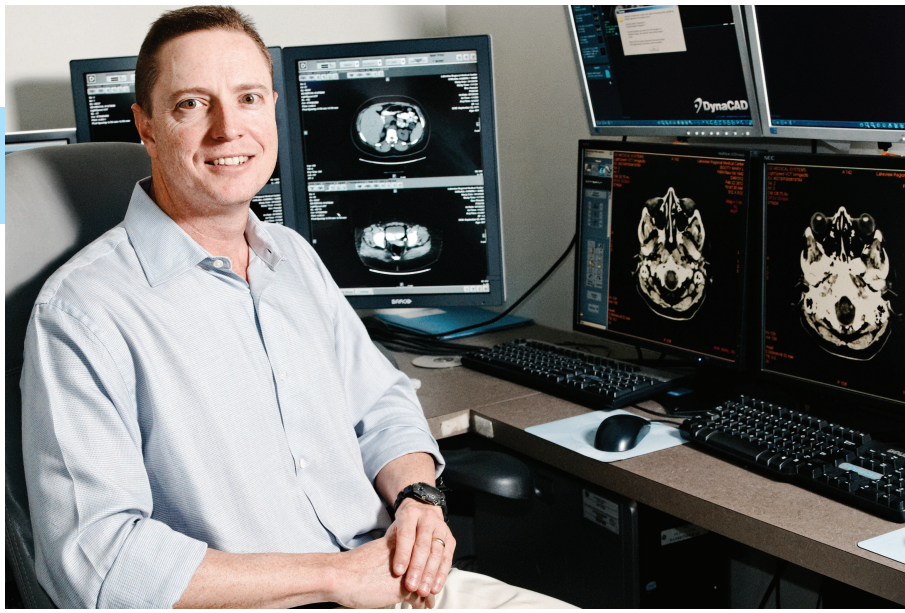
**No. 1 concern:**

Health care is such a large part of the money that our federal government collects and spends. They're constantly changing the rules, particularly through Medicare, and that trickles down to private insurance providers.

**Medicare/Medicaid changes:**

In radiology, it seems like there are continuous and ongoing changes in the Medicare system to solve large problems on the federal level. We're dealing with a lot of technical situations, trying to provide new, innovative ways of diagnosing disease, but changes in Medicare sometimes make it difficult for us to provide those services. The playing fields are changing, and there are more and more roadblocks to get past to provide the best care for your patients.

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



**Biggest improvement:**

Our radiology department's biggest improvement is our significant upgrade to an MRI magnet, which can do extensive cardiac MRI

imaging. It helps us diagnose different diseases in a non-invasive manner and gives patients and surgeons more diagnostic information that helps them along the treatment path.

# Vascular Surgery

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

**Dr. Charles DiCorte**

*North Oaks Heart Health Services*

**No. 1 concern:**

The biggest concern is the growing number of patients in the region with cardiovascular disease that goes unchecked. For example, a large number of young patients who are diabetic and use tobacco do not realize they have cardiovascular disease until they have well-advanced symptoms.

**Medicare/Medicaid changes:**

Current reductions in Medicaid threaten greater reductions in physician reimbursement for primary care and will limit patient access to both primary and specialty care. If patients can't get access early on, then they're more likely to develop symptoms or negative results of the disease.

**Biggest improvement:**

Technologically, the biggest improvement is in endograft technology for treatment of aortic aneurysms or injuries to the throat's aorta. Instead of being attached to a bypass machine, many patients can be treated with a small incision and go home in one or two days.



# ACUTE CARE HOSPITALS

## Children's Hospital 200 Henry Clay Ave. New Orleans 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, Inroads/New Orleans



### Senior vice president and medical director: Dr.

Alan Robson

**Education:** medical degree, University of Durham, England; fellowship in nephrology, Washington University;

**Previous experience:** faculty appointments in pediatrics, Louisiana State University and Tulane University School of Medicine; 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, New Orleans Chapter of the Association of Practitioners in Infection Control; president-elect, New Orleans Area Organization of Nurse Executives



## East Jefferson General Hospital 4200 Houma Blvd. Metairie 70006

**CEO:** Dr. Mark Peters

**Education:** bachelor's degree in chemistry, Valparaiso University; doctor of medicine, Ohio State University; certified physician executive

**Previous experience:** chief medical officer, East Jefferson General Hospital; chief medical officer and vice president of medical services, Upper Valley Medical Center; CEO and medical director, Upper Valley Professional Corp.; medical director, Tippecanoe Family Physicians



### Medical director: Dr. Raymond DeCorte

**Education:** bachelor's degree in biology, University of New Orleans; doctor of medicine, Louisiana State University School of Medicine; residency in general surgery, University of South Alabama Medical Center; board certified general surgeon

**Previous experience:** chief of staff, chairman of general surgery department and member of medical executive committee, East Jefferson General Hospital



### Chief 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; master's degree in nursing, Loyola University New Orleans; fellow, Wharton School of Business

**Previous experience:** chief operating officer, vice president of operations, assistant vice president of operations, administrative associate of nursing, nursing director of special services and unit director of pediatrics, East Jefferson General Hospital



## Fairway Medical Center 67252 Industry Lane Covington 70433

**CEO:** David Guzan Jr.

**Education:** bachelor's degrees in marketing and economics, Southern Methodist University; mas-



ter's degree in business administration with health-care concentration, University of Houston-Clear Lake

**Previous experience:** 16 years' health care administration experience

### Chief financial officer:

Suzette Duhe

**Education:** bachelor's degree in business administration, University of Southern Mississippi; certified public accountant

**Previous experience:** 23 years' experience in health care accounting and finance; financial analyst, Gilsbar



### Chief nursing officer: Karen Haile

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

**Previous experience:** director of nursing, Fairway Medical Center; operating room certification for 20 years; registered nurse for 27 years

## Kindred Hospital 3601 Coliseum St. New Orleans 70115

**CEO:** Thomas Alexander

**Education:** bachelor's degree in radiation therapy, University of Oklahoma; master's degree in health administration, Baylor University; fellow, America's Health Insurance Plan in Baltimore; American College of Healthcare Executives

**Previous experience:** area director of managed care, Kindred Healthcare; managed care manager, Parkland Community Health Plan; senior network contracting manager, United Healthcare



### Chief of staff: Dr. Jeffrey Coco

**Education:** undergraduate degree, Louisiana State University; doctor of medicine, LSU School of Medicine Center; residencies in internal medicine and infectious diseases, Ochsner Medical Center

**Specialties:** certified in internal medicine and infectious diseases

### Chief clinical officer:

Gail Gaudry

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



# ACUTE CARE HOSPITALS

ing, University of Southern Alabama; master's degree in business administration, University of Phoenix

**Previous experience:** interim chief nursing officer consultant, Tenet Healthcare Corp.

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## Lakeview Regional Medical Center 95 E. Fairway Drive Covington 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; vice president of operations, Tulane Medical Center; administrator and CEO, Willis-Knighton Pierremont Hospital; vice president of clinical services, Willis-Knighton Health System



**Medical director:**

George Barnes

**Education:** bachelor's degree, Tulane University; doctor of medicine, Tulane University School of Medicine; residency,

Charity Hospital; residency, University of Texas Southwestern Medical School; fellowships, Dallas Children's Hospital and Baylor Medical Center

**Previous experience:** assistant clinical director for the department of surgery, Tulane University Hospital; director of cardiovascular surgery, Slidell Memorial Hospital



**Chief nursing officer:**

Bonnie Pratt

**Education:** nursing diploma, Charity Hospital School of Nursing; bachelor's and master's degrees in business administration, New Mexico State University

**Previous experience:** chief nursing officer, River Region Health System; chief nursing officer, Heartland Regional Medical Center; chief nursing officer, Scenic Mountain Medical Center, Mimbres Memorial Hospital



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## Louisiana Medical Center and Heart Hospital 64030 Louisiana Highway Lacombe 70445

