

New Orleans
CITY BUSINESS

2007

HEALTH CARE HEROES

SPONSORED BY

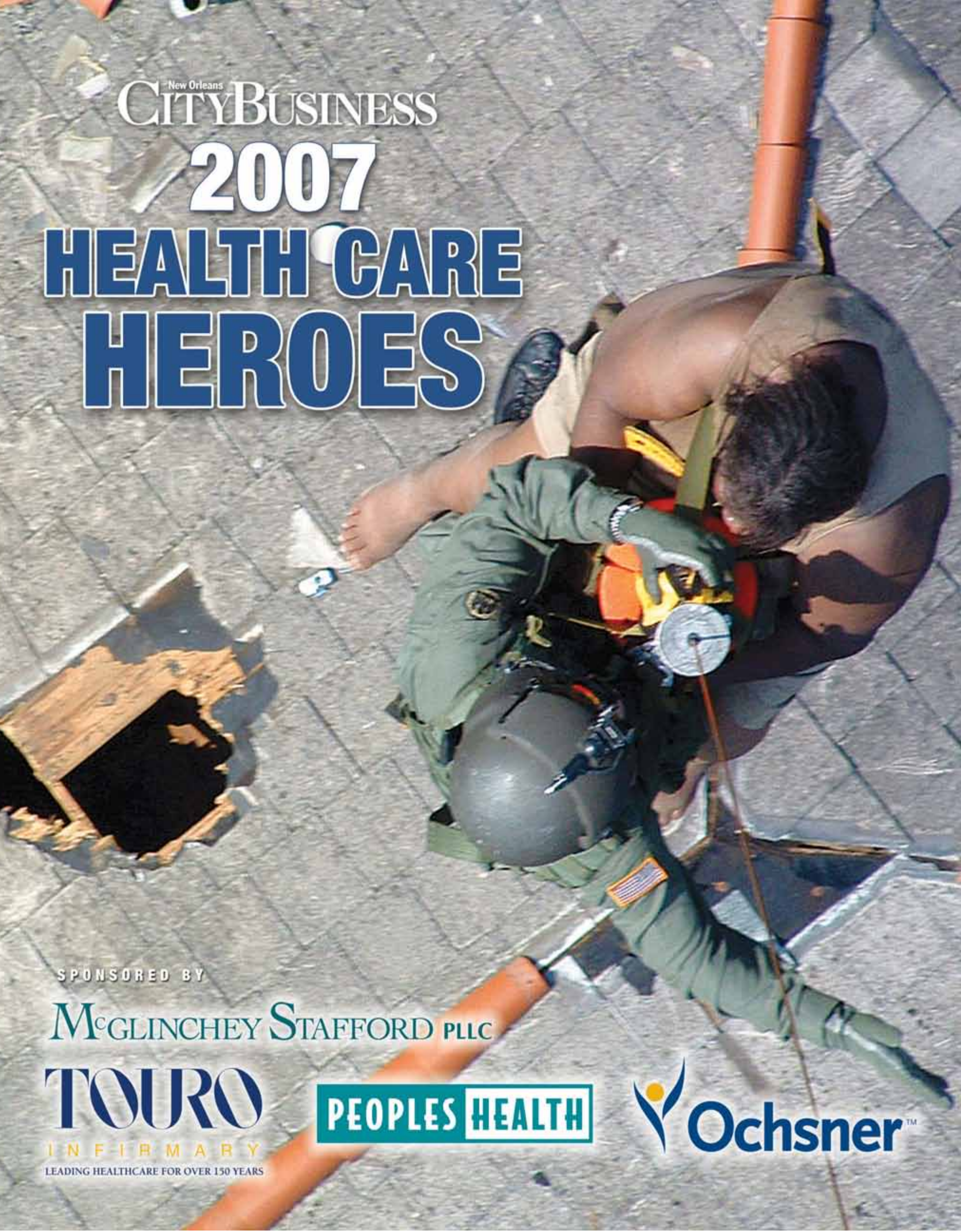
McGLINCHEY STAFFORD PLLC

TOURO

INFIRMARY
LEADING HEALTHCARE FOR OVER 150 YEARS

PEOPLES HEALTH

Ochsner™





PARISH PAIN SPECIALISTS

4500 Clearview Pkwy., Ste. 101
Metairie, LA 70005
Phone: 504.779.5558
Fax: 504.779.5528



AS NEW ORLEANS CONTINUES TO REBUILD,
WE STRIVE TO MAKE *YOUR* LIFE EASIER.
WE ARE HONORED TO BE PART OF THIS
CITY. WE ARE HONORED TO HELP YOU.
LET US JOIN TOGETHER TO CONTINUE
TO MAKE A DIFFERENCE.

HERE AT *PARISH PAIN SPECIALISTS*,
WE WANT TO HELP RELIEVE *YOUR* PAIN.



Dr. J. Crapanzano and Dr. K. Martinez
Interventional Pain Management Specialists

INSIDE

CITYBUSINESS 2007 HEALTH CARE HEROES

ANIMAL CARE

Andrew E. Gutter 4
James M. Riopelle 5

FIRST RESPONDER

Steven Brown 5
Michael Guillot 6

NURSE

Patricia Berryhill 6
Lorris J. Bouzigard 7
Jan Hebert 7
Ann Kallauner 8
Alice Craft Kerney 8
Patricia Kimball 9
Anna Kokes 9
Mary MacGregor 10
Evelyn Randolph 12
Wayne Rau 15
Lena Riordan 15

Joan Rooney 16

Jennifer Steel 16
Sally Tusa 17
Nathalie Walker 17
Cynthia Warren 18
Ray Yakelis 18

PHYSICIAN

Stephen Bardot 19
Lionel Bourgeois 19
Roland Bourgeois 20
Jay Brooks 20
Gerald Cohen 22
Joseph T. Crapanzano Jr. 22
Frank Culicchia 23
Karen DeSalvo 24
Raja Dhurandhar 24
Sander Florman 25
Juan Gershanik 25
Joseph Guarisco 26

Vicky Hebert 26

Kevin Jordan 27
Ronald J. Liuzza 27
Kevin R. Martinez 28
Richard Meyer 28
Paul Nathan 29
Steven Ross 29
Swati Shah 30
Charles Thomas 30
Najeeb Thomas 31
Gerald Vocke 31

PROFESSIONAL

James Spencer Campbell 32
Bruce W. Clement 32
D. Scott Crabtree 33
Virginia Davis 33
Les Hirsch 34
Lynn Hobbs-Green 34
Sarah Hoffpauir 35

Larry Hollier 35

Corey B. Marvel 36
William Pinsky 36
Patrick Quinlan 37
Warner Thomas 37
Basil Thoppil 38
Lynn Witherspoon 38
Richard E. Zuschlag 39

VOLUNTEER

Cheron Brylski 39
John DeCamp 40
David Diaz 40
Barbara Hyland 41
Curtis Jacob 41
Lester W. Johnson 42
Salvador Paz 42
Rudy Sampey 43
Shirley Tuero 43



Published by the NOPG LLC
111 Veterans Memorial Blvd.,
Suite 1440, Metairie, La. 70005
504-834-9292; Fax: 504-837-2258.

Publisher and president: D. Mark Singletary
Associate publisher: Lisa Blossman
Editor: Terry O'Connor
Associate editor: Christian Moises
News editor: Autumn C. Giusti
Art directors: Lisa Finnan, Alex Borges
Production manager: Julie Bernard
Advertising coordinator: Erica Adams, Liz Baldini, Cassie Foreman, Coco Evans Judd, Will Smith
Photography: Frank Aymami



Specializing in ^{Rapid} Breast Care

The new West Jefferson Medical Center's Women's Imaging and Breast Care Center is now located in the West Jefferson Medical Plaza, 4521 Westbank Expressway (corner of West Bank Expressway and Medical Center Boulevard) in Marrero. Our convenient location offers easy accessibility, with free parking in front of our new Center.

West Jefferson Medical Center's Breast Care Center conducts screening mammograms weekdays from 7:45 a.m. until 4:15 p.m., and Saturdays from 8:00 a.m. until 11:30 a.m. in the Women's Imaging Center. Walk-ins are welcomed weekdays from 8:00 a.m. until 2:00 p.m. Same-day appointments are often available.

Radiologist Dr. Michael Alline, Medical Director of Diagnostic Imaging shares, "Mammograms are 'triple read': read by two radiologists and the Computer Assisted Device (CAD). We understand that a rapid response to an abnormal test is important to your emotional well-being. Specialist referral and evaluation of suspicious diagnostic mammograms are offered most often within 24 hours."

To schedule your mammogram, call **504-349-6300** for assistance, or visit the Breast Care Center.



4521 Westbank Expressway • Marrero, LA 70072 • 504-349-6085



Dear Scott,

Congratulations on your selection as one of CityBusiness' 2007 "Health Care Heroes."

This is an honor we know you have earned over some difficult times. Few people know what obstacles you faced to re-open Lambeth House just seven weeks after Katrina. Your tireless efforts during that period allowed our residents to return home safely and comfortably and far sooner than anyone expected.

You continue to be an inspiration. Your belief that the residents of Lambeth House deserve the highest standard of care is exemplified in your leadership on a daily basis. We are very proud of all you do to make Lambeth House so special for residents and employees alike!

Sincerely,
All the staff



Scott Crabtree
Executive Director,
Lambeth House



DECLARE YOUR INDEPENDENCE.

150 Broadway (at the River) • New Orleans, LA
(504) 865-1960 • www.lambethhouse.com



Introduction



By Christian Moises
Associate Editor

Nearly 20 months after Hurricane Katrina as the area's medical industry continues to struggle, some may question what keeps the region's health care providers here.

Facing myriad problems such as a lack of funding from uncompensated care, a shortage of workers, more severe health issues, increased patient loads and recruiting difficulties, some opted to leave for other parts of the county.

But many stayed.

The 68 honorees of the inaugural class of Health Care Heroes have proved their commitment to the region and its residents.

Divided among six categories — veterinary care, first responders, nursing, physicians, professionals and volunteers — these honorees provide post-Katrina life support to the Gulf Coast.

CityBusiness recognizes these health care industry leaders based on their professional accomplishments and perseverance. Selecting these honorees made for a difficult process, as any health care worker who has remained in the area since the storm is a hero.

There are honorees who lost their practices during Hurricane Katrina. Others lost their homes. Some lost both.

Despite the hardships, they continue to help treat the city while rebuilding their professional and personal lives.

They promote new medical techniques to lessen pain and shorten recovery time. They offer care at several clinics and hospitals to make up for a shortage of providers. They all work for the same cause — their patients and the return of the Gulf South.

CityBusiness thanks each of them for their tireless efforts and the difference they are making throughout the region to bring life back to normal. •

ANIMAL CARE

Andrew E. Gutter

Position: doctor of veterinary medicine, Algiers Animal Hospital

Age: 58

Family: wife, Ann; children, Erin, 29, Grant, 21, Barrett, 18

Education: bachelor's degree, Ohio University; doctorate in veterinary medicine, University of Illinois

After living in the Midwest most of his life, Dr. Andrew Gutter wanted to come to the South to practice veterinary medicine. He found his chance in 1972 when he moved to a small Algiers clinic started by University of Illinois graduates that later became Algiers Animal Hospital.

Along with his regular veterinary practice, Gutter said he also works with the Louisiana SPCA as a fill-in vet when their own animal doctors are out of town.

"I handle cases that they feel they cannot completely handle," Gutter said. "I treat animals they get that have broken bones or other traumatic injuries."

After Hurricane Katrina, and with the help of his wife, Gutter reopened his practice with his other doctors as soon as electricity was restored in Algiers. They were the first clinic in the New Orleans area to reopen, and the first clients they helped out were displaced

New Orleans Police Department officers.

"We initially took care of NOPD K-9 dogs who needed surgery after the storm," Gutter said. "FEMA was supposed to build a kennel for officers' dogs, (but) it never happened, so they came to us for help housing the dogs. We also took in personal pets of officers who were displaced and needed a shelter for their animals."

After everything that happened in the city immediately following the storm, Gutter was amazed by the number of volunteers and first responders who came down to the city helping with rescue work who picked up stray animals and kept them as personal pets.

"I recall one Saturday a gentleman came in



who was the head of the National Guard in Algiers. He had a (military police officer) with him with an M16, and he came in with a puppy. We thought he was just going to drop the dog at our hospital. He asked us to do whatever it takes to get this puppy ready for him to take it back home to California." •

— Robin Shannon

Dr. Andrew Gutter, a veterinarian with Algiers Animal Hospital, works with Kimberly Parks on her dog Miles.



ANIMAL CARE

James M. Riopelle

Position: private practice anesthesiologist, University Hospital, North Shore Regional, Ochsner Medical Center — Kenner

Age: 58

Family: wife, Jamie Manders

Education: bachelor's degree, Tulane University; doctor of medicine, Emory Medical School

Dr. James Riopelle is an active anesthesiologist in the New Orleans metro area, but his heroics involve his deep care and concern for animals.

Immediately after Hurricane Katrina, Riopelle was stranded at Lindy Boggs Memorial Medical Center with medical staff and about 60 of the staff's pets. The first rescue groups to respond were not taking animals, so Riopelle stayed behind to make sure the animals had food, water and attention.

"It really was no big deal. But a couple of incidents happened that made it seem like a bigger deal than it actually was. One was that the helicopter that came to get us had crashed, so we were stranded again. Then, when they finally sent a crew, they sent actor Matthew McConaughey with the crew, and the entire rescue ended up on Oprah Winfrey's show. A relatively simple activi-

ty turned into a Hollywood spectacle."

Riopelle believes the reason he received so much praise from animal lovers is because they saw a human doctor put himself out for animals.

"I think they felt this attitude that animals are not just here for us was worthy of public observation," he said.

Riopelle is also working with the Louisiana State Animal Response Team, a group that organizes animal rescue in times of tragedy or natural disaster. He said he took FEMA-sanctioned classes to learn the basic command and control structure of emergency management and also learned how to handle and treat aggressive dogs.

"I see this as something that is very important to our city's future, because it helps make sure animals are not going to get left behind."•

— Robin Shannon



FIRST RESPONDER

Steven Brown

Position: Emergency Medical Services, Transport and Business and Industry training director, West Jefferson Medical Center

Age: 40

Family: wife, Karen; children, Alex, 14, Ashley, 10

Education: registered emergency medical technician; pursuing a bachelor's degree in business, University of New Orleans and Delgado Community College

Steven Brown has his finger on the pulse of the community.

For the past three years, Brown has worked with the American Heart Association, serving on the AHA's steering committee, and Baptist Community Ministries to make defibrillators more accessible to the public.

As a result, 50 defibrillators were placed in public places locally, including each fire station in the West Jefferson area.

"By having these devices in the community, if someone has a heart attack and they dial 911, a local fire station can get there before the ambulance can and defibrillate the person," said Brown.

In his primary job, Brown works as director of EMS, Transport and Business Industry training at West Jefferson Medical Center, where he oversees the daily operations of ambulatory services and emergency responders. He also conducts training in CPR, EMT, first response and safety for

local businesses.

Brown said his story consists of an "overall willingness and assertiveness to help the general community, to educate the community on how to properly use the medical facilities, how to facilitate their treatment and how to have positive outcomes with their treatments."

More recently, Brown has contributed to EMT recruitment while combating Hurricane Katrina-related staffing shortages at West Jeff and regionally.

Brown started a voluntary, internal EMT training program for West Jeff staff of other departments to increase the pool. Staff members can transfer to the EMS department after completing the program.

Brown also contributes to a regional training program sponsored by EMS educational providers from New Orleans, West Jefferson and East Jefferson to "help grow resources in the area."•

— Nayita Wilson

FIRST RESPONDER

Michael Guillot

Position: director of emergency medical services, East Jefferson General Hospital

Age: 45

Family: wife, Julia; children, Michael, 20, Christopher, 15, Emmy, 7

Education: associate's degree in paramedics, Nunez Community College; pursuing bachelor's degree in emergency medical service management, George Washington University

With area hospital beds scarce since Hurricane Katrina, emergency medical service director Michael Guillot and his staff constantly battle the logjam of patients in the emergency room.

"We're attacking it from a number of different angles," said Guillot, who has been EMS director at East Jefferson General Hospital since June 2006, following 18 years as a paramedic. "The emergency rooms are doing their best to free up beds so we can off-load our patients off our stretchers. We're doing things like putting extra stretchers up in the emergency rooms. We're sometimes having paramedics watch the patients while they're in the room so the

crew can be freed up. We're also starting to do non-emergency transports out of the emergency room. If we can sometimes take one (patient) out the back door, we bring another one in the front door. We're being creative."

Recently, the department has begun doing more on-site medical services at sports events and festivals such as the Crescent City Classic and Mardi Gras, as well as conducting school ambulance tours and health screenings at senior centers.

"It's one of our goals for '07: to get more involved in community events and have medical coverage there," Guillot said. •

— Sonya Stinson



Michael Guillot adjusts an EMS monitor.

NURSE

Patricia Berryhill

Position: clinical director, Lower Ninth Ward Health Clinic

Age: 57

Family: husband, Curtis; children, Derek, 37, Nicole, 36, twins Audrey and Joseph, 28

Education: associate's degree in nursing, Louisiana State University; bachelor's degree, University of South Alabama; master's degree in nursing, University of Phoenix

In February, the Lower Ninth Ward Health Clinic opened at 5228 St. Claude Ave., providing a much-needed service to the residents of the storm-battered neighborhood.

The clinic operates in the home of clinical director Patricia Berryhill, who has been a nurse for almost 40 years and has owned the home for 28 years.

Despite being raised, Berryhill's home took nine to 10 feet of water from the Industrial Canal breach. She was approached by the nonprofit Common Ground about starting a clinic for residents of the Lower Ninth Ward as well as surrounding areas.

"I like to say we get people from Uptown, the back of town and around town."

Even though Berryhill now lives at her husband's home in Marrero, she still deeply loves the Lower Ninth Ward.

"The clinic is my way of giving back to a

community that gave me so much," she said. "I promised God that if he ever allowed me to finish school successfully, then I would give my blessings back to others."

Working with organizations such as Common Ground and the AARP, Berryhill hopes to give residents a friendly place to stop in and get check-ups for their ailments, including diabetes and high blood pressure. She added that some patients in the neighborhood with high blood pressure hadn't received any medication between Hurricane Katrina and the February opening of the clinic.