**CEO:** Charles Nasem

**Education:** bachelor's degree in zoology and master's degree in health administration, George Washington University

**Previous experience:** chief operating officer, Deaconess Health System; administrator, Midwest Regional Medical Center; CEO, Ville Platte Medical Center; CEO, Ochsner Medical Center (Summit Hospital); CEO, Trace Regional Hospital



**Medical director:**

Dr. Vasanth Bethala

**Education:** doctor of medicine, Osmania Medical College, Osmania University in India; surgery internship, Penn Presbyterian Medical Center; internal medicine residency, Penn Presbyterian Medical Center; fellowship in adult cardiovascular disease, Philadelphia Heart Institute; fellowship in adult cardiovascular disease, University of New Mexico



**Vice president of clinical services:** Glenda Dobson

**Education:** bachelor's degree in nursing, University of Southern Mississippi

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



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## Louisiana State University Interim Hospital 2021 Perdido St. New Orleans 70112

**Interim CEO:** Dr. Roxane Townsend

**Education:** bachelor's degree in nursing, Duquesne University; doctor of medicine, Louisiana State University School of Medicine; residency in internal medicine, Earl K. Long Medical Center

**Previous experience:** assistant vice president, LSU Health Systems; acting secretary, Louisiana Department of Health and



Hospitals during Gov. Kathleen Blanco's transition; deputy secretary, DHH; Medicaid medical director, interim CEO and clinical professor of medicine, Earl K. Long Medical Center

**Interim medical director:** Dr. Juzar Ali  
**Education:** undergraduate degree, D.J. Government Science College in Karachi, Pakistan; medical degree and graduate training, Dow Medical College in Karachi, Pakistan; post graduate training and fellowship, Tulane University Health Sciences Center affiliated programs and Charity Hospital

**Previous experience:** professor of medicine, pulmonology critical care Louisiana State University Health Sciences Center; faculty, LSU School of Nursing; faculty, Tulane University Health Science Center; staff consultant, Veterans Affairs Hospital; assistant professor, Tulane University Department of Medicine; clinical instructor, assistant professor, associate professor and professor of clinical medicine, pulmonary, medicine, Louisiana State University Medical Center

**Associate hospital administrator:**

Martha Smith

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

**Previous experience:** director of statewide nursing and clinical standardization, LSU Health Care Services Division; associate nursing administrator, Interim LSU Public Hospital



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## North Oaks Health System P.O. Box 2668 Hammond 70404

**CEO:** James Cathey Jr.

**Education:** bachelor's degree in accounting and master's degree in business administration with management emphasis, Louisiana Tech University

**Previous experience:** associate administrator and financial manager, Winn Parish Medical Center; administrator, Riverside Medical Center; administrator, Many Hospital; executive director, Natchez Community Hospital



# ACUTE CARE HOSPITALS

**Senior vice president and chief medical officer:** Dr. Robert Peltier



**Education:** doctor of medicine, Louisiana State University School of Medicine in Shreveport; internship and residency, Earl K. Long Memorial Hospital; certified by the American Board of Internal Medicine  
**Previous experience:** retired from internal medicine partnership, North Shore Internal Medicine Associates in Hammond; member, North Oaks Medical Staff; chief of staff, North Oaks Medical Center

**Executive vice president and chief operating officer:** Michele Kidd Sutton



**Education:** bachelor's degree in marketing and master's degree in business administration, Southeastern Louisiana University; fellow, American College of Healthcare Executives  
**Previous experience:** operations officer, North Oaks Health System

## Northshore Specialty Hospital 20050 Crestwood Blvd. Covington 70433

**CEO:** Stephanie Morvant

**Education:** bachelor's degree in nursing, Louisiana State University  
**Previous experience:** facility administrator and clinical services specialist, DaVita; 31 years of clinical nursing; 16 spent in supervisory roles



**Chief medical officer:** Dr. John Simon

**Education:** bachelor's degree in biochemistry, Columbia College; doctor of medicine, Tulane University School of Medicine  
**Previous experience:** founder, Northlake Nephrology Institute



## Ochsner Health System 1514 Jefferson Highway New Orleans 70121

**CEO:** Dr. Patrick Quinlan

**Education:** bachelor's degree in economics,



University of Texas; doctor of medicine, University of Texas Medical Branch at Galveston; master's degree in health administration, College of St. Francis; internship, Carraway Methodist Center in Birmingham, Ala.; residency in dermatology, University of Alabama Hospital in Birmingham

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

**President and chief operating officer:** Warner Thomas

**Education:** bachelor's degree in accounting and computer information systems, New Hampshire College; master's degree in business administration, Boston University Graduate School of Management; certified public accountant; fellow, The American College of Healthcare Executives

**Previous experience:** president and CEO, Foundation Medical Partners Inc.; vice president of managed care and network development and interim chief financial officer, Southern New Hampshire Medical Center; health care auditor and consultant, Ernst and Young



**Executive vice president and chief medical officer:** Dr. Joseph Bisordi

**Education:** bachelor's degree, Manhattan College; doctor of medicine, Georgetown University School of Medicine; residency in internal medicine at Geisinger Medical Center; nephrology fellowship at Albert Einstein College of Medicine.

**Previous experience:** associate chief medical officer and chief medical officer, Geisinger Health System in Danville, Pa.



## Ochsner Medical Center New Orleans 1514 Jefferson Highway New Orleans 70121

**CEO:** Mike Hulefeld

**Education:** bachelor's degree, Xavier University; master's degree in health services administration, University of Michigan  
**Previous experience:** chief operating officer, vice president of satellite and ancillary services, director of the New



Orleans satellite clinics, manager of musculoskeletal services and administrative fellow, Ochsner Medical Center

**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; internal medicine residency and chief residency, Ochsner Health System  
**Specialties:** chairman of general internal medicine department, internal medicine staff, Ochsner Medical Center



**Chief nursing officer:** Lisa Colletti

**Education:** bachelor's and master's degrees in nursing, Louisiana State University School of Nursing at New Orleans

**Previous experience:** assistant vice president of clinical operations, director of acute and sub-acute nursing, clinical quality improvement facilitator and clinical educator in the nursing education department, Ochsner Medical Center



## Ochsner Medical Center North Shore 100 Medical Center Drive Slidell 70461

**CEO:** Polly Davenport

**Education:** bachelor's degree in nursing, University of Texas Health Science Center; master's degree, Our Lady of the Lake University

**Previous experience:** CEO, Val Verde Regional Medical Center in Del Rio, Texas; chief nurse executive and vice president of quality, Methodist Health System/HCA



**Vice president of medical affairs:** James Newcomb

**Education:** bachelor's degree in pre-med, Northeast Louisiana University; doctor of medicine, Louisiana State University Medical School; residency in family practice, Earl K. Long Hospital  
**Previous experience:** president of medical staff, board of commissioners mem-



# ACUTE CARE HOSPITALS

ber, chairman of various committees, chairman of the Department of Medicine and medical staff executive committee member, Slidell Memorial Hospital

**Chief nursing officer:**  
Cheryl Woods

**Education:** bachelor's degree in nursing, University of Phoenix; master's degree in nursing, Southeastern Louisiana University

**Previous experience:** director of performance improvement, Ochsner Medical Center New Orleans; director of nursing services, Slidell Memorial Hospital; vice president of clinical services, Gulf States Health Services.



## Ochsner Baptist Medical Center 2700 Napoleon Ave. New Orleans 70115

**CEO:** Brad Goodson

**Education:** bachelor's degree in international trade and finance, Louisiana State University; master's degree in business and health care administration, University of Houston at Clearlake

**Previous experience:** assistant administrator, Ochsner Medical Center Kenner; assistant/interim CEO, North Okaloosa Medical Center; director of managed care, Biloxi Regional Medical Center; managed care analyst and administrative resident, Our Lady of the Lake



**Vice president of operations:** Ava Jo Collins

**Education:** bachelor's degree in medical technology, Northeast Louisiana University; master's degree in health care administration, Tulane University

**Previous experience:** vice president of cancer services and assistant vice president of system strategy operations, Ochsner Medical Center



**Chief nursing officer:**  
Donna Martin

**Education:** nursing degree, Charity Hospital School of Nursing; pursuing master's degree in nursing, Loyola University

**Previous experience:** post anesthesia care



unit nurse, private duty services supervisor, surgical intensive care unit nurse, ambulatory care unit, nurse manager of post anesthesia care unit, ambulatory care unit and endoscopy unit, Memorial Medical Center; director of nursing, Ochsner Baptist Medical Center

## Ochsner Medical Center Kenner 180 W. Esplanade Ave. Kenner 70065

**CEO:** Paolo Zambito

**Education:** graduate, Charity Hospital School of Nursing; bachelor's degree in health arts; master's degree in health services 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



**Vice president of nursing:**  
Sylvia Hartmann

**Education:** bachelor's and master's degrees in nursing, Louisiana State University Medical Center at New Orleans

**Previous experience:** vice president of nursing and clinical services, Ochsner Medical Center New Orleans; director of special projects, nursing practice, education and research, and director of nursing special projects, Ochsner Clinic Foundation; unit director of preop clearance center, anesthesiology coordinator, Ochsner Clinic and Hospital; anesthesiology clinical coordinator/supplemental staff nurse PACU, Ochsner Clinic and Hospital



## Ochsner Medical Center West Bank 2500 Belle Chase Highway Gretna 70053

**CEO:** Travis Capers

**Education:** bachelor's degree in business administration and master's degree in health administration, University of South Carolina

**Previous experience:** chief operating officer, HCA-Southern Hills Medical Center; director of surgical services,



es, University of Illinois at Chicago Medical Center; director of planning and development, Eau Claire Cooperative Health Center

**Vice president of medical affairs:** Dr. Michael Boucree

**Education:** bachelor's degree in chemistry/pre-med, Xavier University; doctor of medicine, Tulane University School of Medicine, residency in internal medicine at DC General Hospital with the Howard University Service in Washington, D.C.  
**Previous experience:** vice president for outcomes management/chief quality-patient safety officer, vice president for medical affairs and chief physician adviser for utilization and case management, Hurley Medical Center; vice president and medical director for medical management, Hurley PHO; medical director, Heartland Nursing Home; medical director, Hurley Medical Group (Practice); internist, Northwest Medical Clinic, Flint, Mich.



**Vice president of nursing:**  
Melissa Adams

**Education:** nursing degree, Charity School of Nursing; bachelor's degree in health arts and master's degree in health care administration, University of St. Francis

**Previous experience:** interim chief nursing officer and director of surgical services, Ochsner Medical Center West Bank; operating room manager, South Jefferson General Hospital



## River Parishes Hospital 500 Rue de Santé LaPlace 70068

**CEO:** Gerald Fornoff

**Education:** bachelor's degree in psychology, Valparaiso University; master's degree in health care administration, Central Michigan University

**Previous experience:** more than 40 years of executive health care experience, including four years at Opelousas General Health System as president and CEO, two years at Savoy Medical Center, four years at Lakeland Medical Center and four years at Lakeside Hospital



**Chief of medical staff:**  
Dr. Andrew St. Martin

# ACUTE CARE HOSPITALS

**Education:** doctor of medicine, Louisiana State University; residency in family practice, University Medical Center in Lafayette

**Previous experience:** more than 25 years of nursing leadership experience, including intensive care unit and emergency department director



**Chief nursing officer:**

Joyce Neville

**Education:** bachelor's degree in nursing, University of St. Francis in Joliet; pursuing master's degree in health care administration

**Previous experience:** more than 25 years of nursing leadership experience, including intensive care unit and emergency department director



**St. Tammany Parish Hospital**  
1202 S. Tyler St.  
Covington 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, 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:** 23 years of 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:** 25 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 70458

**CEO and chief financial officer:** Bill Davis

**Education:** bachelor's degree in accounting, University of Southern Mississippi; master's degree in business administration, University of New Orleans

**Previous experience:** director of network development and provider relations, SMA Health Plan Inc.; controller, JoEllen Smith Medical Center; chief financial officer, Physician Network Corp. of Louisiana and The Rehabilitation Institute of New Orleans



**Chief nursing officer:**

Carol McCullough

**Education:** bachelor's and master's degrees in nursing, University of South Carolina

**Previous experience:** chief nursing officer, Central Mississippi Medical Center; chief nursing officer, Methodist Hospital; U.S. Navy Nurse Corp; director of nursing, Charleston County Hospital



**Chief ancillary officer:**

Bruce Clement

**Education:** bachelor's degree in pharmacy, Northeast Louisiana University; master's degree in management, Florida Institute of Technology; fellow, American College of Health Care Executives

**Previous experience:** director, Owen Healthcare; 21 years of hospital administrative experience; pharmacy director, Slidell Memorial Hospital



**Terrebonne General Medical Center**  
8166 Main St.  
Houma 70360

**CEO:** Phyllis Peoples

**Education:** bachelor's degree in nursing, University of Southwestern



Louisiana; master's degree in nursing, Valdosta State University; pursuing doctoral degree in health systems management, Tulane University

**Previous experience:** chief operating officer, senior vice president of clinical services, division director of nursing and associate director of nursing, Terrebonne General Medical Center; clinical educator of patient care specialist, South Georgia Medical Center; director of nursing, Eldercare of Valdosta

**Chief of staff:** Dr. Richard Abben

**Education:** bachelor's degree, Augustana College; doctor of medicine, Abraham Lincoln School of Medicine; internship and residency in internal medicine, John Hopkins Hospital; research and clinical fellowship in cardiovascular diseases, Harvard Medical School and Brigham and Women's Hospital; board certified in internal medicine, cardiovascular disease, clinical cardiac electrophysiology and interventional cardiology

**Previous experience:** associate physician, Brigham and Women's Hospital; consulting cardiologist, Saint John's Hospital and Health Center, Terrebonne General Medical Center, Thibodaux Hospital and Health Center, Lakewood Hospital, Columbia Medical Center of Southwest Louisiana, Lake Charles Memorial Hospital, Lady of the Sea General Hospital, Westside Cardiology Consultants and Cardiovascular Institute of the South; clinical associate professor, Tulane University Medical Center; visiting resident in medicine, Royal Liverpool Hospital; courtesy staff, Norwood Hospital and Chaote Memorial Hospital; co-director of interventional cardiology, Pacific Heart Institute; director of clinical electrophysiology and pacing and of cardiac interventions, Cardiovascular Institute of the South



**Chief operating officer:** Diane Yeates

**Education:** bachelor's degree in accounting, Southeastern Louisiana University; master's degree in business administration, Nicholls State University; certified public accountant; certified health care financial professional

**Previous experience:** chief financial officer, director of budget and reimbursement, and director of patient financial services, Terrebonne General Medical Center; fellow, American College of Healthcare Executives



# ACUTE CARE HOSPITALS

**Touro Infirmary**  
1401 Foucher St.  
New Orleans 70115-3515

**President and CEO:**

Jim Montgomery

**Education:** bachelor's degree in zoology, Louisiana Tech University; master's degree in hospital administration, University of Alabama at Birmingham

**Previous experience:** CEO, Corpus Christi Medical Center; CEO, Tulane University Hospital and Clinic; president and CEO, Central Louisiana Healthcare Partnership; president and CEO, Rapides Regional Medical Center



**Chief operating officer:**

Sue Pitoscia

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

**Previous experience:** chief nursing officer, Touro Infirmary; vice president of patient care services, Virtua Health and Lourdes Health System in New Jersey; health care consultant focusing on operational redesign, patient care delivery models and regulatory compliance



**Chief nursing officer and vice president of patient care services:**

Penny Menge

**Education:** AND, Louisiana State University Medical Center; bachelor's degree in nursing, Loyola University; master's degree in nursing-executive administration, University of South Alabama