"If I can make a little dent to alleviate people's pain and suffering, then I'm blessed," she said.

Citing a quote from her mother, she added, "Let the work I've done speak for me." •

— Fritz Esker



NURSE

Lorris J. Bouzigard

Position: cardiovascular nurse practitioner, Slidell Memorial Hospital

Age: 30

Family: wife, Jennifer; daughter, Abigail, 23 months

Education: bachelor's degree in nursing, Nicholls State University; master's degree in nursing, University of South Alabama

Lorris Bouzigard, cardiovascular nurse practitioner at Slidell Memorial Hospital, says helping patients and meeting their medical needs is his top priority as a nurse.

"I act as a liaison between the physician and the patients."

Bouzigard serves as a mentor to nurse practitioner students and is always available to nurses when they have questions.

"I'm an advocate of continuing education for nurses and I'm always encouraging nurses to reach their educational goals."

But he says that because of the huge influx of patients, it has been a challenge to meet the health care needs in Slidell.

"We do the best to accommodate the patients' needs."

In addition to Slidell, patients travel from

eastern New Orleans and St. Bernard, Jefferson and Orleans parishes to receive care, he said.

"There was a shortage of nurses after Hurricane Katrina and we are at a maximum capacity on a daily basis," he said.

Bouzigard is an active fundraiser and participant in the American Cancer Society's Relay for Life and serves as a guest speaker at Cedarwood Primary School in Mandeville, where he speaks to children about health care.

"I often bring X-rays and medical tools to allow the children some hands-on experience, hopefully abating their fears of their

doctors and nurse practitioners and easing their apprehension."

Bouzigard also gives lectures to the Slidell Mom's Club, addressing their most common concerns in regards to their children. •

— Jennifer Nall

PHOTO BY TRACIE MORRIS SCHAEFER



Cardiovascular Nurse Practitioner Lorris Bouzigard explains X-rays to Karen Knezevich.

NURSE

Jan Hebert

Position: clinical director, Parish Pain Specialists

Age: 53

Family: husband, Gene; sons, Cameron, 24, Alex, 18

Education: licensed professional nurse and registered nurse, University of the State of New York/Regents College; board certification in pain management, American Nurses Credentialing Center

When the Parish Pain Specialists building in Metairie flooded after Hurricane Katrina, clinical director Jan Hebert was right there among staff members who arrived "with T-shirts and shorts and boots on and started cleaning up."

Hebert, who helped design the building and set up the practice with two physicians she formerly worked with in East Jefferson General Hospital's anesthesia department, is a hands-on leader known for pitching in to do the hard work.

"Managers shouldn't ask their employees to do anything that they wouldn't do themselves," said Hebert, a registered nurse who is board-certified in pain management. "That involves picking up paper off the floor or doing some

of the things that may not be in your job description."

According to Hebert, post-Katrina stress and depression have sometimes worsened the symptoms of the clinic's patients.

"We probably have a few more patients now on some of the antidepressants," she said.

As president of the Louisiana Society of Pain Management Nurses, Hebert is an advocate of treating patients with chronic pain.

"We want to have people not just sitting on the sofa doped up. We want to have people able to get out and have some quality of life." •

— Sonya Stinson



Jan Hebert, clinical director with Parish Pain Specialists, talks with patient Rose Kehoe, is receiving spinal injections.



NURSE

Ann Kallauner

Position: registered nurse and licensed nursing consultant, Louisiana Specialty Hospital
Age: 44

Family: husband, Randy, 52; children, Catherine, 12, Ainsley, 10, Joseph, 9, Rachel, 6

Education: nursing degree, Touro Infirmary School of Nursing; bachelor's degree in nursing, University of Miami; legal nurse consultant certification, Louisiana State University

To most people, hospital rooms seem pretty much the same. It's rare when someone remembers a specific room number once he or she goes home.

But for Ann Kallauner, a nurse at Louisiana Specialty Hospital, Room 7112 will always have special significance. That's because it's the room she lived in for four months after Hurricane Katrina — before she was able to move into a FEMA trailer.

"I had 7 feet of water in my house," Kallauner said of her Uptown home. "Once I saw that, I took an empty patient room at the hospital. I worked 14 days straight, 12-hour shifts."

The hospital lost electricity during the storm, and the crew depended on generators and flashlights, Kallauner said. "It got really hot," she said. "We had no AC. We had to think of ingenious ways to cool off the patients.

We used the ice they gave us for the patients, and we literally fanned them by hand."

During the four months Kallauner lived in the hospital, she would sometimes get a knock on her door. "They would come at 11 p.m. and say, 'Can you work the night shift?' or 'Can you start an IV?'"

In addition to job-related stresses, Kallauner faced hardships in her personal life.

"My three children had evacuated with my ex-husband, but my youngest child has a genetic disorder. She's 6 years old, but she's about 18 months developmentally."

Rachel lived at the hospital with her mother and was even picked up there by a bus to go to school.

Kallauner also runs her own business, The Legal Edge, which consults with attorneys on cases that require medical information. •

— Lisa Bacques

Ann Kallauner, a registered nurse at Louisiana Specialty Hospital, checks patient Daniel Smith's blood pressure and breathing.

NURSE

Alice Craft Kerney

Position: executive director, Lower Ninth Ward Health Clinic

Age: 49

Family: divorced; son, Aaron Gammage, 15

Education: bachelor's degree in biology, Southern University at New Orleans; bachelor's degree in nursing, Louisiana State University School of Nursing

From the moment the Lower Ninth Ward Health Clinic opened Feb. 27, Executive Director Alice Craft Kerney could see how desperately the community needed its services.

"The very first patient when we opened up the doors was so ill that she basically passed out and lost control of all of her bodily functions, and we had to call an ambulance to take her to the emergency room," said Kerney, who is a registered nurse.

Kerney suspects the woman's health problems were related to constant exposure to mold and mildew in a home she could not afford to leave.

When an organizer with the post-Katrina aid organization Common Ground Relief approached Kerney with

the idea of starting a neighborhood clinic, she accepted the challenge after experiencing what she believes were signs of a calling from God.

Kerney's friend and nursing colleague Patricia Berryhill was recruited as clinical director, and Berryhill offered a house for the clinic. Volunteers and contractors donated labor, money and materials to rebuild the hurricane-damaged structure.

Today, the clinic treats 12 to 14 patients a day, often staying open well beyond its normal closing time. The staff also does things such as writing to housing officials to try to help that first patient find a less toxic place to live.

"Advocacy is a very important part of our clinic," Kerney said. •

— Sonya Stinson



NURSE

Patricia Kimball

Position: faculty member, Louisiana State University Health Sciences Center School of Nursing
Age: 59
Family: widow; daughter, Bridget, 24
Education: bachelor's and master's degrees in nursing, Louisiana State University

Just days after Hurricane Katrina, Patricia Kimball, who had evacuated to her mother's home in Baton Rouge, found herself part of a small team of faculty members responsible for putting the Louisiana State University School of Nursing back together.

"The Friday of the week that the hurricane hit, I learned in the media that there was going to be a meeting at the LSU Board of Supervisors' offices on the Baton Rouge campus for people from the Health Sciences Center ... to try to see what we could do to salvage the semester," Kimball said. "Frankly, I needed a diversion and an outlet, because I was so concerned about what was happening

down on this end."

As a coordinator in the undergraduate nursing program for many years, Kimball understood the complexities of the school's operation.

She got to work right away planning courses and finding out how to bid for available teaching units in a Baton Rouge consortium of hospitals. The biggest concern was whether the school's planned December graduation would take place.

With some hard work and creative impro-

ving — such as holding classes in a Baton Rouge movie theater complex — it did.

"We had to clear out by noon so they could open for their shows."•

— Sonya Stinson



NURSE

Anna Kokes

Position: senior director of nursing, West Jefferson Medical Center
Age: 42
Family: children, Megan, 22, Kyle, 17
Education: registered nurse diploma, Our Lady of the Lake School of Nursing; bachelor's degree in nursing, Loyola University; master's in business administration, University of New Orleans

As a nursing administrator, Anna Kokes has battled nearly every imaginable health care crisis since Hurricane Katrina — recruitment, staffing, scheduling and other challenges compounded by the storm and a national shortage of nurses.

Kokes' leadership and perseverance in solving the challenges of nurse staffing and quality patient care, despite her personal losses, is what makes her a nurse hero.

"I stayed the whole time for 17 days straight. I had no home to go to anyway. I lived five blocks from the levee break of the 17th Street Canal."

Since the storm, Kokes has had to think outside the box to recruit and keep nurses in the face of attractive pay and employment packages elsewhere as well as the myriad quality of life problems in New Orleans.

"With the national shortage of nurses, recruitment and retention of the nursing staff has always presented a challenge. However,

post-Katrina it has been magnified. With an abundance of available jobs, many health care professionals have elected to relocate permanently out of the area with offers of a better quality of life, stable communities and excellent compensation and benefit packages."

Yet, Kokes continues to lead as a health care industry leader, doing her part to help rebuild New Orleans' health care industry.

"Health care heroes and leaders must exhibit perseverance. In health care, it is a commitment to patient care not only during times of crisis but also in facing the daily challenges within the current health care environment," she said.

"These challenges include increased patient volumes, critical staffing shortages and mounting financial pressures. Without perseverance, health care providers and leaders can quickly lose sight of our purpose — patient care."•

— Jana Mackin



CONGRATULATIONS, HEALTHCARE HERO

RICHARD ZUSCHLAG



While CEO Richard Zuschlag is the guiding force of Acadian Ambulance, he is quick to share all recognitions and awards with his employee-owners. Richard is pictured here (second from right, front row) with the management team responsible for the coordination of medical evacuations in New Orleans during the aftermath of Hurricane Katrina.



Acadian Ambulance Service will meet your non-emergency ambulance transportation needs with unsurpassed professionalism. Nationally accredited service is provided by medics who care about you. Please visit us at www.acdian.com and call 511 for ambulance dispatch.



Dr. Mary McGregor, the in-vitro fertilization nurse coordinator with the Fertility Institute of New Orleans, reviews an ultrasound with Dr. Heber Dunaway.

Mary MacGregor

Position: in-vitro fertilization nurse coordinator, Fertility Institute of New Orleans

Age: 50

Family: children, Tracy, 22, Ricky, 20

Education: bachelor's degree equivalent in nursing, Charity Hospital School of Nursing

Sometimes a couple has inordinate difficulty in conceiving a child. It may be because the couple is older, the man has a low sperm count or the woman doesn't ovulate.

One solution is in-vitro fertilization, or fertilizing a woman's eggs with sperm outside of the womb.

Mary MacGregor has been working as an in-vitro fertilization nurse since 1984.

"It's very emotionally, physically and financially draining for the couple," she said. So she sits down with each new couple and reviews with them in detail the process that will follow, including medication, injections, possible side effects and how long the entire process will take.

"I'm kind of like their surrogate mother as they go through with this."

Because of the personal nature of the procedure, MacGregor formed a number of

close relationships through her job.

"I've met some very cool people along the way. I'm still in touch with some people whose kids are now 15 or 16."

Even though she has done this for 23 years, MacGregor remains passionate about her job.

"I take it home with me, I dream about it at night," she said.

More than anything else, she attributes her success to the way she approaches her patients. "No matter how busy I may be, I try to make them feel at home, to not feel rushed and encourage them to ask questions."

Working for a great employer helps, too, she said.

"Most of the employees (of the Fertility Institute of New Orleans) have been there for over 15 years. That says a lot."•

— Fritz Esker

A FULL SERVICE LAW FIRM

McGLINCHEY STAFFORD PLLC

LOUISIANA

MISSISSIPPI

NEW YORK

OHIO

TEXAS

We Congratulate and Honor the 2007 New Orleans Healthcare Heroes

Special Congratulations to Our Healthcare Hero



Lester W. Johnson, Jr.

Lester W. Johnson is an associate in McGlinchey Stafford's New Orleans office. Practicing in the healthcare section, Les helps clients navigate the many regulatory, compliance and business issues facing today's healthcare providers and practitioners.

643 Magazine Street | New Orleans, LA | 70130 | (504) 586-1200

www.cafalawblog.com | www.mcglinchey.com

This is an advertisement.

NURSE

Evelyn Randolph

Position: nursing assistant, East Jefferson General Hospital

Age: 59

Family: husband, Richard; children, Sharvette, 38, Keondra, 30, Richard III and Tia Lynn, both deceased

Education: nursing assistant's certificate, St. Bernard General Hospital

Nursing assistant Evelyn Randolph's devotion to service goes far beyond her job duties of taking temperatures, handing out food trays and giving baths. Co-workers say Randolph often stays overtime tending to patient needs.

"Some of my patients get depressed and down, and I pray for them," said Randolph, who has been a nursing assistant for 37 years, the last 24 of them at East Jefferson General Hospital.

"There are some of them whose family don't come, so I'll be like the family. Whatever they need. ... I check with the nurses and I bring it to them."

Randolph's empathy for her patients springs in part from the tragedy of losing two of her children. Her son Richard III and her grandmother died in a fire in 1974.

"That's when I got close to God," said Randolph, who later became a minister. In 2005, her daughter Tia Lynn died from a blood clot disorder not long after insisting that Randolph see a doctor to check on what turned out to be a serious heart condition.

Randolph, who had two stents



placed in her heart, said, "After being sick in the hospital, it made me have even more compassion."•

— Sonya Stinson

SLIDELL MEMORIAL HOSPITAL'S

Health Care Heroes

› LORRIS J. BOUZIGARD, R.N.
CARDIOVASCULAR NURSE PRACTITIONER

› BRUCE CLEMENT, F.A.C.H.E.

› LENA RIORDAN, R.N.

Congratulations to our three Health Care Heroes for their hard work and dedication for making SMH among the best in the country. Top 3% in Patient Satisfaction, and Top 5% in Patient Safety.

SMH

Slidell Memorial Hospital

Your Hospital for Life.™



Laser Lipo - Spider & Varicose Vein Treatment
Botox - Hair Removal - Restless Leg Syndrome
504.539.7272 - www.nathanlaser.com

Dedication. Excellence. Understanding.



It is not only exceptional skill and experience that puts New Orleans healthcare professionals at the top of their field. It is their willingness and ability to be more, do more and give more to really make a difference.

In the face of challenging and often difficult times, these individuals continue to shine and provide dependable, unsurpassed care when their patients need it most. Their resilience and ongoing dedication shape the face of our city and the lives of those we love. Day in and day out, they show us all that coming to work is not just a job, but a passion.

Peoples Health salutes the healthcare professionals of the Greater New Orleans area.

Thank you for putting patients first.

Peoples Health is an MCO with a Medicare Advantage contract.

PH 07HCH 0507

PEOPLES HEALTH

Your **Medicare Health** Team

504-849-4500

TTY/TDD 1-888-631-9979

peopleshealth.com

The pulse

of healthcare in New Orleans
is getting stronger all the time.



Dr. Patrick Quinlan

Ochsner is firmly committed to the restoration of our city's healthcare system. The recent addition of three area hospitals to the Ochsner Health System marks a major step in honoring that commitment.

The additions of Ochsner Medical Center – Kenner, Ochsner Medical Center – West Bank and Ochsner Baptist Medical Center reflect our firm belief in the future of the New Orleans area.

We will continue to provide acute-care services at both Ochsner Medical Center – Kenner and Ochsner Medical Center – West Bank without interruption, and patients can continue to see their physicians at these locations. Restoration of the Ochsner Baptist location is ongoing, highlighted by the recent opening of the Surgery Center and the Women's Imaging Center.

The Ochsner Health System now includes seven hospitals, four Elmwood Fitness Centers and 25 health centers throughout Southeast Louisiana. Our strong, local ownership and leadership will provide the community with the additional confidence and stability it needs to continue to rebuild and grow. Ochsner has great admiration and respect for all people of the New Orleans area. And we look forward to working with New Orleans to build an even stronger healthcare system.

Sincerely,

A handwritten signature in black ink, appearing to read "P. Quinlan", written over a light gray rectangular background.

Dr. Patrick Quinlan

CEO, Ochsner Health System



Ochsner[™]

Healthcare With Peace Of Mind[™]

www.ochsner.org | 1-866-OCHSNER

NURSE

Wayne Rau

Position: clinical manager for the special procedures department and registered nurse, West Jefferson Medical Center

Age: 65

Family: wife, Nancy; children, Allison, 43

Education: associate degree in nursing, Louisiana State University; bachelor's degree in science, Tulane University

Heroes are identified by the individuals whose lives they save and protect.

For Wayne Rau, such recognition often comes in the form of a greeting card from a patient, thanking him for saving his or her life.

Rau is clinical manager for the special procedures department at West Jefferson Medical Center, where he supervises a 17-member staff of nurses, scrub technicians and X-ray technicians who work with cardiac, neurological, stroke and vascular patients, as well as individuals in routine and emergency situations.

He serves with compassion, reminding staff to use care and understanding when interacting with patients, and communicates with patients and their families on a level that eases their fears.

"I try to make nurses understand that they are the patients' advocate and that they are, in most cases, the closest relationship at the hospital with that patient," Rau said.

Most individuals in the hospital are afraid,

he said. It's important for him to help ease such anxieties.

In a recent case involving a police officer and personal friend, Rau maintained contact with the family throughout the waiting stages, updating them on the procedure and the patient's progress.

Rau said his "volunteer spirit" has enabled him to help many people.

"I really love my patients," he said. "I think I've done my best to create the best atmosphere in a department that deals with extremely dangerous and emergency procedures on patients," he said.

Rau has worked at West Jeff for 28 years. He lobbied for the automatic external defibrillators to be placed in the public's reach and speaks to various groups on heart disease and prevention.

He was named one of the Great 100 Nurses of Louisiana in 2005. •

— *Nayita Wilson*

PHOTO COURTESY OF OCHSNER HEALTH SYSTEM

NURSE

Lena Riordan

Position: registered nurse, Slidell Memorial Hospital

Age: 24

Family: husband, Scott; daughter, Melissa, 8

Education: associate degree in nursing, Pearl River Community College

Lena Riordan never knew her first patient would become such a special part of her life.

"We bonded in a way like we were family and he is still my patient today."

When her patient told her the news his wife had passed away, they grieved together, and Riordan said it was a shared emotion.

"It's touching to know that you made such an impact on someone's life."

Riordan, a registered nurse at Slidell Memorial Hospital, said she always wanted to be a nurse and admitted to becoming attached to her patients.

"I'm compassionate and concerned for every one of my patients that comes through the doors."