**Previous experience:** department of medicine administrator, Baylor College of Medicine in Houston; CEO, Houston Hospital for Specialized Surgery; vice president of operations, National Surgical Hospitals in Chicago; interim CEO and director of operations for multiple ambulatory surgery centers and orthopedic hospitals in Texas



**Tulane Medical Center**  
1415 Tulane Ave.  
New Orleans 70118

**CEO:** Dr. Robert Lynch

**Education:** doctor of medicine and residency in internal 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; director, South Central VA Health Care Network



**Chief medical officer:** Dr. John Pigott

**Education:** doctor of medicine, University of Tennessee Health Sciences Center; 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 Center; bachelor's degree in nursing, Loyola University; master's degree in business administration, University of New Orleans

**Previous experience:** vice president of patient care service, Tulane Medical Center; director of adult services, Tulane Medical Center; manager, Northwestern Memorial Hospital in Chicago; more than 25 years of health care experience in nursing and respiratory therapy



**West Jefferson Medical Center**  
1101 Medical Center Blvd.  
Marrero 70072

**CEO:** Nancy Cassagne

**Education:** bachelor's degree in business administration, Nicholls State University; board certified, American College of Healthcare Executives

**Previous experience:** chief financial officer, West Jefferson Medical Center; chief administrative assistant and finance director, Jefferson Parish; senior vice president of finance, YMCA of Greater New Orleans; corporate accounting, Entergy Services Inc.; auditor, Bourgeois Bennett CPAs



**Chief of staff:** Dr. James Callaghan

**Education:** bachelor's degree, University of New Orleans; doctor of medicine, Louisiana State University School of Medicine; residency in emergency medicine, Charity Hospital

**Previous experience:** clinical instruction at LSU Emergency Medicine; vice chief of staff, West Jefferson Medical Center



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

Adonna Lowe

**Education:** nursing diploma, Wesley School of Nursing; bachelor's degree in psychology, Kansas Newman University; master's degree in political science and public administration, Wichita State University

**Previous experience:** chief nursing officer for more than 25 years at JPS Health Network, Bloomington Hospital and Healthcare System, Hillcrest Medical Center, St. Joseph Healthcare System, Baptist Regional Health Center and Baylor Health Care System





# MENTAL HEALTH FACILITIES

## **Community Care Hospital** 1421 Gen. Taylor St. New Orleans 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

**Administrator:** Leah Smith-Wilborn

**Education:** bachelor's degree in psychology, William Care

College; master's degree in marriage and family counseling, New Orleans Baptist Theological Seminary; master's degree in health care management, University of New Orleans

**Previous experience:** director of intake and admissions, Community Care Hospital, director of marketing, Community Care Hospital; director of quality improvement, Community Care Hospital



**Medical director:** Dr. Anwar Ismail

**Education:** bachelor's degree in medicine and surgery, Quaid-e-Azam Medical College, Bahawalpur, Pakistan; residency in psychiatry, Western Missouri Mental Health Center

**Previous experience:** medical director, Behavioral Hospital of Kenner, acute care geri-psych; medical director, Wynhoven Nursing Home; medical director, Regions Partial Hospitalization Program; medical director, Synergy (Beacon) Partial Hospitalization Program; medical director, Louisiana Specialty Hospital (Solara); medical director, Advance Care Hospital; medical director, Lakeside Hospital, senior care unit



## **Odyssey House Louisiana Inc.** 1125 N. Tonti St. New Orleans 70119

**CEO:** Edward Carlson

**Education:** bachelor's and master's degrees, John F. Kennedy University



**Previous experience:** statewide initiative for substance abuse and adolescents, Charles and Helen Schwab Foundation in San Francisco; 19 years' substance abuse treatment

### **Medical clinic program**

**director:** Leigh Ann de Monreton

**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; specialized in primary care within high-risk populations

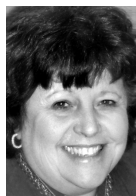


## **River Oaks Psychiatric Hospital** 1525 River Oaks Road Harahan 70123

**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, River Oaks Psychiatric Hospital



**Chief of staff:** Dr. Lincoln Denton Paine

**Education:** bachelor's degree, Haverford College; doctor of medicine, Tulane University School of Medicine; psychiatric residency and fellowship, Tulane University Medical Center; rotating internship, Charity Hospital

**Specialties:** child psychiatry



**Director of nursing:** Michelle Fiedler

**Education:** graduate, Hotel Dieu School of Nursing

**Previous experience:** 37 years in psychiatric nursing

## **Seaside Health System** 4201 Woodland Drive New Orleans 70131

**CEO:** Mary Matamoros

**Education:** registered nurse, University of

San Diego; bachelor's degree in psychology, University of Chaminade; master's degree in business administration, University of Phoenix

**Previous experience:** administrator, Beacon

Behavioral Hospital and West Jefferson Medical Center; CEO, River Oaks Hospital, Gulf States Health Services, Physicians Hospital of New Orleans and LaPlace Adolescent Psychiatric Hospital; program director of behavioral medical and surgical unit, St. Jude Medical Center; house supervisor charge nurse, Charity Hospital; more than 25 years of progressive leadership in diverse health care disciplines, including psychiatric, behavioral health, correctional, forensic and emergency treatment



**Medical director and chief of medical staff:** Dr. M. Kaleem Arshad

**Education:** pre-medical, Government National College, Karachi, Pakistan; Dow Medical College, Karachi Pakistan; internship in internal medicine, Tulane University Medical Center; residency in psychiatric, Texas Tech University Health Sciences Center; diplomat, American Board of Psychiatry and Neurology; board certified in adult, geriatric, addiction and forensic psychiatry; assistant clinical professor, LSU of Medicine

**Previous experience:** medical director, Methodist Psychiatric Pavilion, Methodist Behavioral Resources; medical director, Lindy Boggs Medical Center Psychiatry; medical director, Kindred Hospital of New Orleans Geriatric Psychiatry; medical director, Genesis Specialty Hospital Senior Behavioral Center; medical director, Lakeland Hospital Geriatric Psychiatry Program; medical director, Metairie Center for Psychotherapy; regional medical director, Mental Health Network; admission program director, East Louisiana State Hospital; executive vice president and corporate medical director, Evergreen Healthcare Management



**Director of nursing:** Nicole Washington

**Education:** bachelor's degree in nursing, Our Lady of Holy Cross College

**Previous experience:** 14-plus years in psychiatric and medical surgery nursing



# MENTAL HEALTH FACILITIES

**Southeast Louisiana Hospital**  
**23515 U.S. Highway 190**  
**Mandeville 70470**

**CEO:** Richard Kramer  
**Education:** bachelor's degree in psychology and master's degree in business administration with a concentration in health care management, University of New Orleans



**Previous experience:** CEO and chief operating officer, New Orleans Adolescent Hospital; chief operating officer and director of human resources, Southeast Louisiana Hospital

**Clinical director:** Dr. Girishkumar Shah

**Education:** doctor of medicine, Bombay University, India; residency in anesthesiology, Bombay University, India; residency in psychiatry, Tulane Medical Center; board certified, American Board of Psychiatry and Neurology



**Previous experience:** 22 years of inpatient and outpatient psychiatry practice, including 10 years of after-hours emer-

gency psychiatry consultation; clinical director of the adult unit and medical/clinical director, Southeast Louisiana Hospital

**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:** 38 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

**Townsend**  
**3600 Prytania St., Suite 72**  
**New Orleans 70115**

**CEO:** Michael Handley  
**Education:** attended Loyola University



**Previous experience:** CEO, Nexstep; executive vice president in charge of global product operations, Viewlocity; vice president of research and development, Metasys

**Chief operating officer:**

Dr. Kevin Jordan  
**Education:** bachelor's degree in preprofessional studies and government/international relations, University of Notre Dame; doctor of medicine, Louisiana State University School of Medicine



**Previous experience:** senior vice president and chief medical officer, Touro Infirmary; commander of the 5445th Medical Services Squadron, 59th Medical Wing, Lackland Air Force Base

**Chief medical officer:**

Dr. Howard Wetsman  
**Education:** bachelor's degree in biology, Tulane University; doctor of medicine, Louisiana State University School of Medicine



**Previous experience:** private practice

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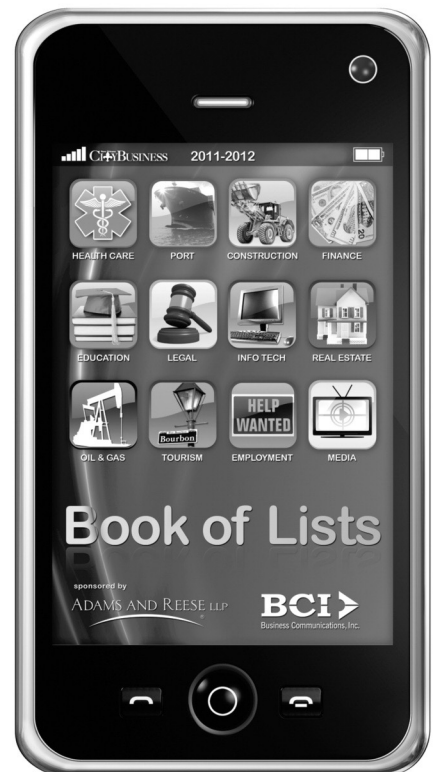
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# Acute care hospitals

(ranked by the number of licensed beds)

Company Address	Phone Fax Email Website	Licensed beds Staffed beds	Owner Profit or not for profit Year established	Administrator Title	Physicians with admitting privileges Full-time RNs/ LPNs	Full-time employees Specialists
<b>Ochsner Medical Center-New Orleans</b> 1514 Jefferson Highway New Orleans 70121	842-3000 WND www.ochsner.org	614 564	Ochsner Health System not for profit 1954	Michael F. Hulefeld CEO	858 1,010/167	2,782 739
<b>West Jefferson Medical Center</b> 1101 Medical Center Blvd. Marrero 70072	347-5511 349-6299 www.wjmc.org "contact us" www.wjmc.org	427 336	Jefferson Parish Hospital District 1 not for profit 1956	Nancy R. Cassagne CEO	391 514/44	1,489 50
<b>East Jefferson General Hospital</b> 4200 Houma Blvd. Metairie 70006	454-4000 454-4144 WND www.ejgh.org	420 420	community owned not for profit 1971	Mark J. Peters president and CEO	677 617/35	2,253 570
<b>Interim LSU Public Hospital</b> 2021 Perdido St. New Orleans 70112	903-3000 903-4982 WND www.mclno.org	390 255	Louisiana State University Health System not for profit 1736	Roxane A. Townsend interim CEO	739 544/91	2,220 556
<b>Touro Infirmary</b> 1401 Foucher St. New Orleans 70115	897-7011 info@touro.com www.touro.com	360 260	Louisiana Children's Medical Center not for profit 1852	James T. Montgomery president	494 619/14	1,225 426
<b>Terrebonne General Medical Center</b> 8166 Main St. Houma 70360	(985) 873-4141 (985) 850-6116 marketing@tgmc.com www.tgmc.com	321 190	Terrebonne Parish Board of Commissioners not for profit 1954	Phyllis Peoples president and CEO	141 263/23	1,142 128
<b>Children's Hospital</b> 200 Henry Clay Ave. New Orleans 70118	899-9511 info@chnola.org www.chnola.org	247 167	Louisiana Children's Medical Center not for profit 1955	Steve Worley president and CEO	395 340/10	1,508 291
<b>North Oaks Medical Center</b> 15790 Paul Vega, MD, Drive Hammond 70403	(985) 345-2700 (985) 230-1038 nohs@northoaks.org www.northoaks.org	237 237	Hospital Service District 1 of Tangipahoa Parish not for profit 1960	James E. Cathey Jr. president and CEO	184 466/52	2,404 132
<b>Tulane Medical Center-Downtown Campus</b> 1415 Tulane Ave., HC 25 New Orleans 70112	988-5800 988-5301 ContactUs@hcahealthcare.com TulaneHealthcare.com	235 235	Hospital Corp. of America/ Tulane University profit 1976	Robert Lynch CEO	630 615/16	1,500 630
<b>St. Tammany Parish Hospital</b> 1202 S. Tyler St. Covington 70433	(985) 898-4000 (985) 898-4394 commdept@stph.org www.stph.org	222 222	St. Tammany Parish Hospital Service District 1 not for profit 1954	Patti M. Elish president and CEO	338 375/64	1,332 296

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.

# Acute care hospitals

(ranked by the number of licensed beds)

Company Address	Phone Fax Email Website	Licensed beds Staffed beds	Owner Profit or not for profit Year established	Administrator Title	Physicians with admitting privileges Full-time RNs/ LPNs	Full-time employees Specialists
<b>Slidell Memorial Hospital</b> 1001 Gause Blvd. Slidell 70458	(985) 643-2200 (985) 649-8778 marketing@smhplus.org www.slidellmemorial.org	182 151	St. Tammany Parish Hospital Service District 2 not for profit Service District Hospital 1959	Bill Davis acting CEO	282 193/8	790 284
<b>Ochsner Medical Center-West Bank Campus</b> 2500 Belle Chasse Highway Gretna 70056	392-3131 WND www.ochsner.org	181 120	Ochsner Health System not for profit 2006	Travis Capers CEO	441 299/33	605 441
<b>Lakeview Regional Medical Center</b> 95 Judge Tanner Blvd. Covington 70433	(985) 867-4149 (985) 867-4449 kim.melvin@hcahealthcare.com www.lakeviewregional.com	172 172	Hospital Corp. of America profit 1977	Jason E. Cobb CEO	254 269/19	822 390
<b>Kindred Hospital New Orleans</b> 3601 Coliseum St. New Orleans 70115	899-1555 762-5506 WND www.kindredhospitalnola.com	168 80	Kindred Healthcare Inc. profit 1992	Thomas Alexander CEO	77 35/8	156 121
<b>Ochsner Medical Center-North Shore</b> 100 Medical Center Drive Slidell 70461	(985) 649-7070 (985) 646-5915 WND www.ochsner.org	165 110	Ochsner Health System not for profit 1985	Polly Davenport CEO	225 198/18	415 273
<b>Ochsner Medical Center-Kenner</b> 180 W. Esplanade Ave. Kenner 70065	468-8600 WND ochsner.org/kenner	159 159	Ochsner Health System not for profit 2006	Paolo Zambito CEO	341 224/21	619 352
<b>Louisiana Heart Hospital</b> 64030 Louisiana Highway 434 Lacombe 70445	(985) 690-7500 (985) 690-7530 lynne.black@lmchh.com www.LMCHH.com	137 30	Cardiovascular Care Group profit 2003	Charles Nasem president and CEO	195 89/0	229 161
<b>Tulane-Lakeside Hospital</b> 4700 I-10 Service Road Metairie 70001	988-5800 780-1684 ContactUs@hcahealthcare.com Tulane-Lakeside.com	119 119	Hospital Corp. of America/ Tulane University profit 1964	Robert Lynch CEO	630 175/10	315 630
<b>River Parishes Hospital</b> 500 Rue de Santa LaPlace 70068	(985) 652-7000 (985) 652-5161 tammy.waltz@lpnt.net www.riverparisheshospital.com	106 62	LifePoint Hospitals Inc. profit 1982	Gerald A. Fornoff CEO	66 75/9	235 52
<b>Ochsner Baptist Medical Center</b> 2700 Napoleon Ave. New Orleans 70115	899-9311 WND ochsner.org	83 56	Ochsner Health System not for profit 1926	Bradley Goodson CEO	366 114/27	378 321

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# Acute care hospitals

(ranked by the number of licensed beds)