A challenge Riordan faced during Hurricane Katrina was evacuating patients to Wesley Medical Center in Hattiesburg, Miss.

"I tried to keep the patients calm, and there was the worry of not knowing what we were coming back to."

Like many area hospitals, Slidell Memorial has suffered a shortage of nurses, but Riordan said they are hiring new graduates. She said things are improving in Slidell, and the area is more populated because of the hurricane. Some of her patients come from as far as eastern New Orleans and Chalmette.

"We try to make our out-of-town patients feel welcome."

Riordan is a bit of an out-of-towner herself. She lives in Picayune, Miss., and commutes to Slidell Memorial every day.

"I love the people I work with and it is a good hospital." •

— *Jennifer Nall*

PHOTO BY TRACIE MORRIS SCHAEFER

Registered Nurse Lena Riordan examines patient Eric Johnson at Slidell Memorial Hospital.



PHOTO COURTESY OF OCHSNER HEALTH SYSTEM

NURSE

Joan Rooney

Position: director of women's and neonatal services, Ochsner Medical Center — West Bank

Age: 52

Family: husband, James; children, Aaron, 31, Sean, 27, Matthew, 21

Education: registered nursing degree, Charity Hospital School of Nursing; bachelor's degree in health arts, University of St. Francis

Joan Rooney knew her promotion from director of women's and neonatal services to acting chief nursing officer in July 2005 would be a challenge.

But she didn't know it would also be a life-changing experience.

A registered nurse of more than 30 years at the former Meadowcrest Hospital and now Ochsner Medical Center — West Bank, Rooney accepted the position just one month before Hurricane Katrina. She coordinated the evacuation of the hospital, took care of the nursing home patients who were brought in and worked until the last patient was evacuated via helicopter or ambulance.

Months after the storm, Rooney was one of the primary champions for working to reopen the hospital, campaigning and meeting with Jefferson Parish Council members, former hospital owner Tenet and rallying the staff to meet with parish, state and national leaders.

The hospital reopened in November 2005, and in February 2006, Rooney decided to leave her post as acting CNO and return as director of women's and neonatal services, a position she had held since 1999.

Rooney still played a critical role in the hospital's recovery, working with directors for the hospital's site visit in August by the Joint Commission on Accreditation of Health Care Organizations.

"I realized that I can still be a mentor and leader from my position in the women's services unit and just from being familiar with the hospital in all my years here," Rooney said. "I realized how much the women's services work meant to me. It's in my blood."

Rooney has returned to school to further her nursing education, enrolling this semester in the master's nursing program at Loyola University. •

— Tommy Santora

Joan Rooney, director of women's and neonatal services at Ochsner Medical Center — West Bank, spends a moment with director of nursing Glenn Landry at Meadowcrest Hospital.

NURSE

Jennifer Steel

Position: chief community relations officer, West Jefferson Medical Center

Age: 55

Family: husband, Lionel Bourgeois; children, Hosie, 29, Bethany, 27

Education: diploma in nursing, Touro Infirmary School of Nursing

The contributions Jennifer Steel has made to local health and her community are numerous.

Steel is the chief community relations officer at West Jefferson Medical Center. She oversees the hospital's public relations and marketing initiatives, volunteers, the Elder Plus program and outreach activities.

She also fills gaps.

After Hurricane Katrina, Steel learned of a shortage of ostomies — devices that drain fluids for patients who have recently had surgery — and sought to meet the demand for supplies.

Using text messaging, the only form of technological communication available then, and word of mouth, Steel said she, WJMC's wound care program and health care partners were able to secure hundreds of donated ostomies from hospitals, ostomy manufacturers, the American Cancer Society and individ-

uals with ostomies.

"For me, that was personally rewarding because it was a team effort. No one person is a hero," Steel said. "It takes a hospital family, a community family and a world family to make a difference in the lives of others."

The oldest of seven siblings and a registered nurse, Steel's personal hardships helped cultivate her passion for health care and service. Steel said the death of her father in 1984 taught her how research and technology developed, and how CPR can save lives.

Recently, Steel and her husband comforted her brother in their home until his death in June.

"Each day is a gift from God. Each person is a gift, and the more we're able to help others, the more blessed we are." •

— Nayita Wilson

Jennifer Steel, chief community relations officer at West Jefferson Medical Center, spends time with volunteers Anna Savoie, left, and Frank Musso in the hospital's Auxiliary Craft Room.



NURSE

Sally Tusa

Position: senior director of nursing, West Jefferson Medical Center

Age: 46

Family: husband, Nicholas Jr.; children, Nicholas III, 20, Nicole, 18

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

As senior director of nursing at West Jefferson Medical Center, Sally Tusa oversees 250 beds for all of the acute in-patient areas. She began her 28-year career at West Jeff as a student nurse in high school and has worked as a registered nurse on all levels, including clinician, clinical manager and clinical director.

Tusa said her availability and willingness to help others, dependability and craft for explaining things have earned her success with staff and colleagues.

"I've been in all those roles. ... I've had terrific leaders that I've learned from, and I believe part of my responsibility in my position is to teach the people what I know," she said.

The proudest moment of her career was during Katrina when she witnessed WJMC staff work resiliently.

"We lived our mission minute to

minute."

Limited space in relation to escalating community and patient needs presented challenges post-Katrina. Tusa combated the challenge by converting rooms to semi-privates, expanding telemetry units, training staff and acquiring equipment for the changes.

She also worked with WJMC administrators and briefed departments on the hospital's progress post-Katrina.

Tusa participates in WJMC recruiting efforts, sharing the hospital's history, relating personally with nursing students and advising them to find their "niche" in nursing.

"I want people to know what I

know because when I'm not here, they can continue on in the path of doing what needs to be done — not only for the organization but especially for our patients because our patients are always first."•

— *Nayita Wilson*



Sally Tusa, left, senior director of nursing at West Jefferson Medical Center, chats with registered nurse Amie Cardinal at the pediatrics nursing station.

NURSE

Nathalie Walker

Position: registered nurse, East Jefferson General Hospital

Family: husband, George; daughters, Jean and Joanne

Education: nursing degree, Louisiana State University School of Nursing; master's of business administration, St. Francis College

When a surgeon at East Jefferson General Hospital caught a clerical error and saved a patient from getting an operation on the wrong eye, Nathalie Walker knew her work was making a difference.

That's because Walker not only provides nursing care for surgical patients at EJGH, but as a member of the Association of Perioperative Registered Nurses, she has been at the forefront of promoting a nationally standardized verification system called Time Out designed to prevent medical errors on the operating table.

APRN is working with the Joint Commission on Accreditation of Health care Organizations, which now mandates Time Out for all surgeries at U.S. hospitals.

"In order to prevent incorrect surgeries or the wrong site surgery, we take a pause — a time out," said Walker, who lectures on the issue and recruited Sen. Mary Landrieu, D-

New Orleans, to introduce the Senate resolution for establishing National Time Out Day.

Patients are involved in the process, which includes marking the surgical site on the body and double-checking the information once they enter the operating room.

Walker is also a member of Gov.

Kathleen Babineaux Blanco's Louisiana Supply and Demand Commission, which addresses nursing education and the shortage of nurses.

"Over 900 nurses left the state after Katrina," Walker said. •

— *Sonya Stinson*



Nathalie Walker, right, a registered nurse at East Jefferson General Hospital, prepares instruments for surgery with registered nurse Mary Morvant.



NURSE

Cynthia Warren

Position: therapeutic apheresis charge (phlebotomy) nurse, The Blood Center
Age: 42
Family: son, Kaven, 17
Education: associate's degree in nursing, Louisiana State University

Three weeks after Hurricane Katrina, nurse Cynthia Warren found herself climbing a dark, hot stairwell inside flooded Charity Hospital. She and her co-worker, phlebotomist Elois Sance, were on a mission to retrieve some very important equipment.

"When we arrived, the Army and the National Guard were draining water out of the morgue," Warren said. The nurses were handed flashlights and went up the stairs unescorted. Already scared, Sance let out a scream as she saw someone at the top of the stairs.

"It was the cleaning crew," Warren said. "We still laugh about that."

The machines being rescued from the hospital are called separators and are part of a procedure called therapeutic phlebotomy, in which diseased components are removed from the blood and replaced with healthy blood.

"It's like a human oil change," she said.

The Blood Center offices at Tulane and Galvez flooded with 4 1/2 feet of water. Of the

six nurses working before the storm, Warren is the only one left.

Three weeks after the storm, Warren and her remaining co-workers set up shop in the Mandeville Donor Center.

"We served about 22 patients in the first week we were open for business," Warren said.

Warren now travels to about 40 different hospitals and clinics in Louisiana and Mississippi. When asked how she keeps organized, Warren holds up her two cell phones.

"I love my job," she said. "But it's not for everyone. It takes a lot of dedication and sacrifice of your personal life."

The center also provides backup for Touro, East Jefferson and Ochsner, she said.

Warren said that in December 2005, about 82 procedures were done with just two nurses and two technicians.

"As a nonprofit, we are more concerned with serving the community than the bottom line. It's a great place to work."•

— Lisa Bacques

NURSE

Ray Yakelis

Position: chief flight nurse and clinical manager, West Jefferson Medical Center emergency department, air care division
Age: 57
Family: wife, Cissy; children, Jason, 28, Raymond Jr., 19
Education: associate's degree in nursing, Mount Aloysius College; bachelor's degree in business, University of Maryland

Raymond Yakelis says he tries to fly under the radar.

As chief flight nurse and clinical manager at West Jefferson Medical Center, that means operating the hospital's helicopter program, which transports patients working in the offshore oil industry, supervising 11 flight nurses and serving as a resource person in West Jeff's emergency room.

Yakelis also teaches advanced training courses in cardiac life support and pediatric life support, some of which are specifically designed for flight nurses, as well as a trauma nurse course. His job is not typical.

Yakelis prepares staff to provide immediate and proper medical attention to individuals facing life-or-death situations, some which are located in adverse environments. Then he practices what he teaches. He makes several of the 200 or more flight requests West Jeff

receives annually, sometimes several in one day.

He pointed to an incident where the helicopter landed near the mouth of the Mississippi River. Yakelis said he took a small boat with a cabin and traveled six

miles to the patient. Once there, the patient was placed on a backboard and transported back to the helicopter on the front of the boat because he could not fit in the cabin.

"You have to be able to think out of the box because not every situation is really an easy situation," he said. "You have to be creative."

West Jeff's flight program is the only one of its kind in Louisiana, Texas, Mississippi and Alabama in that it goes out as far as 175 miles into the Gulf of Mexico and transports



patients to the hospitals of their choice, Yakelis said.

Yakelis has been flying for 21 years and has been involved with emergency medical services for more than 36 years. He researches new equipment for the emergency room and flight program and new life saving techniques.

His challenge? Attracting new faces to the flight program.

"Not everyone can do this."•

— Nayita Wilson

PHYSICIAN

Stephen Bardot

Position: urology department chairman and urologic oncology section head, Ochsner Health System

Age: 48

Family: wife, Phyllis; children, Daniel, 13, Joseph, 12

Education: bachelor's degree, Benedictine College; doctor of medicine, University of Kansas Medical School; surgical residency, St. Luke's Hospital in Kansas City, Mo.; urology residency, Kansas University Medical Center

Dr. Stephen Bardot wants Ochsner Health System and health care education in New Orleans to be at "the tip of the sphere, not the tail."

With Bardot leading the 2005 implementation of the da Vinci Surgical System by Intuitive Surgical, Ochsner is ahead of the curve.

The robotic surgical system allows physicians to perform operations such as prostate cancer surgeries, hysterectomies, coronary surgeries and various urological problems such as kidney reconstructive surgery and incontinence procedures, through tiny incisions measuring 1 to 2 centimeters.

The procedure is a minimally invasive treatment option, meaning less pain and fewer incisions, and reduces patient hospital stay and recovery time from three days or

more at the hospital and eight weeks recovery to one day of a hospital stay and just one to two weeks of recovery time.

The Ochsner team completed nearly 100 prostatectomies, or prostate removals, during 2006, and Bardot estimates the robotics system is used on about 75 percent of prostatectomies at Ochsner. Nationally, that rate is 50 percent, compared with 20 percent in 2005 and only 10 percent in 2004.

"It's the fastest I've seen patients take to a new technology in my career," said Bardot, who is chairman of the health system's department of urology and section head of urologic oncology.

The robotics system can also be used for

bladder and kidney surgeries, women's health issues, heart valve replacement and vascular surgery, lung surgery and surgery for obesity.

"We're still very much on the early part of the up-slope on what we can do with this technology."•

— Tommy Santora



PHYSICIAN

Lionel Bourgeois

Position: department of medicine, West Jefferson Medical Center

Age: 54

Family: wife, Jennifer Steel; children, Hosie, 29, Bethany, 28; grandchildren, Blair Joseph, 8, Zachary Lionel, 3

Education: bachelor's degree in science, Nicholls State University; doctor of medicine, Louisiana State University School of Medicine; medicine internship, Charity Hospital; residency in family practice, Charity and Hotel Dieu hospitals

Charity is Dr. Lionel Bourgeois' raison d'être, literally. For more than 20 years, he practiced medicine at Charity Hospital, serving New Orleans' poorest residents.

Even during the nightmare conditions after Hurricane Katrina, he stayed at Charity, not evacuating until the final evening.

Bourgeois personifies the Hippocratic oath. He could have walked away but he has chosen to weather the ongoing health care crisis facing the region.

He has been involved with The Family Doctors of West Jefferson since January 2006. Before that, he worked at Charity and University hospitals for more than 20 years and was medical director of the Employee Health Clinic for Charity and University.

A native of Raceland, he was one of 12

children. He comes from a family was sugar cane farmers and to this day he still cuts grass for the family homestead.

Charity is Bourgeois, be it caring for a younger sister with Down's Syndrome or picking up trash on a state highway or taking care of the poor and sick lost through the crippled medical system's cracks.

"I stayed during the storm. We all worked together and bonded together. That is how you get through it," he said.

"You do what you are trained to do. There is still a void. People need to keep their focus and be committed to moving forward and be confident that things will resolve and hopefully will come out all right. They need to believe there is a light at the end of the tunnel."•

— Jana Mackin



PHYSICIAN

Roland Bourgeois

Position: cardiologist, East Jefferson General Hospital

Age: 50

Family: wife, Susan; children, Jeffrey, 18, Thomas, 16, Emilie, 13

Education: bachelor's degree in chemistry, Nicholls State University; doctor of medicine, Louisiana State University School of Medicine; internal medicine residency, chief medical residency and cardiology fellowship, Ochsner Health System

Dr. Roland "Bud" Bourgeois leads an interdisciplinary team at East Jefferson General Hospital using an electronic record-keeping system to implement an important new idea in health care called medication reconciliation.

The concept involves making sure doctors treating hospital patients know what medications they've been taking at home and that patients understand what medications they should take once they're released, Bourgeois said.

"Medication errors are very common in hospitalized patients, and it's because we just don't know what patients are tak-

ing," he said. "They may come in and say they're taking a blue pill or a green pill. Obtaining that data is time-consuming and difficult, but it's quite important."

The Joint Commission on Accreditation of Health Care Organizations named the discharge process Bourgeois created a "best practice" that should be a model for the rest of the nation.

Bourgeois' interest in using technology to improve patient care also extends to his cardiology practice, but he said recent financial constraints make it more difficult

to stay on the cutting edge.

"The hospital has continued to lose more money in the post-Katrina environment than it had in the pre-Katrina environment, leading to worries that we won't be able to keep up in the technological advances that the hospital needs."•

— Sonya Stinson



PHYSICIAN

Jay Brooks

Position: chief of staff, chairman of hematology/oncology, Ochsner Medical Center-Baton Rouge

Age: 53

Family: wife, Vicki; children, Megan, 25, BJ, 23, Joshua, 18

Education: bachelor's degree, University of New Orleans; doctor of medicine, Louisiana State University School of Medicine

Only about 25 percent of hospitals nationwide use electronic medical records to store patient files, according to the Healthcare Information and Management Systems Society.

Dr. Jay Brooks is thankful Ochsner Health System is ahead of that curve.

And so are the more than 150 New Orleans oncology and hematology patients Brooks treated when they evacuated to Baton Rouge after Hurricane Katrina.

"There were so many patients out of New Orleans who had nothing, lost everything, and it was a huge relief to them when we were able to pull up their health records and get them their medications and treatments," said Brooks, chief of staff and chairman of the hematology/oncology department at Ochsner Medical Center-Baton Rouge.

Ochsner has an electronic medical record system linking all its hospitals in Louisiana. Doctors can pull up charts and files of Ochsner patients and see information such as recent test results, surgeries, doctors' notes and blood work.

Brooks, who still sees many of the 150 patients he helped after the storm, also treated non-Ochsner cancer patients by doing a history on them, looking at prescription bottles that some had evacuated with and researching the computer records of national pharmacy chains and health care insurance providers, that released critical information to doctors post-Katrina.

A native New Orleansian who began his career at Ochsner in 1987, Brooks said the biggest challenge facing cancer

treatment is the post-Katrina shortage of oncologists.