Company Address	Phone Fax Email Website	Licensed beds Staffed beds	Owner Profit or not for profit Year established	Administrator Title	Physicians with admitting privileges Full-time RNs/ LPNs	Full-time employees Specialists
<b>St. Charles Parish Hospital</b> 1057 Paul Maillard Road Luling 70070	(985) 785-6242 (985) 785-3686 Qlandry@stch.net www.stch.net	59 59	St. Charles Hospital Service District 1 not for profit 1959	Federico Martinez CEO	26 30/2	300 21
<b>Northshore Specialty Hospital</b> 20050 Crestwood Blvd. Covington 70433	(985) 875-7525 (985) 875-7336 sbroussard@covltac.com www.postacutemedical.com	58 46	investor owned profit 2010	Stephanie W. Morvant CEO	12 16/25	102 50
<b>Regency Hospital of Covington</b> 195 Highland Park Entrance Covington 70433	(985) 867-3977 (985) 867-3979 jcarruth@regencyhospital.com www.regencyhospital.com	38 38	Select Medical profit 2004	Keith Carruth CEO	13 30/0	100 56
<b>Southern Surgical Hospital</b> 1700 Lindberg Drive Slidell 70458	(985) 641-0600 (985) 643-7677 atucker@sshla.com sshla.com	32 32	local physicians in partnership with Cirrus Health profit 2005	Michael Pisciotta CEO	65 50/2	120 35
<b>Fairway Medical Surgical Hospital</b> 67252 Industry Lane Covington 70433	(985) 809-9888 (985) 801-3099 marketing@fairwaymedical.com www.fairwaymedical.com	21 21	physician owned profit 2000	David J. Guzan Jr. CEO	121 29/0	86 0
<b>LTAC Hospital of Washington - St. Tammany, Bogalusa Campus</b> 621 S. Columbia St. Bogalusa 70427	(985) 732-4402 (985) 732-0960 hfrank@wstltac.com www.Acadianamanagementgroup.com	20 20	Acadiana Management Group profit 2005	Herman Frank administrator	4 12/12	64 5
<b>LTAC Hospital of Washington-St. Tammany, Slidell Campus</b> 1440 Lindberg Drive Slidell 70458	(985) 326-0440 (985) 326-0558 hfrank@wstltac.com www.amgihm.com	20 20	AMG profit 2005	Herman Frank administrator	3 7/10	38 10
<b>Omega Hospital</b> 2525 Severn Ave. Metairie 70002	832-4200 832-4209 dschenck@omegahospital.com omegahospital.com	16 16	Beta Gamma profit 1999	Deborah Schenck administrator	48 25/1	60 20
<b>Cypress Pointe Hospital East</b> 989 Robert Blvd. Slidell 70458	(985) 690-8200 (985) 690-8201 WND WND	10 10	LLC profit 2003	Sarah Garvin administrator	89 13/4	41 80

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# Mental health care facilities

(ranked by the number of licensed psychiatric beds)

Name Address	Licensed psychiatric beds	Psychiatrists Full-time employees	Affiliated clinics	Areas of specialization	Contact Phone Year established locally
<b>Southeast Louisiana Hospital</b> 23515 U.S. Highway 190 Mandeville 70448	348	7 563	Department of Health and Hospitals, Office of Behavioral Health, Southeast Louisiana Hospital Developmental Neuropsychiatric Program-Outpatient Services	crisis stabilization for adults, intermediate psychiatric care for adults, child and adolescent inpatient psychiatric care with special program for adolescents with a psychiatric disorder and co-occurring developmental disorder	Rhonda Zuvich (985) 626-6300 1952
<b>River Oaks Hospital</b> 1525 River Oaks Road W. New Orleans 70123	126	10 162	River Oaks Hospital Partial Program	eating disorders, trauma recovery, substance abuse, general psychiatry and dual diagnosis	admissions department 734-1740 1970
<b>LSU Behavioral Health Services/DePaul</b> 1035 Calhoun St. New Orleans 70118	38	6 76	NA	psychiatry	Andrea C. Adams 894-3557 2007
<b>Children's Hospital Behavioral Health Unit</b> 935 Calhoun St. New Orleans 70118	34	2 50	NA	children 8-12, adolescents 13-17	Josh Sumrall 896-7200 2008
<b>East Jefferson General Hospital</b> 4200 Houma Blvd. Metairie 70006	34	7 2,253	East Jefferson General Hospital Counseling Center	acute psychiatric and chronic mental illness, depression, anxiety	Stephen Menendez 454-4000 1971
<b>Community Care Hospital</b> 1421 Gen. Taylor St. New Orleans 70115	32	4 70	Community Care Counseling Center, Uptown New Orleans	adult and geriatric IP and OP behavioral health services for acute and chronic mental illness and substance abuse	Leah Smith- Wilborn 899-2500 1994
<b>Oceans Behavioral Hospital of Greater New Orleans</b> 716 Village Road Kenner 70065	30	2 60	Oceans Behavioral Hospital-IOP	geriatric psychiatry	Deborah Spiers 464-8895 2008
<b>Beacon Hospital of New Orleans</b> 14500 Hayne Blvd. New Orleans 70128	24	2 40	6	geriatric psychiatry	Jena Zanco- Gemar 210-0460 2011
<b>Seaside Health System</b> 4201 Woodland Drive New Orleans 70131	19	3 32	6	acute geriatric and adult psychiatric services	Sherry Campbell 393-4223 2010
<b>Lakeview Regional Medical Center Senior Behavioral Health Unit</b> 195 Highland Park Place Covington 70433	16	2 20	NA	geriatric psychiatry	Tessie Rafferty (985) 867-3930 2002
<b>West Jefferson Behavioral Medicine Center</b> 4500 Wichers Drive Marrero 70072	16	4 22	NA	inpatients, adults 20-62 years and older, acute and chronic mental illness and medical detox	Andrew F. Lee, RN, director of nursing 349-1660 1978
<b>Oceans Behavioral Hospital-West Bank campus</b> 3201 Wall Blvd. Gretna 70056	12	2 60	Oceans Behavioral Hospital-IOP	geriatric psychiatry	Deborah Spiers 207-4905 2009
<b>Ochsner Acute Psychiatry Unit</b> 1514 Jefferson Highway New Orleans 70121	12	11 15	Ochsner Medical Center	adult acute psychiatry, geriatric psychiatry, detox, partial hospitalization programs for addictive behavior and behavioral medicine units	Yvette Bertaut 736-4939 1960

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# Mental health care facilities

(ranked by the number of licensed psychiatric beds)

Name Address	Licensed psychiatric beds	Psychiatrists Full-time employees	Affiliated clinics	Areas of specialization	Contact Phone Year established locally
<b>Odyssey House Louisiana Inc.</b> 1125 N. Tonti St. New Orleans 70119	0	3 90	Odyssey House Community Medical Clinic	inpatient and outpatient substance abuse treatment, primary health care, detoxification services, psychiatry, housing programs	Edward C. Carlson 821-9211 1973
<b>The Guidance Center Inc.</b> 2626 Charles Drive Chalmette 70043	0	4 70	TGC Learning Center Inc.; The Guidance Center Inc. (Jefferson, Orleans and Chalmette offices)	addiction treatment, behavioral health services for acute and chronic mental illness, children 3-12, adolescents, adults and geriatric populations, couples, families, custody evaluations, group psychotherapy, psychiatry	access to services 278-4006 1983
<b>Townsend - Covington</b> 19411 Helenberg Road, Suite 101 Covington 70443	0	5 45	5	medically managed intensive outpatient addiction treatment. Neurocognitive and genetic testing and analysis for addiction treatment.	Dan Forman (985) 893-2522 2001
<b>Townsend - Metairie</b> 4330 Loveland St., Suite A Metairie 70006	0	5 45	5	medically managed intensive outpatient addiction treatment. Neurocognitive and genetic testing and analysis for addiction treatment.	Dan Forman 454-5173 2001
<b>Townsend - New Orleans</b> Touro Medical Plaza, 3600 Prytanian Street, Suite 72 New Orleans 70115	0	5 45	5	medically managed intensive outpatient addiction treatment. Neurocognitive and genetic testing and analysis for addiction treatment.	Dan Forman 897-5144 2001