"The two medical schools in New Orleans, LSU and Tulane, lost a lot of future oncologists because of the storm," Brooks said. "There is a concern of a shortage of them, especially with the aging population and cancer becoming more of a concern."•

— Tommy Santora

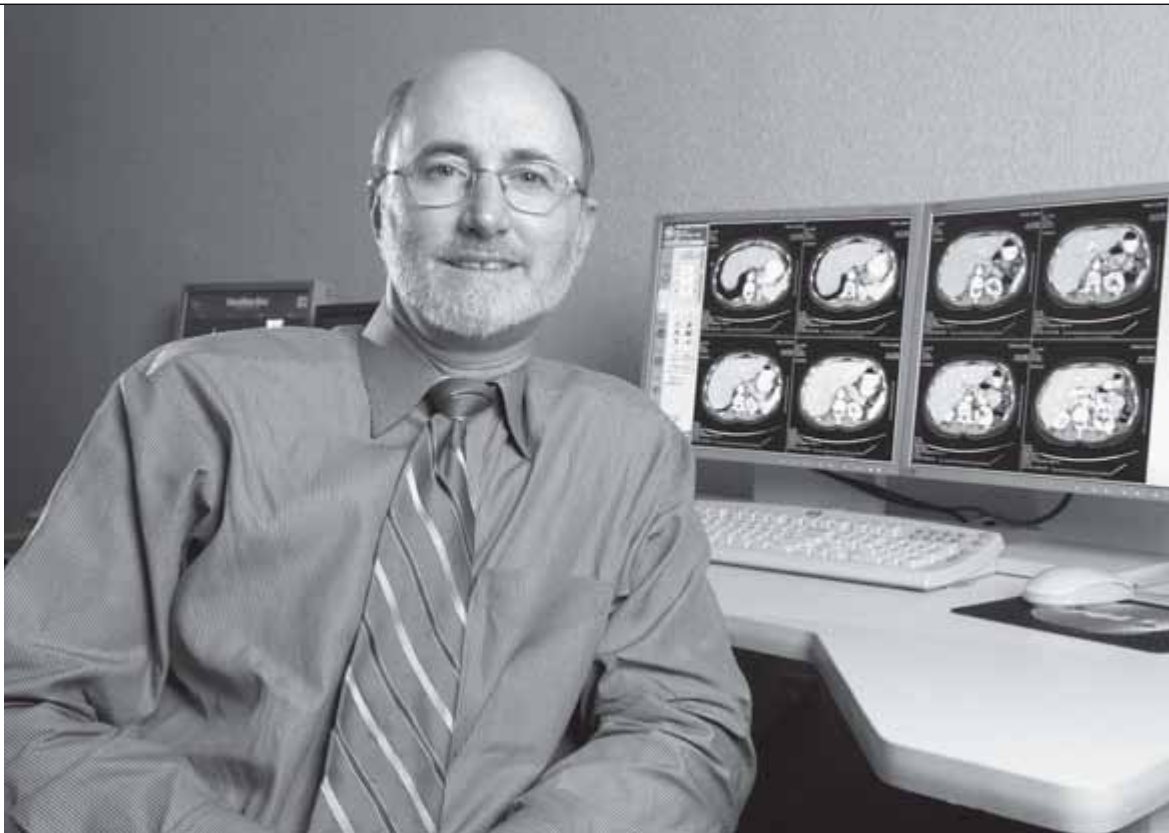


PHOTO COURTESY OF OCHSNER HEALTH SYSTEM

NOW, MORE THAN EVER, NEW ORLEANS NEEDS HEROES

Touro Infirmary has over 1,600

Doctors. Nurses. Healthcare professionals. Volunteers. Each is a hero who helps restore health and hope to the people of New Orleans every day.

We proudly recognize our team of talented, compassionate and dedicated employees honored as 2007 HealthCare Heroes. We also recognize each one of our 1,600+ employees, who through their individual achievements and commitment to healing, are each heroes in their own rights.

Part of the fabric of our community for 154 years, we are playing a vital role in the recovery of our great city. At Touro, new leadership, new vision and the city's proudest healthcare traditions all come together to create a working environment that stands above the rest.

If you are searching for a hospital you can believe in, we invite you to join our team and become part of our legacy of caring for New Orleans.



TOURO

I N F I R M A R Y

LEADING HEALTHCARE FOR OVER 150 YEARS

www.touro.com

PHYSICIAN

Gerald Cohen

Position: co-owner, Retina Associates

Age: 65

Family: wife, Judy; children, Jane Alexander, 38, Jeffrey Cohen, 32

Education: doctor of medicine, Louisiana State University School of Medicine

In 1973, Dr. Gerald Cohen, a New Orleans native, joined forces with Dr. Kurt Gitter, who just a few years earlier founded a practice called Retina Associates. Almost 35 years later, Cohen is now a co-owner of the practice.

"It's been both a good clinical and academic practice," said Cohen, who works on medical and surgical diseases of the retina. Examples include macular degeneration, where the inner lining of the eye thins and causes loss of vision, and diabetic retinopathy, a diabetic condition that damages the tiny blood vessels nourishing the retina.

Cohen also has been at the forefront of studies in macular photocoagulation and ocular melanoma.

Cohen derives great pleasure from communicating with and assisting his patients. While he typically assists patients with eye problems, his examinations can have other positive results as well.

"In addition to helping patients with eye problems, you can help diagnose systemic problems like diabetes."

By doing this, he can make a patient aware of a health issue he or she was previously unaware of and help the individual seek proper medical treatment.

And despite serving patients for nearly 35 years, Cohen shows no signs of slowing down.

"I am going to continue working as I am."•

— Lisa Bacques



PHYSICIAN

Joseph T. Crapanzano Jr.

Position: anesthesiologist, specialist in pain medicine, Parish Pain Specialists

Family: wife, Kay; children, Annie, 24, Elizabeth, 21, Mary Katherine, 15, Joseph, 12

Education: bachelor's degree, Louisiana State University; doctor of medicine, Louisiana State University School of Medicine

After Hurricane Katrina, with his home and office flooded, Dr. Joseph Crapanzano decided to return to New Orleans and pick up the pieces.

"We had 6 to 8 inches of water in our office, which we had only occupied for about a year. We returned to the city a month after the storm, and people that worked for us went back into the office to salvage charts and equipment and helped with cleanup so that the building could be remodeled."

At a time when most health care professionals were leaving the city, Crapanzano, a native New Orleanian, believed he had an obligation to his patients still living in the area to continue to treat them. Certified by the American Board of Anesthesiology, Crapanzano practices anes-

esthesiology and interventional pain medicine at his Metairie office.

"We all need adequate medical care. It is a real building block of any community."

Crapanzano said it did not take much to get his practice up and running again, thanks to his staff, most of whom returned right after the storm.

"All of our nurses, medical assistants and people in the business office were willing to work part time as the need existed," Crapanzano said. "Whatever time they had to give, they were willing to offer. We were able to repurchase most of our equipment with insur-



ance money and did not have to lay anyone off. People worked fewer hours a week just to keep the place running."

Along with his pain medicine practice, Crapanzano also lectures as a professor of anesthesiology at LSU School of Medicine, where he has been teaching since 1989. •

— Robin Shannon

PHYSICIAN

Frank Culicchia

Position: neurosurgery department chairman, Louisiana State University Health Sciences Center; medical director, Culicchia Neurological Clinic; medical director, West Jefferson Medical Center CyberKnife Center; and clinical associate professor of neurological surgery, Tulane University School of Medicine

Age: 51

Family: wife, Catherine; children, Catherine, 7, Michael, 6

Education: doctor of medicine, Tulane University School of Medicine; fellow, Barrow Neurological Institute

Optimism in the face of adversity helped Dr. Frank Culicchia weather the post-Hurricane Katrina health care crisis. Such faith was born out of his own work in the medical trenches after the storm despite seeing his practice literally washed away.

“It is all how you view things,” Culicchia said. “You can see the thorns or you can see the roses. It is a challenge, but it is also incredibly rewarding.”

Culicchia has rebuilt his original offices since the storm, with locations in Marrero, Uptown, New Orleans and Gretna. Post-Katrina, his practice has served as a bellwether for the medical community, providing leadership and hope despite a shortage of doctors and medical facilities.

“Now (his practice) it’s skyrocketed since

there are fewer neurosurgeons practicing in the city ... half of what there was pre-Katrina.”

But physician and staff recruitment as well as negative media images of New Orleans continue to be problematic for the medical community’s rebuilding efforts.

“Our clinic placed an ad in September, October and November 2006 in the Journal of Neurosurgery looking for a neurosurgeon to join the practice. We got only one response. It speaks for itself. It was difficult to recruit to New Orleans before Katrina because of crime and education.”

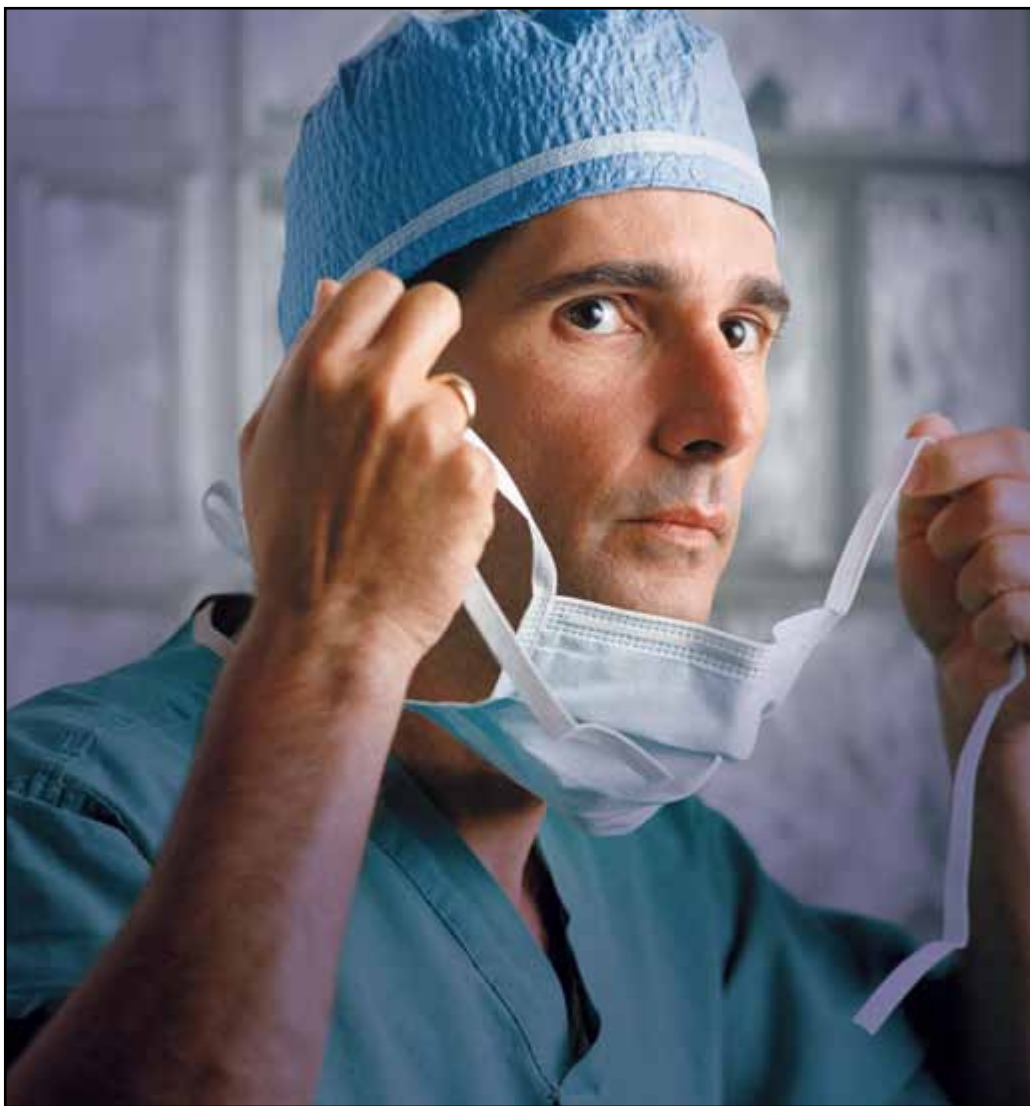


Yet, Culicchia continues to focus on the roses and not the thorns, believing that the city’s health care industry will improve.

“It’s pretty simple. My dad taught me it’s like a racehorse they put blinders on. Just keep your eyes on the finish line, and that’s exactly how I do it. ... I just think about what the vision is of what it could be and it rejuvenates me.”

— Jana Mackin

Dr. Frank Culicchia, chairman of the Department of Neurosurgery at Louisiana State University Health Sciences Center, talks with Kacey Marse, a patient of his since the age of 7, before undergoing surgery.



CONGRATULATIONS TO FRANK CULICCHIA, M.D. 2007 CITYBUSINESS HEALTHCARE HERO

Dr. Culicchia’s dedication to his patients and commitment to quality care is an inspiration to those of us who work with him. He will always be our Healthcare Hero!

- The physicians and staff of Culicchia Neurological Clinic

CULICCHIA
NEUROLOGICAL CLINIC
Complete Neuro-Care for the Gulf South

1111 MEDICAL CENTER BLVD. | SUITE S750 | MARRERO
3434 PRYTANIA ST. | SUITE 230 | NEW ORLEANS
120 MEADOWCREST ST. | SUITE 130 | GRETNA
(504) 340-6976 - BY APPOINTMENT | www.culicchianeuro.com

PHYSICIAN

Karen DeSalvo

Position: assistant to university president for health policy, Tulane University; executive director for the community health center, Covenant House

Age: 41

Family: husband, Jay

Education: bachelor's degree in biology and political science, Suffolk University; doctor of medicine, Tulane University School of Medicine; master's degree in public health, Tulane School of Public Health; master's degree in clinical epidemiology, Harvard School of Public Health

Because of the extensive damage Hurricane Katrina did to New Orleans infrastructure, the city's health care system became a blank slate.

"We have this amazing opportunity to start over and build better," said Karen DeSalvo, assistant to university president for health policy at Tulane University and executive director for the community health center at Covenant House.

Helping to build a better health care system is DeSalvo's mission. However, she is quick to point out this is the mission of many people she works with daily.

"Everyone has chipped in to find a way to care for people."

Working with Covenant House and Tulane University, DeSalvo helped establish a clinic on North Rampart Street in the Treme area. The clinic opened Sept. 10, 2005, and has expanded its services. The goal is to set up similar clin-

ics in every New Orleans neighborhood. DeSalvo and her collaborators refer to the idea as the "medical home concept."

It would allow people access to primary care in their neighborhoods without having to report to an emergency room. The patient's information would be stored electronically and networked with other clinics in a manner similar to bank records so patients could walk into any clinic and the doctors could provide the necessary care.

The situation created by Katrina has allowed for experimentation that has not occurred in other places. DeSalvo hopes the system will serve as a model to the rest of the nation.

"What other communities have only dreamed about, we've been able to do because we're building from scratch."•

— Fritz Esker



PHYSICIAN

Raja Dhurandhar

Position: chairman emeritus of the department of cardiology, Touro Infirmary

Age: 72

Family: wife, Nina; daughters, Sunita, 37, Anjali, 35

Education: general degree in sciences, University of Bombay; medical degree, University of Bombay; post-graduate work in England; cardiology training, Tulane University School of Medicine and Touro Infirmary

As a cardiologist, Dr. Raja Dhurandhar takes great satisfaction in curing a host of illnesses and fixing life-threatening defects.

Dhurandhar enjoys his profession and stresses the importance of his job as well as his role as a communicator.

"As physicians, we are dealing with human lives. Our primary responsibility is to provide the best care to patients," he said. "Communication is very important in medicine because physicians need to explain things to patients and their families."

Dhurandhar, originally from India, moved to New Orleans in 1965.

After cardiology training at the Tulane University School of Medicine and Touro Infirmary, he was asked to become head of cardiology at Touro. He recently stepped down as head of cardiology, a position he held since 1970, and now serves as chairman emeritus of

the cardiology department.

While Dhurandhar has many accomplishments in health care, the one that stands out is being one of the first doctors to establish a cardiac care unit in the New Orleans area at Touro in 1970.

He is proud Touro was the first hospital in Orleans Parish to open after Hurricane Katrina and that it remains the only general medical hospital open Uptown.

Dhurandhar comes from a family of physicians and his daughter, Anjali, followed in his footsteps to become a doctor. She is the 17th physician in his family.



He is a clinical professor of medicine at Tulane University School of Medicine and Louisiana State University School of Medicine. •

— Jennifer Nall

Dr. Raja Dhurandhar, chairman emeritus of the department of cardiology at Touro Infirmary, explains part of the heart to medical assistant Vickie Brown.



PHYSICIAN

Sander 'Sandy' Florman

Position: associate professor of surgery and pediatrics and director of the Abdominal Transplant Institute, Tulane University School of Medicine

Age: 39

Family: wife Toby; children, Zack, 8, Frankie, 5, Eric, 20 months

Education: bachelor's degree, Brandeis University; doctor of medicine, University of Louisville

When the levees breached after Hurricane Katrina, Tulane University Hospital and Clinic flooded. As a result, its Abdominal Transplant Institute did not reopen until February 2006.

But one hospital official says things have picked up where they left off.

"We have an extraordinary team that stayed together," said Sander Florman, associate professor of surgery and pediatrics, and director of the Abdominal Transplant Institute at Tulane University School of Medicine.

Since February 2006, doctors at Tulane University Hospital have performed more than 200 abdominal transplants. Florman primarily does liver, kidney and pancreas transplants with the occasional intestinal transplant. But he is proudest of the living donor liver transplant. While a person cannot live without a liver, it is the only organ in the human body that can regenerate itself.

Two months ago, Florman took a small

piece from a 33-year-old woman's liver and placed it in the body of the woman's 14-month-old cousin. Both patients are doing very well, he said.

Florman also performs living donor kidney transplants — about one to two a week. These are done laproscopically, or with a small incision shown on a video screen, typically allowing the patient to go home the next day and return to work in two weeks.

"It used to be 10 days in the hospital and six to eight weeks missing work."

Florman is also proud of the university's overall program.

"Our motto is 'Your team for life.' We want to take care of you before, during and after your transplant."

Florman is also effusive in praising his colleagues.

"The strength of our program is the people," he said. "Our results stand up to anybody's."•

— Fritz Esker



PHYSICIAN

Juan Gershanik

Position: president, Neonatal Medical Group

Age: 65

Family: wife, Ana Ester Garfinkel; children, Alex Gershanik 38, Viviana Denechaud, 35, Esteban Gershanik, 31; grandchildren Sofia Margaret Gershanik, 2, Jonathan Byrne Denechaud, 1

Education: bachelor's degree, Colegio Nacional J.J. de Urquiza; C. del Uruguay, (E.R.) Argentina; doctor of medicine, University of Rosario Medical School; postgraduate at Hospital Centenario, Universidad Nacional del Litoral Rosario (S.F.), Argentina

Babies brought Dr. Juan Jorge Gershanik to Louisiana. Born in Argentina, the neonatologist moved to Louisiana in 1971 to lead the neonatology section at Louisiana State University School of Medicine in Shreveport.

He was responsible for developing the first neonatal intensive care unit with an organized transport system for sick newborns in the state. He then came to New Orleans in 1979 to serve as director of neonatology at Southern Baptist Hospital for several years. He has served the New Orleans area ever since.

"We need everyone to work together for 'un futuro mayor (a better future),' " Gershanik said.

His discovery and research in the toxicity of benzyl alcohol in 1982 brought him international attention. But, after the many awards and contributions, it was the simple cry of

babies that kept him at Baptist Memorial Hospital during and after Katrina.

"I take care of sick babies prenatal and neonatal up to 1 month of age. I don't refuse anybody. I was at Baptist moving the babies. ... We were all trying to do the right thing. ... That's what we do for a living."

The future of babies makes him stay, along with his deep love for New Orleans.

He is dedicated to helping rebuild the city and the health care system. He said the need of a "whole spectrum of health care providers" makes practicing medicine in New Orleans a daunting task.

"Heroes are other people. The real heroes are those that come and put their whole future and professional lives in the way to be committed to staying and coming to this place."•

— Jana Mackin

PHYSICIAN

Joseph Guarisco

Position: system chief of emergency services and chairman of emergency medicine, Ochsner Health System

Age: 54

Family: wife, Cristina; children, Patrick, 13, Isabella, 4

Education: bachelor's degree, Northeast Louisiana University; doctor of medicine, Louisiana State University School of Medicine

Before Hurricane Katrina, what Dr. Joseph Guarisco liked best about his emergency department at Ochsner was it was nothing like the television show "ER."

"We were really effective at eliminating the patients' perceptions of the television show," said Guarisco, Ochsner Health System's chairman of emergency medicine and system chief of emergency services. "Things were rarely out of control, it was calm, very orderly and with little waiting time for patients. We had a state-of-the-art emergency department with plentiful staffing."

However after Aug. 29, 2005, scenes from NBC's television show are hitting closer to home with patient overcrowding and limited staffing.

Ochsner is the busiest emergency room in

New Orleans with about 70,000 visits a year. The department's average daily visits have jumped 54 percent from a pre-Katrina rate of 130 visits a day to 200 daily visits post-Katrina, he said.

For more than 25 years and since joining Ochsner as a staff physician in the emergency medicine department in 1981, Guarisco has handled direct care for emergency patients.

After Katrina, Guarisco helped facilitate the lease of Ochsner Medical Center — Elmwood to Louisiana State University to open the city's Level-1 trauma center.

"I have part clinical and part administrative duties now, but for 25 years I have

always worked in the emergency department," Guarisco said. "The key is to never let your guard down and you always have to stay focused every day."

Ochsner's emergency department never closed during Katrina as Guarisco and his family stayed at the hospital and slept on his office floor for 10 days. •

— Tommy Santora



Joseph Guarisco, system chief of emergency services and chairman of emergency with Ochsner Health System, talks to Dr. David Coffin in the emergency department at Ochsner.

PHYSICIAN

Vicky Hebert

Position: associate director of emergency department, Touro Infirmary

Age: 53

Family: husband, Hunter; daughter, Alexis, 22

Education: bachelor's degree in pre-medicine, University of Southwestern Louisiana in Lafayette; doctor of medicine, Tulane University School of Medicine; residency in emergency medicine, Charity Hospital

Vicky Hebert became interested in emergency medicine because she wanted to help people feel better now.

The emergency room staff physician and associate director of the emergency department says she was always drawn to the idea of helping people immediately.

But that has posed more of a challenge since Hurricane Katrina.

"We have a fractured health care environment in the Orleans Parish area. The volume is high and the resources are limited. The hardest thing is seeing people wait so long for health care."

Hebert has worked at Touro since 2001. Before that, she was at Slidell Memorial Hospital for 20 years. Hebert has taught residents at Slidell Memorial and Touro Infirmary. For her first two years at Touro, Hebert set up a teaching module for resi-

dents for radiology.

"I came on as a staff physician at Touro, but in the last couple of years I've assumed more of an administrative role."

She spends half of her time with the emergency department staff, where she does clinic shifts, and the other half in administration. But because of a shortage of workers and clinics in the Greater New Orleans area, Hebert says the emergency department is overwhelmed at times.

Hebert remains optimistic and hopes solutions can be found to fix the problems Katrina caused in the industry.

"Some aspects have improved, but it is nowhere near what it used to be."

In the meantime, though, Hebert continues to care for her patients with compassion.

"We need to be there for our patients, because people deserve it." •

— Jennifer Nall





PHYSICIAN

Kevin Jordan

Position: vice president of medical affairs and chief medical officer, Touro Infirmary

Age: 46

Family: single

Education: bachelor's degree in pre-medicine, University of Notre Dame; doctor of medicine, Louisiana State University School of Medicine; fellowship graduate in medical education from University of Texas Southwestern; board certified in emergency medicine; fellow of the American College of Emergency Physicians

Kevin Jordan is all too familiar with the health care problems that have come about after Hurricane Katrina.

"Emergency departments are bursting at the seams," said Jordan, vice president of medical affairs and chief medical officer at Touro Infirmary.

There is a lack of access to health care, he said, because there are no public clinics available for people to go to.

Hospitals are losing money because of uncompensated care, as 50 percent of people in the city are uninsured, Jordan said.

That's why Jordan says he wants to work toward a solution.

"We need to address health care in the city and the state. Louisiana needs to come up with a plan and execute it."

In addition to other obstacles, Jordan said staffing is an issue.

"We want to create a working environment

where we allow employees to be enriched on a daily basis," he says.

A major problem the health care industry is facing in general is a lack of universal health care coverage and a lack of coordination of systems, according to Jordan.

"We need a portable electronic record," Jordan said. This would allow doctors to access patients records from anywhere in the country.

Jordan has been with Touro Infirmary for 11 years, where he also practices emergency medicine. In addition to his duties at Touro, he is on the board of directors of the Orleans Parish Medical Society and is a member of the American College of Physician Executives.

In his free time, he enjoys traveling, playing tennis and learning about how computers can be used more efficiently in health care. •

— Jennifer Nall



PHYSICIAN

Ronald J. Liuzza

Position: executive director and founder, Elmwood Dental Center

Age: 55

Family: wife, Jan; children, Grace, 19, Ann, 17

Education: bachelor's degree, University of New Orleans; doctor of dental surgery, Louisiana State University School of Dentistry; masters of the Academy of General Dentistry

In choosing a career path, Ronald Liuzza had two prospects to chew on — dentistry or the restaurant business. His family owned Liuzza's restaurant on Bienville Street, and he was involved with the business growing up.

Even though he ultimately chose not to follow in the family footsteps, Liuzza took something away from his experience in the service industry. When he became a dentist and started the Elmwood Dental Center, he put the same emphasis on customer service any good restaurant owner would.

Whether it's a dental practice or a restaurant, "You're serving people. They have to like the product and they have to like the service," said Liuzza.

While Liuzza is proud of his dental work, he views communication as the key

to good dentist-patient and interoffice relationships. He even holds voluntary weekly sessions for his staff on how to better communicate with the patients and each other.

"Patients like to be understood," he said. "A genuine interest in people is a hard thing to develop and it's rare these days.

"There's an awful lot of people I work with who deserve more of the credit for our success than me."

Business is going strong at Elmwood Dental and plans are under way for a new office not far from the current one, near the foot of the Huey P. Long Bridge on Clearview Parkway. Liuzza says fun will remain a key component of his workplace. "Everyone here has fun, works hard and enjoys going to work." •

— Fritz Esker

Ronald Liuzza, executive director and founder of Elmwood Dental Center, examines patient Eve Ortiz.

PHYSICIAN

Kevin R. Martinez

Position: physical medicine and rehabilitation, Parish Pain Specialists

Age: 33

Family: wife, Elizabeth

Education: bachelor's degree, Louisiana State University; doctor of medicine, Louisiana State University School of Medicine; residency in physical medicine and rehab, LSU Health Sciences Center

Dr. Kevin Martinez was fresh out of a fellowship at Louisiana State University School of Medicine and ready to start a new job when Katrina ravaged New Orleans.

"I was supposed to start with Neurosurgical Consultants Sept. 1. It didn't happen until October. I stayed with them until the summer, when the practice became Southern Brain and Spine, and then I left to join Dr. (Joseph) Crapanzano at Parish Pain Specialists in June of 2006."

Martinez is trained in physical medicine and rehab and treats a wide variety of pain, from run-of-the-mill backaches and pinched nerves to cancer-related pain. He

also helps clarify surgical diagnoses.

"Surgeons will often send us a patient and we will do a procedure to provoke pain to make sure it is the right level to be operated on."

Like most medical professionals after the storm, Martinez was faced with a challenging decision regarding his future.

"I was just trying to survive. I was just coming out of my fellowship, just starting a job, and the biggest concern for me was whether or not to stay in the city, and my

wife and I elected to stay. I'm from New Orleans, my wife is from Baton Rouge, and we just love the city. A lot of our friends were leaving, and we felt someone needed to stay."•

— Robin Shannon



PHYSICIAN

Richard Meyer

Position: orthopedic surgeon specializing in hip and knee reconstruction surgery, Touro Infirmary

Age: 50

Family: wife, Sharon; children, Trey, 16, Wesley, 14, Reid, 11

Education: bachelor's degree in national science, Johns Hopkins University; doctor of medicine, Tulane University School of Medicine; orthopedic surgery residency, Tulane University; fellowship in hip and knee reconstructive surgery, Tulane University; fellowship in sports medicine and hand surgery, University of Virginia

Richard Meyer, an orthopedic surgeon who specializes in hip and knee reconstruction surgery, has taken his practice to the next level.

Meyer, who has been in private practice with Orthopaedic Specialists of New Orleans for 14 years, was one of the first surgeons in Louisiana to use computer technology for knee surgeries

"I wanted to bring that technology to my patients."

Advantages of the computer-assisted surgery are long-term results of a better functioning knee and better alignment, he said. Meyer has been using computer-assisted technology for knee surgeries for the past three years and calls it minimally invasive.

"Smaller incisions are needed with the computer, and the computer eliminates the

need for reaming or drilling of the femoral and tibia bones, which is generally required with traditional techniques. I believe computer assisted knee surgery takes the minimally invasive approach to a new level."

He is affiliated with Touro Infirmary where he operates and admits patients.

In March, the hospital opened its total joint program and unit, primarily focusing on physical therapy. Patients have the opportunity to go before and after hip and knee surgery and receive care from nurses and physical therapists.

"It is a unique place for patients to come for surgery, and the patient response has been phenomenal," Meyer said. "I'm a dedicated physician who wanted to stay in New Orleans and serve the needs of patients."•

— Jennifer Nall



PHYSICIAN

Paul Nathan

Position: interventional cardiologist, vascular surgeon, Louisiana Heart Hospital and Louisiana State University Medical Center in Bogalusa; staff cardiologist, Slidell Memorial Hospital and NorthShore Regional Medical Center
Age: 46

Family: wife, Melanie; daughter, Natalee, 5

Education: doctor of medicine, St. George's University, West Indies; residency at St. Vincent's Hospital, New York; cardiology fellowship, Long Island College Hospital, Brooklyn, N.Y.; interventional cardiology fellowship, Duke University Medical Center

Restless leg syndrome isn't usually something most people think about unless you or your sleeping partner suffer from it. Dr. Paul Nathan, a cardiologist and vascular surgeon on the North Shore, said finding a varicose vein is like searching for "a leaking ceiling tile. You have to get on the roof to see it."

With the many cases Nathan has treated, he began to see a pattern. "Eighty-five percent of the people who had restless leg syndrome were able to get off their medication when we repaired the leaky valves in their veins."

Before Hurricane Katrina flooded his office with 5 feet of water, Nathan treated patients at Methodist Hospital in eastern New Orleans and Chalmette Medical Center. He moved his practice to the Louisiana Heart Hospital in Lacombe and lives in Mandeville.

He also is a staff physician at Louisiana State University Medical Center in Bogalusa, where he takes care of indigent patients.

"Many of them have heart disease, congestive heart failure and arrhythmia," Nathan said. "My patient load has tripled in size, and I'm booked through the summer."

Nathan also performs a procedure called "smart lipo," minimally invasive liposuction that uses a laser.

"It melts the fat in discreet areas where

people generally have a hard time losing weight, like the outer thighs and inner thighs. We use a local anesthetic with no cutting or stitches, and we are the only ones doing this type of procedure in Louisiana and Mississippi."•

— Lisa Bacques

PHOTO BY TRACIE MORRIS SCHAEFER



Dr. Paul Nathan, interventional cardiologist, vascular surgeon at the Louisiana Heart Hospital, visits with patient Nicole Johnson.

PHYSICIAN

Steven Ross

Position: assistant clinical professor of psychiatry, Louisiana State University School of Medicine; staff psychiatrist, Touro Infirmery

Age: 39

Family: wife, Janet

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

While many serious health care issues surfaced after Hurricane Katrina, one initially overlooked was mental health. Few hospitals were open in the area, and in the city itself, Touro Infirmery was initially the only one open.

Dr. Steven Ross, who before Katrina was medical director of psychiatric outpatient services and partial hospitalization at Touro, was in many ways a one-man army.

"Nobody really thought the psych patients would come back to the city anytime soon," Ross said of the attitude immediately after Katrina. However, he began to receive calls from Touro and, starting in early October 2005, he was the only psychiatrist seeing patients in the emergency room for about a nine-month period, working a system that had two social workers, a nurse and a case manager.

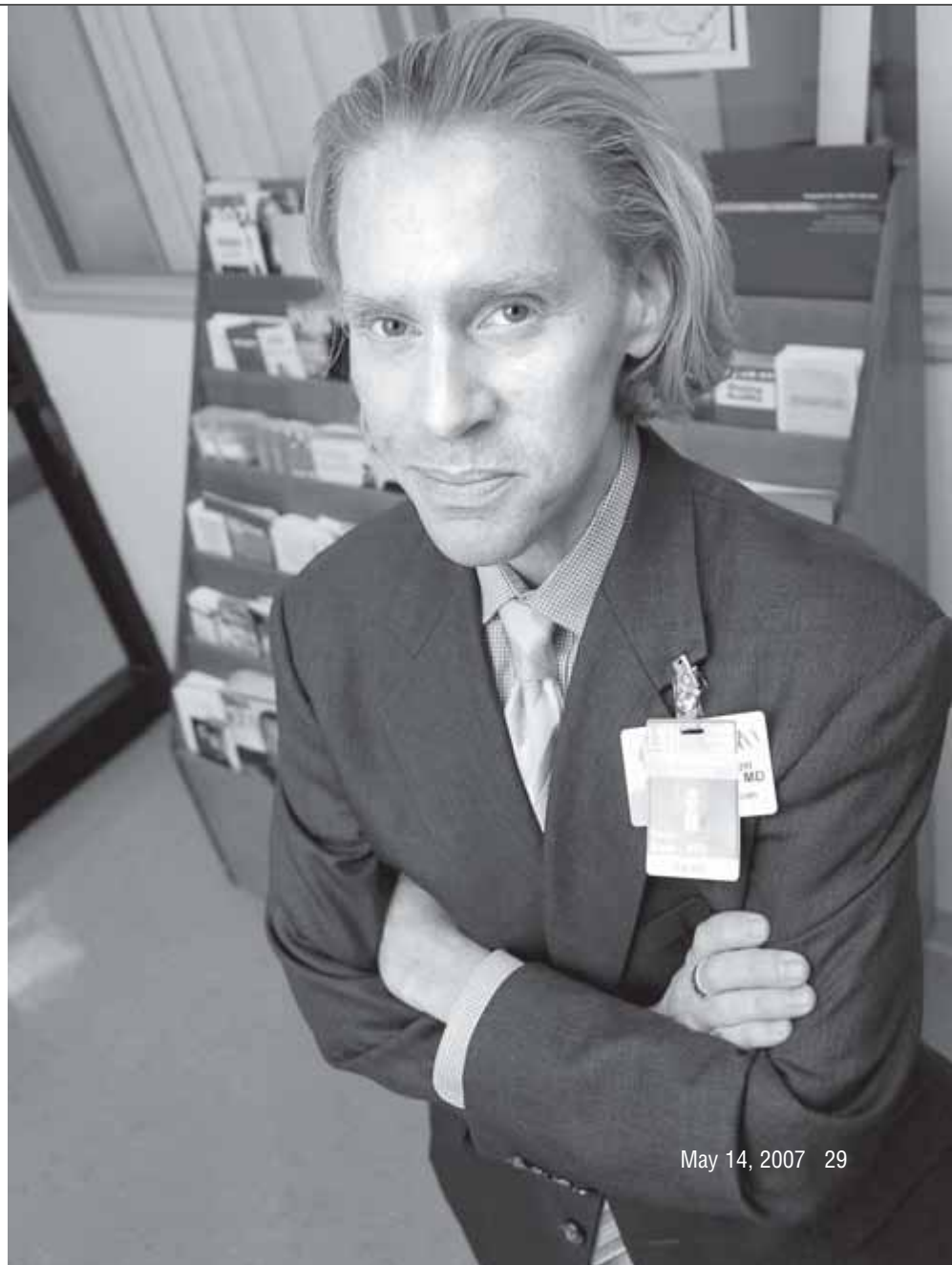
Ross' patients ranged from people who had mental health issues before Katrina and patients suffering acute psychotic episodes from using drugs to elderly people who had shown early signs of dementia before the storm but had now descended into complete dementia. And there were also the more general stress-related cases.

"Some people just broke down."

For that nine-month period, Ross was on call 24 hours a day, seven days a week. He'd come and go as needed from Touro, and his work days ranged from seven hours a day to 22 hours a day. During that time, Ross also managed to continue his work at the HIV Outpatient Program.

"I just like treating the patients," he said. "It's the contact with the patients that makes it gratifying."•

— Fritz Esker



PHYSICIAN

Swati Shah

Position: obstetrician and gynecologist, Touro Infirmary

Age: 38

Family: single

Education: bachelor's degree in sociology, Johns Hopkins University; doctor of medicine, Jefferson Medical College in Philadelphia; residency in obstetrics and gynecology, Tulane University School of Medicine

With the obstacles posed by Hurricane Katrina, Swati Shah's patients continue to be her top priority.

"I go the extra mile for my patients," she said. "I listen to their stories and look out for their personal well being."

Shah, an obstetrician and gynecologist, has been with the Touro system for eight years.

She is a partner with the Crescent City Physicians Inc., a subsidiary of Touro with an office in the Upper Ninth Ward. She also had a lakefront office that flooded.

Many of her patients come from eastern New Orleans and Chalmette, areas lacking OBGYN doctors.

"More people are returning every day. I still have patients who commute from Texas and who live in hotels."

Shah sees two to three new patients a day, and said she has never been this busy in

her eight years. There is lack of prenatal care in the city and it has been tough accommodating high-risk pregnancies post-Katrina, she said.

"We need more doctors, nurses and other support personnel. We also need to increase public health awareness."