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New Orleans  
**CITYBUSINESS**

# 2012

# EDITORIAL CALENDAR

APRIL		MAY		JUNE		JULY	
<b>6</b>	<b>Health Care</b> List: Acute Care Hospitals	<b>4</b>	<b>Construction</b> List: Landscape Contractors <b>Fastest Growing Companies</b>	<b>1</b>	<b>Health Care</b> List: HMOs/PPOs & Point of Service Plans	<b>6</b>	<b>Education</b> List: Four-Year Colleges
<b>13</b>	<b>Real Estate</b> List: Business Parks List: Architectural Firms	<b>11</b>	<b>Banking/Financial Services</b> List: Banks/S & L Directors	<b>8</b>	<b>Real Estate</b> List: Largest Office Buildings	<b>13</b>	<b>Banking/Financial Services</b> List: Credit Unions
<b>20</b>	<b>Law Firms - In House Counsel</b> List: Law Firms	<b>18</b>	<b>Insurance/Investments</b> List: Life Insurance Agencies	<b>15</b>	<b>Public Companies</b> List: Public Companies	<b>20</b>	<b>Energy</b> List: Engineering Firms
<b>27</b>	<b>Small Business</b> List: SBA Lenders <b>Jefferson Parish Business Report</b>	<b>25</b>	<b>Accounting/Small Business</b> List: Highest Paid Public Company Executives	<b>22</b>	<b>Law Firms</b> List: Independent Caterers	<b>27</b>	<b>Real Estate</b> List: Commercial Leasing Companies <b>Green Growth</b>
<b>Home Buyers Guide April 6</b>							

AUGUST		SEPTEMBER		OCTOBER		NOVEMBER		DECEMBER	
<b>3</b>	<b>Health Care</b> List: Diagnostic Imaging Centers	<b>7</b>	<b>Holiday Party Planning</b> List: Largest Hotels	<b>5</b>	<b>Real Estate</b> List: Commercial Property Managers	<b>2</b>	<b>Insurance/Investments</b> List: Title Companies	<b>7</b>	<b>Real Estate</b> List: Warehouse Space <b>Corporate Gift Guide Advertising Section</b>
<b>10</b>	<b>Technology</b> List: Computer Hardware Retailers	<b>14</b>	<b>Construction</b> List: General Contractors	<b>12</b>	<b>Health Care</b> List: Women Owned Businesses <b>Jefferson Parish Business Report</b>	<b>9</b>	<b>Energy</b> List: Oil & Gas Production Companies	<b>14</b>	<b>Health Care</b> List: Employment Agencies
<b>17</b>	<b>Law Firms</b> List: Highest Paid Executives in State Government	<b>21</b>	<b>Education</b> List: Private Secondary Schools	<b>19</b>	<b>Law Firms</b> List: Law Firms	<b>16</b>	<b>Technology</b> List: Printers <b>Tourism</b>	<b>21</b>	<b>Law Firms</b> List: Shopping Centers
<b>24</b>	<b>Insurance/Investments</b> List: Best Restaurants	<b>28</b>	<b>Banking/Financial Services</b> List: Savings & Loans <b>Health Care Trends Sept. 28</b>	<b>26</b>	<b>Dining &amp; Catering</b> List: Louisiana & Gulf Coast Casinos <b>Accounting</b>	<b>23</b>	<b>Banking/Financial Services</b> List: Banks	<b>28</b>	<b>Year In Review</b> List: Seafood Supplies
<b>31</b>	<b>Ports &amp; Transportation</b> List: Deep-Draft Ports					<b>30</b>	<b>Ports/Transportation</b> List: Steamship Agencies <b>Real Estate Trends November 30</b>		
<b>Book of Lists</b>									

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# Health maintenance organizations

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

Company Address	Local members	Top executive Medical director	Affiliated acute care hospitals in the New Orleans area	Physicians Nonphysician specialists	Senior plan available? Is it a Medicare plan?
<b>Humana Health Benefit Plan of Louisiana Inc.</b> 1 Galleria Blvd., Suite 850 Metairie 70001	75,000	Rhonda Bagby Dr. Laura Trunk	115	2,600 3,600	Y Y
<b>Coventry Health Care of Louisiana Inc.</b> 3838 N. Causeway Blvd., Suite 3350 Metairie 70002	65,000	J. Pegues Dr. E. Rosenberg	16	2,666 315	N N
<b>Peoples Health</b> Three Lakeway Center, 3838 N. Causeway Blvd., Suite 2200 Metairie 70002	50,050	Carol Solomon Dr. Kevin Roache	24	2,189 0	Y Y
<b>HMO Louisiana Inc.</b> 3501 N. Causeway Blvd., Suite 600 Metairie 70002	17,845	Mike Reitz, president and CEO Dr. Kenneth Phenow, chief medical officer	20	1,059 2,680	Y Y
<b>UnitedHealthcare of Louisiana Inc.</b> 3838 N. Causeway Blvd., Suite 2600 Metairie 70002	476	Glen J. Golemi, president and CEO Dr. Penny S. Walker	26	3,219 324	Y Y

The above information was provided by the companies themselves. Any additions or corrections should be sent on company letterhead to: Research, New Orleans CityBusiness, 111 Veterans Blvd., Suite 1440, Metairie 70005

# Preferred provider organizations and point-of-service plans

(ranked by the number of local enrollees)

Company Address	Enrollees: local statewide companywide	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>Blue Cross and Blue Shield of Louisiana</b> 3501 N. Causeway Blvd., Suite 600 Metairie 70002	169,664 876,307 908,139	Mike Reitz, president and CEO Dr. Kenneth Phenow, chief medical officer 832-5800 832-5808	22	1,124 3,097	1934 nonprofit
<b>UnitedHealthcare of Louisiana Inc.</b> 3838 N. Causeway Blvd., Suite 2600 Metairie 70002	95,351 302,436 75,000,000	Glen J. Golemi, president and CEO Dr. Penny S. Walker 849-1500 849-3551	26	3,207 2,895	WND profit
<b>PPOplus</b> 400 Poydras St., Suite 2040 New Orleans 70130	70,421 144,780 354,404	Catherine P. Hill L.J. Turkewitz 566-9501 566-9509	41	8,531 12,364	1988 profit
<b>Coventry Health Care of Louisiana Inc.</b> 3838 N. Causeway Blvd., Suite 3350 Metairie 70002	65,000 65,000 5,000,000	J. Pegues Dr. E. Rosenberg (800) 245-8327 ext. 2105 828-6433	16	2,666 2,022	1985 profit
<b>Humana Health Benefit Plan of Louisiana Inc.</b> 1 Galleria Blvd., Suite 850 Metairie 70001	15,000 30,000 400,000	Rhonda Bagby Dr. Laura Trunk 219-5327 376-8875	115	2,600 3,600	2000 profit

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



# Home health agencies

(listed alphabetically)

<b>Name Address</b>	<b>Program director/ administrator Title Telephone</b>	<b>Territory covered Year founded</b>	<b>Payments accepted</b>	<b>Services available</b>
<b>Amedisys Home Health Care of Metairie</b> 3501 N. Causeway Blvd., Suite 200 Metairie 70002	Marion Bullick Oscar Maumus director of operations RN, director of operations 838-7080	50-mile radius 1982	Medicare, Medicaid, Humana, Blue Cross and other private payors	registered nurses; physical therapy; occupational therapy; speech therapy; medical social workers; health care aides
<b>AmeraCare Family Hospice and Home Health</b> 1579 Highway 51 N. Ponchatoula 70454	Lenora Talley Norman Davis Richard Mize administrator alternative administrator and CEO president 849-9100	50-mile radius 1999	Medicare, Medicaid, HMOs, workers compensation, Veterans administration benefits, Tricare, private pay and others	home health, nursing, nurse aides, speech, physical and occupational therapy, social counseling services, patient instruction/guidance, hospice services, aides, social worker, chaplain, volunteer coordinator, bereavement coordinator
<b>Dependable in Home Care Inc.</b> 702 N. Carrollton Ave. New Orleans 70119	Joni Friedmann CEO and president 486-5044	50-mile radius 1969	Visa, Master Card, Amex	specializes in the placement and referral of experienced and highly screened caregivers to work with families needing non-medical help in their homes. ADL's assisted daily living skills such as bathing, dressing, meal preparation, medication reminders, transportation
<b>Doctor's Hospice Northshore</b> 2107 N. Causeway Blvd., Suite D Mandeville 70471	Erin E. Langford director of nursing/ administrator (985) 809-0844	North Shore/ New Orleans NA	Medicare, Medicaid and most insurances	hospice services
<b>Gifted Nurses</b> 2748 Metairie Lawn Drive New Orleans 70002	P.K. Scheerle chairman of the board 831-2123	Louisiana, Alabama, Mississippi 2006	private pay, long term care insurance	medical and non medical in home services
<b>Home Instead Senior Care</b> 2750 Lake Villa Drive, Suite 305 Metairie 70002	Lisa Rabito owner 455-4911	Orleans and Jefferson parishes 2000	check, cash, credit card, auto payments from client's checking or savings account	nonmedical home care and companionship for seniors
<b>R&amp;R Home Care Inc.</b> 2121 N. Causeway Blvd., Suite 100 Metairie 70001 1148 N. Causeway Blvd. Mandeville 70471	Catherine Cuccia Weil owner and administrator 828-1551 (985) 624-3800	50-mile radius 1990	check, credit card, medicare, private insurance	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>Rejuvenating Concepts Inc.</b> 3920 Old Gentilly Road New Orleans 70126	Delisa Rowe-Tate CEO 942-7171	Orleans, Jefferson, Plaquemine, St. Bernard parishes 1994	Medicaid (Waiver), private pay, long term care insurance	personal care, long-term care, respite care, supported independent living

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# Home health agencies

(listed alphabetically)

<b>Name Address</b>	<b>Program director/ administrator Title Telephone</b>	<b>Territory covered Year founded</b>	<b>Payments accepted</b>	<b>Services available</b>
<b>St. Tammany Parish Hospital Home Health</b> 725 W. 11th Ave. Covington 70433	Lisa Linville administrator (985) 898-4414	50-mile radius 1986	Aetna, American Life Care PPO, Bestcare, Blue Cross HMO PPO POS, Community Care Network/CCN, Coventry, Center Care, FARA, Focus, Galaxy Health Network, Guardian, First Health, Health Payors Organization, Humana, Medicare, Medicaid, Multiplan, Northshore Provider Network, Sterling, State Employees Group Benefits Program, Tricare, USA Health Network, Up & Up, United Health, Universal Health, Workman's Comp	home health aides, 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, pediatric and adult home health, nutritional guidance
<b>The Medical Team Inc.</b> 3525 N. Causeway Blvd., Suite 101 Metairie 70002	Christi Peters administrator and director of clinical services for Louisiana 834-4447	50-mile radius from Houma 1978	Medicare, VA, Tricare, most private insurance	skilled nursing, physical therapy, occupational therapy, speech therapy, medical social worker, Alzheimer's program, psychiatric program, diabetes program, cardiac program, home health aides, personal/respice care, sitters/companions
<b>Total Care Sitting Services</b> P.O. Box 3910 Covington 70434	Kent Bossier administrator (985) 893-2279	St. Tammany Parish 1986	private	24-hour service
<b>Total Home Health Care</b> 628 Fourth St. Gretna 70053	Kelli Vedros administrator 340-8888	50-mile radius 1992	Humana, Medicare	full service
<b>Touro at Home</b> 1401 Foucher St. New Orleans 70115	Jeffrey Engel RN 897-8576	greater New Orleans 1987	Medicare, private insurance, private pay	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 Angels</b> 1972 Ormond Blvd., Suite A Destrehan 70047	Jaime Lee Maxwell owner and administrator (985) 764-1414	greater New Orleans, Jefferson Parish and the River Region 2006	long term care insurance, veterans administration aid, checks, credit cards	non-medical home care for seniors 24/7, live-in service available, transportation, personal care
<b>Visiting Nurses Association of Greater New Orleans Inc.</b> 101 W. Robert E. Lee Blvd., Suite 300 New Orleans 70124	Christopher Morris executive director 282-2007	Orleans, Jefferson, St. Charles, Plaquemines, St. Bernard parishes 1913	Medicare, Medicaid, Blue Cross, Humana, United, Coventry, Cigna/ Carecentrix, workers comp	full service (nurse, physical therapy, occupational therapy, speech therapy, aide)
<b>Vital Link, A Home Care Company</b> 3300 W. Esplanade Ave., Suite 220 Metairie 70002	Carl D. Clark CEO and administrator 835-4000	50-mile radius from Hammond, including New Orleans metro area 2002	Medicare, Medicaid, commercial insurances and private pay	skilled nursing, physical therapy, occupational therapy, speech therapy, medical social services, home health aides, medical supplies, durable medical equipment

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# Third-party administrators

(ranked by the number of full-time employees)

Company Address	Phone Fax	Full-time employees Part-time employees	Benefits offered	Services offered	Headquarters Year founded locally	Top local executive Title
<b>F.A. Richard and Associates (FARA)*</b> 1625 W. Causeway Approach Mandeville 70471	(985) 624-8383 (985) 624-8489	339 12	workers' compensation, property and casualty	risk management solutions including claims administration, loss control; health care management	Mandeville 1978	David Richard senior vice president
<b>Gilsbar Inc.</b> 2100 Covington Centre Covington 70433	(985) 892-3520 (985) 898-1500	292 19	benefit plan management and design, reimbursement accounts, consumer-driven health plans, PPO network	claims administration, COBRA/HIPAA administration, priority 7 wellness programming, case management, disease management, maternity management, member advocacy services	Covington 1959	Hank Miltenberger president
<b>Benefit Management Services</b> P.O. Box 98044 Baton Rouge 70898	(225) 295-2735 (225) 297-2885	105 0	competitive stop-loss coverage, efficient claims administration	competitive stop-loss coverage, efficient claims administration	Baton Rouge 1995	Mitch Meynard regional director — New Orleans
<b>Cannon Cochran Management Services Inc. (CCMSI)</b> 4621 W. Napoleon Ave., Suite 310 Metairie 70001	888-3555 888-2351	100 0	multiple option benefit plans; smoking cessation program; 100 percent coverage for wellness benefit and diabetes management program; completed wellness program offering on-site health fairs, quarterly fitness challenges, newsletters and risk assessments	10 day turnaround on claims processing; 25-hour call resolution; annual on-site renewal/education meetings for employees	Danville, Ill. 1978	S.F. "Skip" Brechtel executive vice president
<b>Fringe Benefit Administrator Ltd.</b> 110 Veterans Blvd., Suite 120 Metairie 70005	837-9546 835-9296	22 2	quality plan administrative services, daily valuation, participant, sponsor and advisor websites, quarterly participant statements and management reports, full compliance testing and Form 5500	third-party administration services for all types of qualified plans	Metairie 1972	Dick Watson president
<b>Risk Management Services</b> 111 Veterans Blvd., Suite 750 Metairie 70005	837-3100 837-3156	17 1	third party administration of workers' compensation self insurance funds and self insured employers	claims administration, underwriting, marketing, loss prevention, data management, financial management, excess insurance placement, claim file audits	Metairie 1994	Jean L. Robert and Dominick A. Vaccaro Jr. managing members

\*sold to Avivent in May. The above information was provided by the companies themselves. Any additions or corrections should be mailed on company letterhead to Research, New Orleans CityBusiness, 111 Veterans Blvd., Suite 1440, Metairie 70005. WND= Would not disclose.



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\*See all our quality rankings & awards at [ochsner.org](http://ochsner.org). Rankings provided by HealthGrades, 2011-12. Ochsner ©2012