Diabetes, hypertension, obesity and poorly controlled asthma are the top factors that can lead to high-risk pregnancies, she said.

Shah stresses the importance of general preventative medical care and says people should make regular checkups by their primary-care physician a priority to prevent these problems.

In addition to her duties as a physician, Shah is an adjunct assistant professor in the obstetrics and gynecology department at Tulane University. •

— Jennifer Nall



PHYSICIAN

Charles Thomas

Position: general surgeon, West Jefferson Medical Center

Age: 41

Family: wife, Liza; children, Cecile, 2, triplets Rosalie, Mack and Jake, infant

Education: bachelor's degree, Birmingham Southern College; doctor of medicine, Louisiana State University School of Medicine

Surgeon Charles Thomas had two opportunities to leave New Orleans — the first to evacuate from Hurricane Katrina and the second to relocate permanently after the storm.

Both times he chose to stay.

"I'm from New Orleans. I grew up here. If we (skilled professionals) leave, we won't have much of a community left," said Thomas, a general surgeon and independent practitioner at West Jefferson Medical Center.

Even though West Jeff did not ask Thomas to ride out Katrina at the hospital, he volunteered anyway. As a result he worked for eight weeks straight, treating some of the worst trauma cases the storm's violent aftermath brought. Gunshot wounds and serious accidents were the most common.

One man had been shot in the neck, seriously damaging his jugular vein. He would have bled to death were it not for the work of Thomas and his colleagues at West Jeff.

As an independent practitioner at Southern Surgical Specialists, Thomas had two partners in his office when Katrina left. Both decided to relocate. Just like he did for Katrina, Thomas elected to stay.

"It's become a lot more difficult to practice medicine now than it was before Katrina," said Thomas, who cited shortages of nurses and doctors. But despite the long hours and hard work, Thomas remains undaunted.

"It's our responsibility to provide quali-



ty care (to the citizens of the New Orleans area). We're always available and we provide excellent care for our patients." •

— Fritz Esker

Dr. Charles Thomas, a general surgeon at West Jefferson Medical Center, examines Terrie Dufrene.

PHYSICIAN

Najeeb Thomas

Position: neurosurgeon, Southern Brain and Spine

Age: 34

Family: wife, Summer; son, Christian, 7 months

Education: doctor of medicine, Louisiana State University School of Medicine

After Hurricane Katrina, the New Orleans area not only suffered the loss of many medical professionals but also faced the challenge of having to recruit new ones.

With a few colleagues, Dr. Najeeb Thomas took a definitive step toward attracting quality neurosurgeons to the New Orleans area by founding Southern Brain and Spine in July.

Thomas specializes in complex and minimally invasive spinal surgeries to help patients with a variety of problems, ranging from sciatica and degenerative spinal problems to chronic back pain.

He is working on a fusion-less device that's also minimally invasive. In layman's terms, Thomas is working on a trial with the Food and Drug Administration to shorten hospitalization times for patients receiv-

ing spinal surgeries and help them return to work faster than they would in normal fusion-based surgeries. Additionally, this would lower the chances of surgical complications.

Like all organizations in New Orleans, staffing has been a challenge.

"It took us a while to find a research nurse," said Thomas, who added that Southern Brain and Spine hopes to attract even more quality neurosurgeons.

While much work remains, Thomas is proud of what he and his colleagues have accomplished.

"We've formed a very big group and are

doing cutting edge surgery despite the hurdles posed by Katrina," he said.

"Neurosurgery has traditionally been fragmented and to form this group and have us all work together ... that's important."•

— Fritz Esker



PHYSICIAN

Gerald Vocke

Position: ear, nose and throat specialist, East Jefferson General Hospital

Age: 57

Family: wife, Sheila; sons, William, 19, Patrick, 18, Stephen, 16

Education: bachelor's degree in biology, Loyola University; doctor of medicine, Tulane University School of Medicine; ENT residency, Louisiana State University Health Sciences Center

After seeing his 25-year-old St. Bernard Parish ear, nose and throat practice completely dissolve in the post-hurricane floods, Dr. Gerald Vocke started rebuilding it at East Jefferson General Hospital in October 2005.

"I brought nothing with me other than me and my memories of my patients," Vocke said. "My charts and everything were destroyed."

Since then Vocke's roster of patients has grown to roughly its pre-Katrina size, keeping him busy treating a list of ailments he said ranges "from ear aches, sore throats, coughs and sinus infections all the way up to head and neck cancer and complex ear disease," in everyone from infants

to the elderly.

Vocke has built a reputation as a doctor who makes communicating with his patients a priority.

"If you listen to the patient, they'll tell you what's wrong with them," Vocke said.

While Vocke said some of his best medical school teachers taught him the value of listening to patients in making diagnoses, one of the strongest role models for his bedside manner goes back to his childhood

in New Orleans.

"I could see from one of our old family doctors what a nice guy he was and what good he had done for people."•

— Sonya Stinson



Gerald Vocke, an ear, nose and throat specialist at East Jefferson General Hospital, checks on patient Cynthia Petta.



PROFESSIONAL

James Spencer Campbell

Position: program director, Louisiana State University Family Medicine Residency Program in Kenner

Age: 52

Family: wife, Melinda Early

Education: bachelor's degree in chemistry, University of Virginia; doctor of medicine, University of Virginia School of Medicine

For Dr. James Spencer Campbell, the greatly talked about health care crisis post-Katrina is centered not only on what physically happened to people in the storm, but how people have responded to the disaster since then.

"The medical needs of the community very obviously clearly changed after Katrina," said Campbell, director of the Louisiana State University Medicine Residency Program in Kenner.

"There has been a greater emphasis in recent months on mental health issues than before, and with a larger number of people trying to do home and property repair on their own, there has been a much greater potential for injuries that go along with that."

Despite the much-publicized exit of health care practitioners since Katrina, the LSU Medicine Residency Program has not experi-

enced an equal loss of interns. "Even though we did have some turnover and defections on the part of the faculty that left us, there has been no lack of interest on the part of students who want to become residents in our program. The applications have actually gone up each month since Katrina."

Campbell remains optimistic that New Orleans will eventually recover from Katrina and that the services offered by the LSU Family Medicine Residency Program will help facilitate that recovery.

"One of our primary goals is to try and provide family medicine physicians with a broad cross section of skills that will enable them to go into the community and respond to its particular needs. And I think that mission for us is stronger than ever today."•

— Garry Boulard

PROFESSIONAL

Bruce W. Clement

Position: hospital associate administrator, Slidell Memorial Hospital

Age: 53

Family: wife, Lisa; children, Madeline, 11, Meredith, 10

Education: pharmacy degree, Northeast Louisiana University in Monroe; master's degree in management, Florida Institute of Technology

Bruce Clement's interest in the health care industry is witnessed not only in his day job but also in his community involvement.

He serves as the associate administrator at Slidell Memorial Hospital and produces a television show titled "Health Quest," which showcases local physicians in St. Tammany Parish.

The show, which airs on the government access channel, covers topics ranging from heart surgery to knee replacement surgery to breast cancer.

"The goal is to educate people about the local talent that we have and to communicate to the public about health issues."

Clement, who has been at Slidell Memorial since 1985, continues to place patients as a top priority.

"I have a genuine commitment to the people in the community, and I've been able to fulfill the dream of helping people through health care service."

After Hurricane Katrina, Slidell Memorial had no water and electricity for

80 days, and 185 employees stayed during the storm.

"I'm extremely proud of the effort that was made by the employees of Slidell Memorial."

Another noted accomplishment after the storm was the immunization of 30,000 people with tetanus shots. Clement said there is a tremendous need for physicians but they have been able to step up and meet the demand.

In the community, he mentors high school students who are interested in the health care profession.

Clement was introduced to health care in high school when he did an apprenticeship at Slidell Memorial, which he calls a "unique experience."

Today a similar program for high school students is available called the academy program where students get to rotate through the hospital's different departments.

"Our role in educating the next generation of health care professionals is very important."•

— Jennifer Nall

PHOTO BY TRACIE MORRIS SCHAEFER





PROFESSIONAL

D. Scott Crabtree

Position: CEO and president, Broadway Services Inc.

Age: 49

Family: wife, Tammy; children, Kaitlin, 19, Harrison, 15

Education: bachelor's degree, University of Tennessee; master's degree, College of Education, Health and Human Services, University of Tennessee

As CEO and president of Broadway Services Inc., the company that operates Lambeth House in Uptown New Orleans, D. Scott Crabtree worries the number of senior citizens in New Orleans, already in numerical decline before Hurricane Katrina, may decrease even more, depriving the city of a traditional generational diversity.

"The question that we ponder so much revolves around not just who is coming back, but who is staying, and whether or not in that group we will continue to have seniors who will feel comfortable living in New Orleans and want to stay here."

That Crabtree should feel so confident about the contribution older people can make to a community is a given. He works with more than 200 senior citizens daily who live at Lambeth House, a mix of independent living apartments, assisted living facilities and nursing care quarters.

Because of its location near the edge of the river, the facility emerged from Katrina relatively unscathed. But a lucky condition dictated by geography did not stop Lambeth House management, realizing that water and power might be unavailable for up to a month, from organizing an evacuation after Katrina hit. A phased reopening of the facility began just more than a month later.

The storm also wreaked havoc on the facility's employee base, which dropped from a pre-Katrina level of 163 to 35 and now numbers just more than 150. And having a full staff matters to Crabtree.

"Our mission always is to provide a full continuum of care for people in their later years. And I am happy to report that hurricane or no hurricane, our mission has remained the same."•

— Garry Boulard

Scott Crabtree, CEO and president of Broadway Services Inc., the company that operates Lambeth House, chats with resident Honey Solterer.

PROFESSIONAL

Virginia Davis

Position: president and owner, Crescent City Physical Therapy

Age: 62

Family: fiancée, Richard Clarke; children, Bret, 38, Lisa, 31

Education: bachelor's degree, University of California at Los Angeles; master's degree, Ball State University

The sometimes subtle, often misunderstood physical discomfort and pain associated with stress has long been a practice preoccupation for Virginia Davis, president and owner of Crescent City Physical Therapy.

But in the weeks and months after Hurricane Katrina destroyed two of Crescent City Physical Therapy's five metro area locations, that emphasis took on a whole new dimension.

"There are many people who are now struggling with post-traumatic stress associated with the storm and that eventually takes a toll on people emotionally as well as physically," Davis said. "And we are now dealing with the physical components of that. A large number of people have come in since Katrina with neck pain and shoulder pain and back pain, all of which is stress-related. The psychological stress very often manifests itself physically."

Opened in the early 1980s, Crescent City Physical Therapy has become nationally known for its orthopedic, hand therapy and specialized treatment services. With a patient load Davis estimates is about three-quarters of what it was before the storm, more than 100 patients seek treatment at Crescent City Physical Therapy daily.

And Katrina continues to define the particular needs of those patients.

"Some of our elderly patients, because they were taken away from their homes and friends and even families, have been greatly affected. They no longer have the same routines and

when that happens, they often are not as physically active and decline as a result."

Such challenges, she said, make her more determined to remain in New Orleans.

"I feel that our services are needed now more than ever before. So, of course, I am staying."•

— Garry Boulard



PROFESSIONAL

Les Hirsch

Position: president and CEO, Touro Infirmary

Age: 54

Family: wife, Carol; children, Melissa, 22, Erica, 19

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

Les Hirsch, president and CEO of Touro Infirmary, never imagined he would experience one of the worst natural disasters just seven days after he came to New Orleans and took the position at Touro.

Touro was closed for 27 days after Hurricane Katrina, but it was the first hospital to reopen in Orleans Parish.

“There was the challenge of taking a hospital and restarting it, and there was a lot of pressure with everything associated with reopening a hospital. We faced the challenge of finding staff and there was also the uncertainty of the city.”

And problems such as overcrowded emergency rooms, a shortage of primary care and caring for the uninsured remains, said the New Jersey native.

“Caring for the uninsured is the No. 1 problem we are facing and it threatens the

viability of hospitals.”

Hirsch said there are still unaddressed issues and believes the recovery is going to take five to 10 years, but that is not to say there haven't been accomplishments.

“We have made enormous progress since Katrina, and we continue to provide high quality health care at Touro.”

An advocate for health care design for the region, Hirsch acknowledges the hard work and commitment of his staff.

“The real heroes are the thousands of people who helped with the evacuation of the hospital. The staff, doctors and volunteers. I just represent the people.”

In addition to his duties at Touro, Hirsch is involved with the American Heart Association and will lead the Heart Ball in June. •

— Jennifer Nall



PROFESSIONAL

Lynn Hobbs-Green

Position: CEO and executive director, The Eyes Have It! Inc.

Age: 44

Family: husband, Glenn Green Sr.; deceased son, Christopher Hobbs, 21

Education: bachelor's degree in social work, Southern University

A New Orleans student who preferred running in the hallway to sitting in the classroom seemed beyond hope to his instructors.

After undergoing an eye examination, the student was diagnosed with amblyopia, otherwise known as “lazy eye.” With a specialist's treatment, his attendance record not only markedly improved, but he also took part in the school's annual Christmas play.

Such tales are the stuff of everyday life for Lynn Hobbs-Green, 44, CEO and executive director of the The Eyes Have It! Inc., a nonprofit health care organization dedicated to preventive eye care for public school students.

“I had no idea the need would be so great,” said Hobbs-Green, who started the organization in 2002. “We did an initial 1,500 students and half failed the vision test. We saw children with cataracts, high school students with glaucoma and kids who were repeating the same grade because they had serious

vision problems and could not read.”

The organization's inspiration is Hobbs-Green's late son, Jonathon Hobbs, who before he died in a car accident two years ago told his mother about a classmate on the football team who had a vision problem. Hobbs-Green arranged for the student to have an eye exam. Before she knew it, Hobbs-Green was organizing similar exams for all of the members of the school's football and volleyball teams.

Because contracts with the public school system usually require 65 percent matching support, Hobbs-Green has turned to the private sector, winning the backing of such companies as Alfax Corp., Chevron, Freeport McMoRan and Office Depot. Tulane University's optometry school has also been a consistent partner.

So far more than 15,000 students have had their eyes examined because of the group. •

— Garry Boulard





PROFESSIONAL

Sarah Hoffpauir

Position: program director, Louisiana Public Health Institute

Age: 49

Family: fiancée, George Long; children, Dara Sanders, 28, Aaron Sanders, 24

Education: bachelor's degree in psychology, University of Alabama at Huntsville; master's degree in social work, Tulane University

Sarah Hoffpauir is trying to make public what has traditionally been a matter shrouded in privacy — mental illness and how to best treat it.

As program director of the behavioral health action network with the Louisiana Public Health Institute, Hoffpauir has devoted herself to coordinating local services for the mentally ill.

“The problem is that for a long time there has been a fragmentation of services for the mentally ill, as well as a lack of funding for people with substance abuse issues, both of which negatively impact those who need help the most.”

But even though Hurricane Katrina damaged mental health facilities and slashed the number of available psychiatrists and psychologists, Hoffpauir has been among those who have looked at the disaster as an opportunity.

“The crisis of the storm has provided

an opportunity for parties who before had little interaction to now sit down together and find solutions.”

Part of that dialogue has been nourished through the New Orleans Mental Health and Resilience Task Force, a grassroots non-profit Hoffpauir leads that was put together in the weeks after Katrina. Matching local mental health physicians with potential clients, the task force also keeps track of grants that may be used by displaced physicians trying to re-establish their practices.

But even with a better coordination of local efforts, Hoffpauir says substance abuse and mental illness services will continue to be hard-pressed largely because federal funding for treatment remains uneven.

“The good news is that mental health is treatable and that people respond well and often quickly. It's just a matter of making those treatments available.”•

— Garry Boulard

PROFESSIONAL

Larry Hollier

Position: chancellor, Louisiana State University Health Sciences Center; dean, Louisiana State University School of Medicine

Age: 64

Family: wife, Diana; children, Larry Jr., 41, Michelle, 39

Education: bachelor's degree, Louisiana State University; doctor of medicine, Louisiana State University School of Medicine

Surveying the flooded ruins of the Louisiana State University School of Medicine's property in downtown New Orleans after Hurricane Katrina, Dr. Larry Hollier was certain of one thing.

“There was no way I was going to walk away from this. Yes, the devastation to our school's property was great,” he said. “But LSU trains some 70 percent of the health care professionals in the state of Louisiana. If we did not stay, we would not be able to manage the care of any of the uninsured people, and we would not have an adequate health care work force in the future.”

But the determination to stay in New Orleans post-Katrina required a Baton Rouge detour.

“All of our buildings were under water, so we literally moved our schools of medicine, nursing, dentistry, allied health, public health and graduate studies to Baton Rouge, found classroom space across the

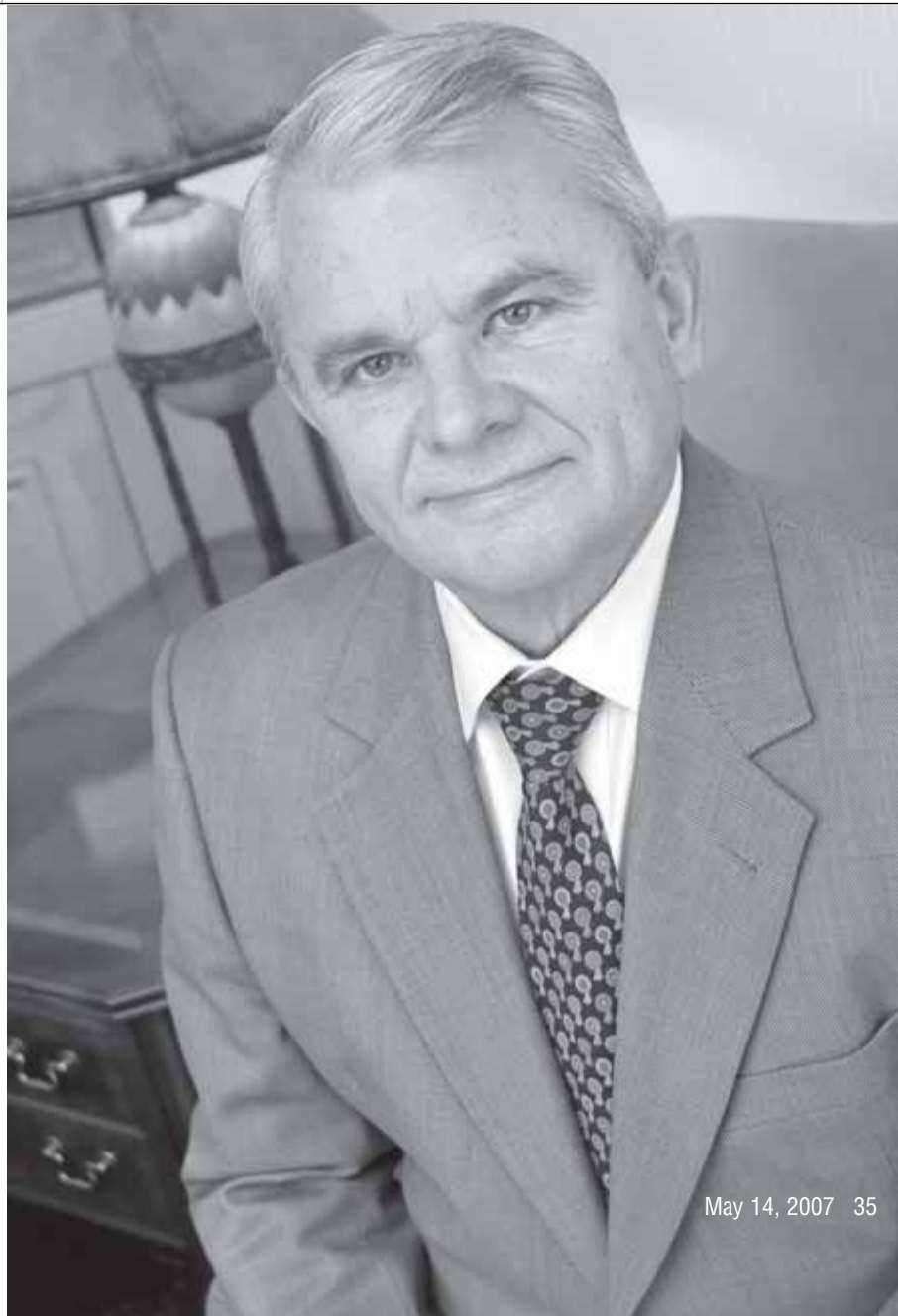
city there, and were able to reopen all six schools four weeks to the day after the storm.”

Since then five of the six schools have returned to their former downtown New Orleans locations, with the school of dentistry slated to reopen in September. The student front showed no appreciable decline and, with a current enrollment of just more than 2,100 students, is back at pre-Katrina levels.

But a decline in faculty has proved to be challenging, he said.

“We lost about 18 percent of our faculty because of the storm. The percentage is smaller now, around 10 percent. But it has taken time to rebuild that number and we are obviously still working on it.”•

— Garry Boulard



PROFESSIONAL

Corey B. Marvel

Position: practice administrator, Retina Associates

Age: 36

Family: wife, Melissa; daughter, Nicole, 3

Education: bachelor's degree in biology and chemistry, University of Alabama; master's in business administration, University of Alabama

As a practice administrator with Retina Associates, Corey Marvel has been a participant in and supporter of the latest research advances in his field, not only with his ongoing work connected to the Foundation for Retinal Research but also through a regular association with the National Eye Institute.

At the same time, Marvel helped manage a busy five-surgeon practice with 10 locations in the New Orleans metro area and along the Mississippi Gulf Coast.

After Hurricane Katrina, the practice was forced to close two locations heavily damaged by the storm's waters and wind, while two Retina Associates surgeons opted to relocate out of state in the weeks after the hurricane.

Marvel was bothered by the idea some of his patients were no longer seeking care.

"We see people on an aggressive follow-up schedule. But in the first 12 months or so after

the storm, we noticed a change in patient compliance," he said.

"A lot of our regular patients were worried about where they were going to live and whether or not they would have a job, and in that kind of environment, concerns about taking care of their eyes became less important."

Because regular eye examinations not only help to prevent a dangerous vision problem from getting worse but also serve as an indicator of other diseases, those lapses worried Marvel.

But in 2007, Marvel has noticed the patient load is approaching pre-Katrina levels. Retina Associates has added a new surgeon and a new North Shore office in Mandeville.

"We have actually increased all of our clinic dates both in New Orleans and elsewhere, which makes me very much think that the worst is behind us."•

— Garry Boulard



PROFESSIONAL

William Pinsky

Position: executive vice president for system medical affairs and chief academic officer, Ochsner Health System

Age: 59

Family: wife, Karen; children, Rachel, 30, Benjamin, 26; four grandchildren

Education: bachelor's degree, University of Akron; doctor of medicine, St. Louis University; post-graduate training in pediatric cardiology, Baylor University College of Medicine

Since Hurricane Katrina, the number of local medical students participating in the clinical training program Dr. William Pinsky heads at Ochsner Health System has nearly doubled.

"We always had students from LSU and Tulane that received some of their clinical training here," said Pinsky, who put the pre-Katrina figure near 400 student months, counting the number of one-month clinical rotations.

"Post-Katrina, we're probably more in the range of about 750 student months for some obvious reasons, with Charity Hospital being closed and Tulane Hospital having been closed for a while and still not back up to

speed. But the other reason why I believe we have so many more is that we are already an academic institution, so we have the infrastructure for teaching."

Attracting top medical talent to the city is a major priority for Pinsky, who added more faculty and administrative staff to accommodate the student increase and sent personal e-mails to residency applicants after the hurricane, offering assurances about safety and touting the city's cultural amenities.

"So far, we've been doing pretty well recruiting. But I think people out of town are watching for progress in the recovery of New Orleans, so that's a challenge for us."•

— Sonya Stinson



PROFESSIONAL

Patrick Quinlan

Position: CEO, Ochsner Health System

Age: 57

Family: wife, Joanie; children, Jennie, 29, Kevin, 26

Education: bachelor's degree in economics, University of Texas at Austin; doctor of medicine, University of Texas Medical Branch at Galveston; master's degree in health administration, College of St. Francis in Albuquerque; medical residency, University of Alabama at Birmingham

CEO Dr. Patrick Quinlan is glad Ochsner Health System took a gamble. Following Hurricane Katrina, many New Orleans businesses were in recovery mode, and expansion or progression was far from their immediate plans.

Not for Ochsner.

The largest private employer in Louisiana made the recovery of New Orleans health care and the medical community a priority by never closing during the storm and expanding its services by spending \$56.8 million to acquire three Tenet hospitals: Kenner Regional, Memorial Medical Center and Meadowcrest.

The hospital acquisition opened more than 100 beds in the city. Ochsner also reached out to Louisiana State University to re-establish the city's first Level-1 Trauma Center at Ochsner Medical

Center-Elmwood after the trauma facility was destroyed at Charity Hospital.

"We act rather than wait," said Quinlan, who originally joined Ochsner in 1998 as chief medical officer and has been CEO since 2001. "We have a cultural tradition of aiming high and taking risks. Standing up during Hurricane Katrina just felt like the natural thing to do, and we felt those who could stand up must stand up."

Quinlan is responsible for commercial and medical operations, strategic growth and development. In 2001, Quinlan engineered the unification of Ochsner Clinic and the Alton Ochsner Medical Foundation and Hospital.

"I was happy for the organization. Whatever success I have here is attributed to Ochsner and it's a validation of our team approach to delivering health care."•

— Tommy Santora



PHOTO COURTESY OF OCHSNER HEALTH SYSTEM

PROFESSIONAL

Warner Thomas

Position: president and chief operating officer, Ochsner Health System

Age: 41

Family: wife, Linda; daughter, Eastan, 7

Education: bachelor's degree in computer information and accounting, Southern New Hampshire University; master's of business administration, Boston University

When Ochsner President and Chief Operating Officer Warner Thomas talks to prospective employees and physicians about working at Ochsner Health System after Hurricane Katrina, he has one clear message.

"If you want to leave a legacy and your mark on the recovery in New Orleans and make a difference by delivering top-notch health care, then you need to be here."

"Ochsner has a great legacy in this city, and our job is to make it better than when we started," Thomas said. "We (Thomas and CEO Patrick Quinlan) realize it's bigger than both of us, and it takes a team working together every day to improve the health care in this city.

"We're doing what we believe in. When your heart is in something and you believe in being progressive and making things better, it's easier to make such a big commitment and accomplish your goals."

Thomas oversees Ochsner's clinic and hospital operations and the finance and treasury departments. He joined Ochsner in December 1998 and previously was chief operations officer and chief administrative officer. Thomas was appointed president in 2005.

Before Katrina, Thomas steered a \$100-million Master Facility Plan project, which included additions to the Jefferson Highway Main Campus and Ochsner's North Shore locations by building an additional parking garage and a convenient concourse entrance for easy patient access. He has also initiated the implementation of a campuswide electronic medical record.

"For the recovery of the city, we have to play a role in rebuilding all of the city's health care services and continuing to improve patient access to high-quality care."•

— Tommy Santora

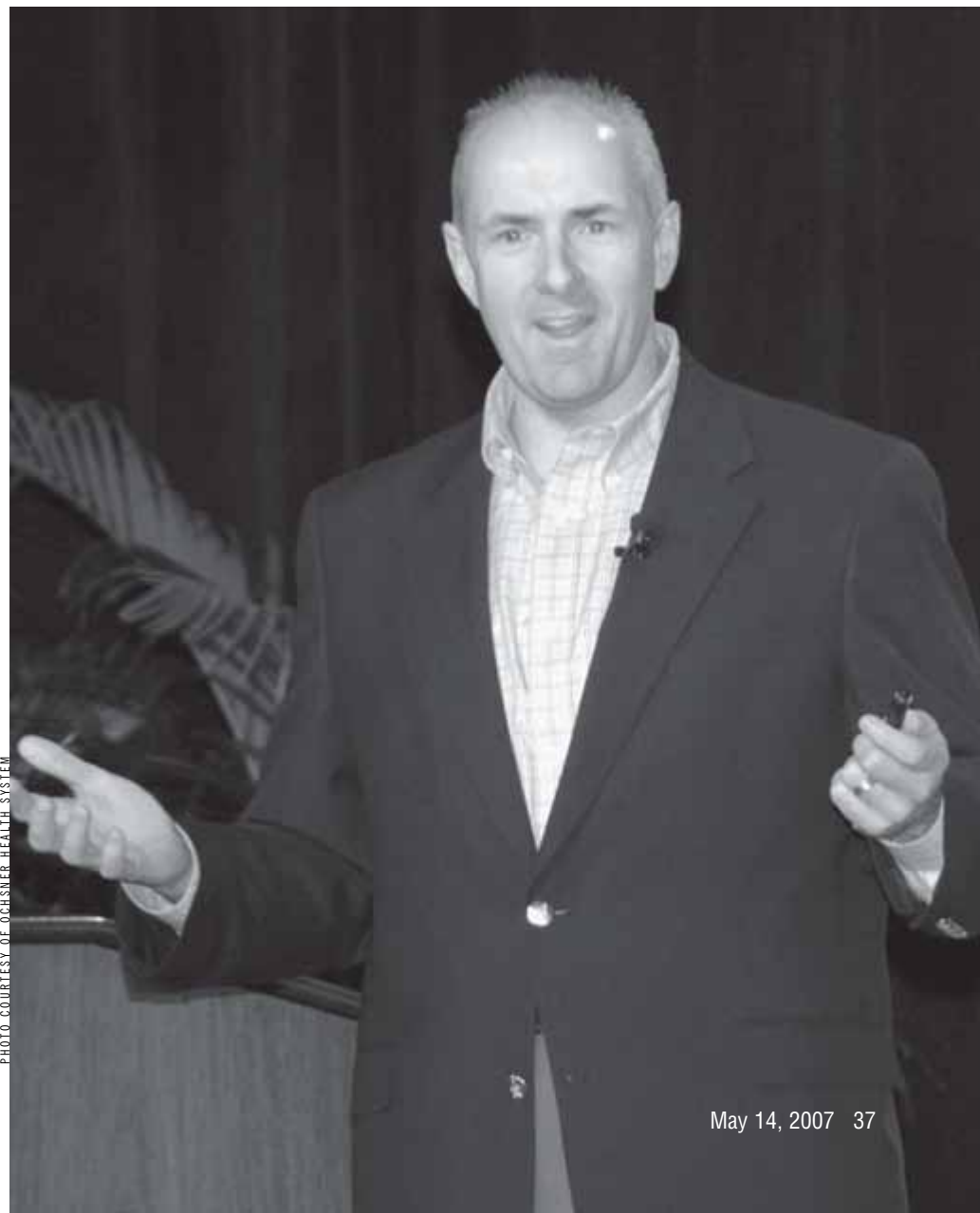
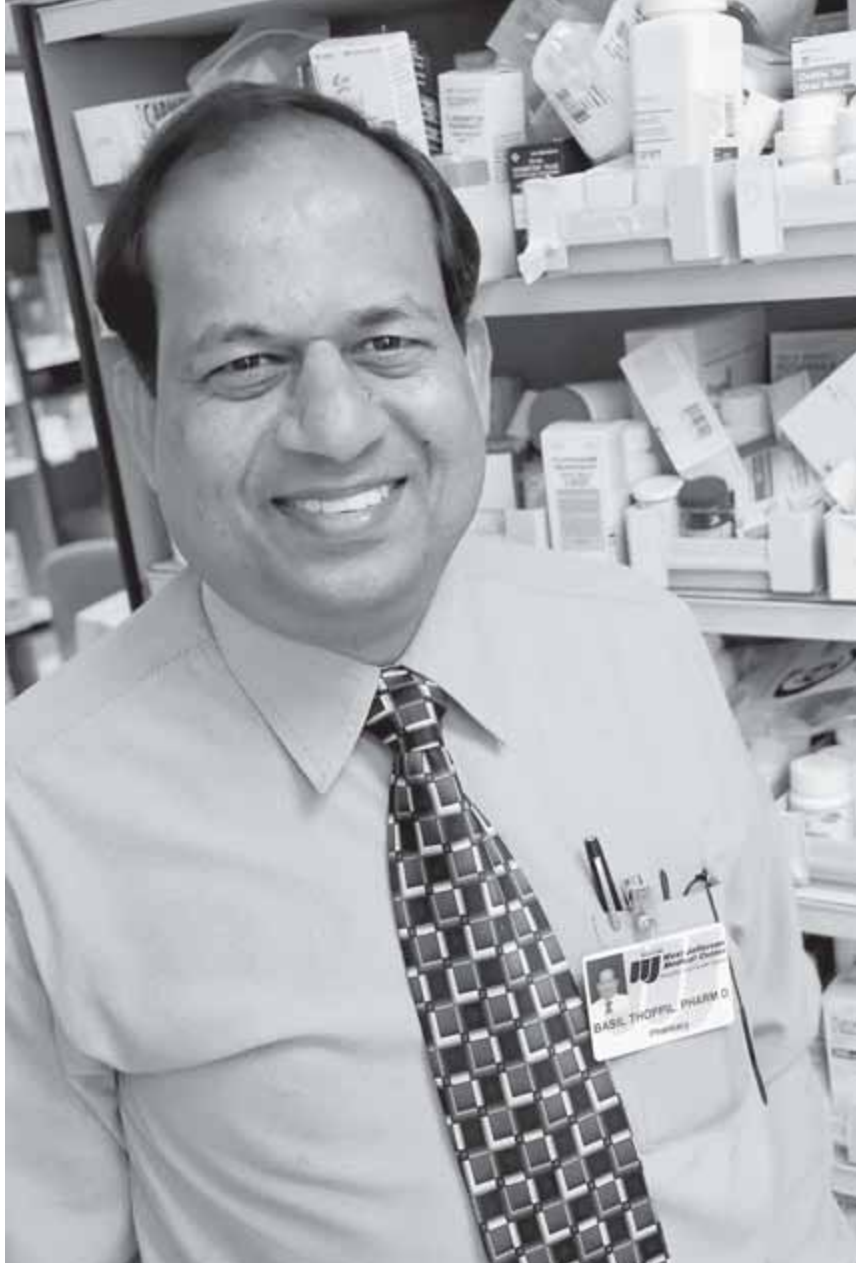


PHOTO COURTESY OF OCHSNER HEALTH SYSTEM

PROFESSIONAL



Basil Thoppil

Position: director of pharmaceutical services, West Jefferson Medical Center; clinical and institutional preceptor for the College of Pharmacy clerkship students, Xavier University

Age: 55

Family: wife, Mary Molly; children, Pradeep Thoppil, 28, Deepu Thoppil, 26

Education: bachelor's degree in pharmacy, Xavier University; doctorate in pharmacy, Xavier University; undergraduate and graduate degrees in botany, State University of Kerala, India

When people were begging for medicine after Hurricane Katrina, pharmacist Basil Thoppil and his skeleton staff accomplished the pharmaceutical equivalent of loaves and fishes — giving free medicine to the desperate and ill.

For nine days, West Jefferson Medical Center's pharmacy was the only hospital pharmacy open on the West Bank, where thousands of patients, medical employees, police, firefighters and other emergency and rescue workers were short on their supplies of insulin and chronic- and acute-care medication.

Thoppil and his staff worked miracles mobilizing, allocating and distributing medications.

Thoppil continued to face challenges well beyond the chaotic days immediately following the storm. Chronic staff shortages and financial challenges have plagued the area's health care

industry in the nearly two years since Katrina. But Thoppil believes he has done nothing extraordinary, crediting his pharmacy team and the other hospital staff for their ongoing commitment and bravery.

"You always see people rise to the occasion. The most memorable thing I take away from Katrina is the goodness in people."

There is brotherhood among the staff in the pharmacy and in the hospital as a whole, he said.

"When the staff came back, they knew that people would be here to support each other. We became our own support system. When somebody is really down, there is somebody else to pick them up, which is indicative of the character of New Orleans."•

— *Jana Mackin*

PROFESSIONAL

Lynn Witherspoon

Position: system vice president and chief information officer, Ochsner Health System

Age: 64

Family: wife, Glory; children, Eric, 40, Kevin, 38, Heather, 35

Education: bachelor's degree in chemistry and music, Florida State University; doctor of medicine, University of Wisconsin; training in nuclear medicine, Duke University; training in internal medicine, Ochsner

At a time when much of the city was silenced by a monster storm, Lynn Witherspoon gave his hospital a voice.

One of his major accomplishments during Hurricane Katrina was helping Ochsner Health System maintain voice and data communications. Ochsner did not lose Internet connectivity, and e-mail was up the entire time, he said.

"Doctors could access medical records from any place as long as they were connected to the network," he said.

Witherspoon serves as Ochsner's system vice president and chief information officer and has been a part of the hospital for 33 years.

Since the storm the hospital has faced not only a shortage of doctors and nurses, but also programmers and developers in Witherspoon's department, he said. However, Witherspoon believes several organizations he is involved with can fix that.

He is on the board of Access Health, a group that focuses on electronic health information and promoting the use of electronic health records.

Witherspoon also serves on the steering committee of the Louisiana Health Information Exchange, where he designs and builds databases so physicians can receive patient information from various providers.

While the LaHIE project is just a prototype, if it were available it would allow doctors to access patients records even in a crisis situation such as Katrina.

In addition to his other duties at Ochsner, Witherspoon serves as chairman of Ochsner's continuing medical education committee and is on the radiation control committee. He also keeps in touch with physicians and patients through his involvement with Ochsner's electronic medical record. •

— *Jennifer Nall*



PROFESSIONAL

Richard E. Zuschlag

Position: chairman and CEO, Acadian Ambulance Service in Lafayette

Age: 59

Family: wife, Elaine; children, Beth and Blair, 25, Blaise, 23

Education: bachelor's degree in electrical engineering, Capitol College

Richard E. Zuschlag's talent for doing many things at once was never more evident than during Hurricane Katrina, when he managed to transport by air dozens of patients in need who were left behind in New Orleans.

"We were one of the only people in the state whose radio systems were still operational after the storm," said Zuschlag, chairman and CEO of Acadian Ambulance Service based in Lafayette. "And that was because of my propensity to have backups, emergency power supplies and alternative ways of communicating."

But Acadian Ambulance Service's efforts were made more effective through constant replenishment of manpower, which Zuschlag also coordinated.

"We had people who lived here flying in on oil company helicopters every morning to get into New Orleans, and I kept finding new recruits who wanted to come in, which is one of the reasons we were able to keep going."

Although the ambulance service's Katrina rescue efforts garnered praise in the national media, it was only an extension of what Zuschlag oversees every day as he coordinates emergency transportation over a 21,000-square-mile loop that includes parts of the Texas and the Mississippi Gulf Coast.

Despite his company's strong record of growth, Zuschlag remains challenged by a shortage of trained medics.

"I have jobs for almost 100 medics right now, a problem that really started before Katrina and has only been aggravated by the storm."

The positive side of post-Katrina ambulance service has come with the increasing number of private companies that have asked Acadian to make available 24-hour service on their sites in anticipation of emergencies.

"The idea is to always serve the people who need you, and even as that number grows, I am determined to do just that."•

— Garry Boulard



COURTESY OF ACADIAN AMBULANCE SERVICE

VOLUNTEER

Cheron Brylski

Position: state coordinator, Partnership for Prescription Assistance

Age: 48

Family: husband, Harold Baquet

Education: bachelor's degree in journalism and political science, Loyola University; master's degree in political science, University of New Orleans

Health care accessibility has long been a defining issue for Louisiana, particularly among the state's poorest residents. But now, thanks to a statewide educational campaign led by Cheron Brylski, a vital part of that care has been made more accessible through the Partnership for Prescription Assistance.

"The idea is to try and get prescription medications into the hands of as many eligible people across the state as possible," said Brylski, founder of the public relations firm, The Brylski Company. "And nearly everyone is eligible for something."

Her efforts to publicize the PPA program helped create a Louisiana enrollment of more than 109,000 people, more than is recorded in Virginia and Missouri, both of

which are larger states, population-wise, than Louisiana.

Offering a menu that includes more than 475 private and public patient assistance programs, as well as the programs of about 150 individual pharmaceutical companies, PPA finds the lowest prices available for prescription medications, which in terms of costs is the fastest-rising segment of modern health care.

"It tries to make simple what everyone else has made complicated. A person gets their prescriptions on the table and then calls a number to find out what programs they are eligible for to pay for those prescriptions," she said.

"For providers, the program works



because they go to one place, enter the drug the person is on, and then a list appears showing all the programs that the patient is eligible for. It saves a tremendous amount of time and frustration."•

— Garry Boulard

VOLUNTEER

John DeCamp

Position: volunteer, Ochsner Health System

Age: 53

Family: single

Education: attended Montreat Junior College, North Carolina

John DeCamp says the best thing about being a volunteer is bringing smiles to people's faces every day. DeCamp's job is to deliver flowers to patients at Ochsner Health System.

"Everybody likes flowers, and if I can bring happiness to them and brighten up their day, then that makes me happy," DeCamp said. "I just enjoy visiting patients and making them happy."

In his 17 years as a volunteer with Ochsner, DeCamp has logged more than 36,000 hours as a flower delivery, central supply and medical supply delivery volunteer.

The 53-year-old flower connoisseur volunteers five days a week and eight hours a day. He estimates he makes about 50 flower deliveries a week.

"I don't have a favorite flower or anything because there are so many of them I like," he said. "I do see a lot of arrangements come through here."

DeCamp formerly worked at Ochsner as a stock clerk in the hospital's pharmacy department and also as a summer employee in the central supply department. In 1990, he transferred to the volunteer services department.

In addition to his flower delivery volunteer work, DeCamp transports equipment to and from the supply processing department and copies patient charts for social workers on staff.

"I've been working here for a long time, and it's always been like family," he said. "I would like to continue to volunteer as long as I can."•

— Tommy Santora



VOLUNTEER

David Diaz

Position: volunteer, Ochsner Health System

Age: 79

Family: widower; children, David, 40, Joey, 37

Education: bachelor's degree, Manuel Bonilla College in Honduras; American Technology degree, University of California at Los Angeles

As Ochsner Health System continues to expand, outpatients and visitors may be more inclined to ask for directions through the hospital's maze of departments and pathways.

David Diaz is there to help.

Since 1993, the 79-year-old volunteer has worked nearly 3,800 service hours as the hospital's information desk volunteer, offering directions and escorts for outpatients and visitors.

"You would be surprised how many people get lost in here and need help," said Diaz, who volunteers five days a week at Ochsner. "I help them; the hospital is a big place. I enjoy what I do because I get to talk to and help a lot of people."

A Honduras native, Diaz is a veteran of the Korean War, serving in the American Corps. Diaz also served as director of a lab-

oratory at a Honduras hospital, and when he came to New Orleans, he worked in a blood bank at Touro Infirmary and also did laboratory work with Tulane Medical School.

In addition to volunteering during the week at Ochsner, Diaz volunteers on the weekends at the Audubon Aquarium of the Americas. Diaz took a course to become certified as an aquarium volunteer.

"I get to tell people what all the different animals do here and escort the visitors around the aquarium," he said. "I have to



be busy all the time. It gets boring if I'm at home too much. I enjoy being around people and providing them with information they want to know."•

— Tommy Santora

David Diaz, a volunteer with Ochsner Health System, points visitor Jodie Rogers in the right direction.

VOLUNTEER

Barbara Hyland

Position: volunteer, East Jefferson General Hospital

Age: 62

Family: husband, Richard

Education: graduate of Manchester High School, Manchester, Conn.

Hospital volunteer Barbara Hyland has taken a leading role in improving patient care by developing a training program and manual for volunteers in the Palliative Care Department at East Jefferson General Hospital.

“Palliative care focuses on relieving suffering and maximizing the quality of life for patients with an advanced illness,” Hyland said. “The emphasis is on the physical, emotional, cultural and spiritual needs of the patient, as well as the family.”

In the four years she has been a volunteer at EJGH, Hyland has logged more than 1,500 hours of service. In addition to organizing the palliative care training, she also developed a program in pet therapy.

The pet therapy program, which was scheduled to start April 25 in the oncology department, allows patients to interact with animals during one-hour visits one Saturday a month. The hospital already

has a similar program in its rehabilitation and skilled nursing departments.

Hyland, whose own greyhound participates in the programs said pet therapy helps improve patients’ heart rate and blood pressure and takes their mind off their illness.

Putting in an average of four to five hours twice a week, she is part of a two-person volunteer team in the department, down from five people since Hurricane Katrina.

Volunteer work is an opportunity to help relieve overworked health care staff and patients dealing with the stress of the recovery, she said.

While the typical volunteer is eager to roll up her sleeves and take action, “the volunteer’s most important work may be in learning to be still,” Hyland said. “Being there for the patient and family can bring comfort and contentment.”•

— Sonya Stinson



VOLUNTEER

Curtis Jacob

Position: volunteer, Odyssey Healthcare

Age: 77

Family: children, Deborah Babin, 51, Judy Kangas, 50, Joan Speice, 49, Connie O’Loughlin, 48, Lorrie Ducarpe, 47, Ellen Speice, 42; and stepchildren Ana Gonzales, 50, Jasmine Arias, 44, Eglu Trujillo, 42, George Espinal, 38, Olga Espinal, 36, Arlen Espinal, 34

Education: Samuel J. Peters High School, New Orleans

After seeing an editorial concerning a lack of volunteers, Curtis Jacob decided it was time to give back. Eleven years later, he is still going strong.

Jacob, a native New Orleanian, works with Odyssey Healthcare, a hospice care provider that offers end-of-life support to patients facing terminal illnesses.

“People always think you are sitting next to the bed waiting for the guy to quit breathing, but that hardly ever happens,” said Jacob. “By then, doctors, family and nurses are around to make sure they are comfortable.”

As a volunteer, Jacob’s job is to give the primary caregiver some respite time, while helping the patient. His time with a patient varies from a couple of days to several months.

“It is very hard on the caregiver, who often needs to be there 24 hours a day. Our time gives the caregiver an opportunity to rest, go shopping, go to a restaurant or just get a break.”

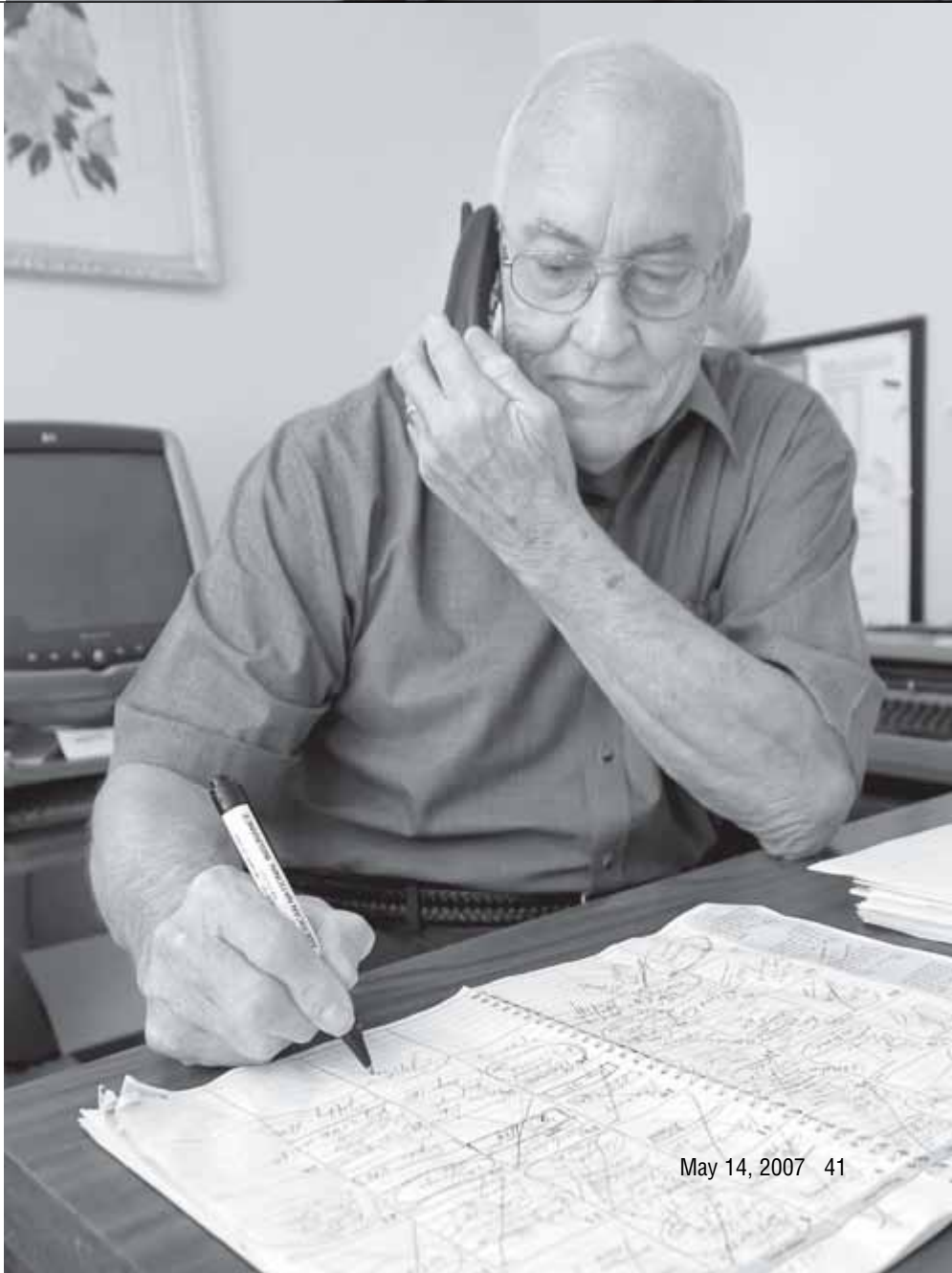
As a volunteer, Jacob sits with patients, talks to them, takes them outside and prays with them. He said his tasks never involve anything difficult but are often rewarding.

“It is a shame it has to be under such poor circumstances because you meet such great people,” said Jacob. “You make friends with the family and the patients.”

Jacob said he usually volunteers on a weekly basis depending on need. He also attends meetings through Odyssey to learn more about the sicknesses he witnesses.

“They give us histories on sicknesses and symptoms, grief counseling, the dos and don’ts that we are expected to follow when doing volunteer work,” said Jacob. “I do this because Christian faith and charity go together. I have been helped so much by so many that I need to give back, and that’s why I do it.”•

— Robin Shannon



VOLUNTEER

Lester W. Johnson

Position: associate, McGlinchey Stafford

Age: 29

Family: single

Education: bachelor's degree in business administration and finance, Louisiana State University; juris doctorate, Loyola University School of Law; master of laws in health law from the Beazley Institute for Health Law and Policy at Loyola University's School of Law in Chicago

Lester W. Johnson Jr. was living in Chicago when he heard about a health clinic opening in the Ninth Ward to provide medical care for the community.

That was before Hurricane Katrina struck, delaying by months the official inauguration of the Lower Ninth Ward Health Clinic at 5228 St. Claude Ave.

Johnson, meanwhile, knew what he wanted to do.

Returning to New Orleans, where the 29-year-old attorney had received his juris doctorate from Loyola University's School of Law, Johnson went to work for the clinic on a pro bono basis. He helped the clinic obtain an occupational license and provided initial IRS tax exemption advice, among other services.

An associate with McGlinchey Stafford, Johnson comes by his interest in health care naturally. His father, Lester W. Johnson Sr., is a chief of surgery at Louisiana State University in Monroe, while his mother, Debra, is an oncologist in Lafayette.

At McGlinchey Stafford, Johnson specializes in private insurance, managed care and Medicare and Medicaid issues, and remains convinced that New Orleans post-Katrina can only become a vibrant city if its health care issues are adequately addressed.

"If health care is not made available to people, then it is going to be very difficult for them to move back here and help the city recover," said Johnson, who added that because of a shrinking employment and economic development base, the Ninth Ward was facing health care challenges even before Katrina.

In spite of the challenges, Johnson remains hopeful.

"Whenever you talk about health care, particularly indigent care, you are talking about endlessly complex issues," he said. "But at least there is a determination, as seen in the mission of the Lower Ninth Ward Health Clinic, to make things better. And that's an important start." •

— Garry Boulard



VOLUNTEER

Salvador Paz

Position: volunteer, Ochsner Health System

Age: 63

Family: single

Education: accounting degree, Instituto Central College in Honduras

In 1980, Salvador Paz's life changed.

Paz, manager of a convenience store on Belle Chasse Highway, was shot in a robbery attempt, paralyzing him from the waist down.

Going through life in a wheelchair was a harsh reality to the Honduras native, who arrived in America 14 years earlier Feb. 22, 1966, a date he still remembers.

"I was happy to come here," he said.

For the past 12 years, Paz has logged close to 10,000 service hours, working seven hours a day and five days a week. His duties include filing prescriptions and documenting how long the pharmacy takes to fill prescriptions, updating drug files, maintaining monthly reports and acting as an interpreter for Spanish-speaking patients.

Paz lives five blocks from the hospital's main campus in Jefferson and wheels himself

to work every day.

"I just like relating to people and being busy," Paz said. "I see the generosity in people who have helped me over the years, and I want to give that back. It's a tough feeling not being able to help yourself, and I thank all the good people who have always helped me."

Paz saw that generosity first-hand during Hurricane Katrina.

Paz did not evacuate New Orleans before Katrina hit Aug. 29, 2005.

His living room filled with water, which lifted Paz from his wheelchair. Paz swam to the front porch and held onto a post for several hours. Paz swam to safety, called for

help and was rescued and taken to a nearby school for shelter.

"I realized just how helpful people are, their generosity in their hearts, and they helped me out a lot, saving my life in the storm." •

— Tommy Santora



VOLUNTEER

Rudy Sampey

Position: president and director of volunteers, West Jefferson Medical Center

Age: 74

Family: wife, Sally Delaney; children, Keith, 49, Kevin, 48, Kyle, 39

Education: bachelor's degree in civil engineering, Louisiana State University, bachelor's degree in science mechanical engineering, Tulane University; degree in exterior fire suppression, University of Nevada at Reno

Rudy Sampey has fought adversity in the trenches: Korean War veteran, seasoned firefighter, survivor of a quadruple bypass surgery and hands-on hero at West Jefferson Medical Center during Katrina.

For 17 days, Sampey and a few volunteers served food to thousands of patients, hospital staff, emergency workers and others. Sampey, 74, also coordinated and assisted with mass inoculations for emergency, medical and rescue workers.

"I had four of my volunteers with me at the hospital. Our assignment was to supplement the hospital's forces in the cafeteria. I was told there were 3,500 people.

"For about two weeks, we were assembling and doing paperwork for the inoculations of almost 30,000 people from daylight to dark. That was grueling, for sure."

Through the long-term, post-Katrina patient overloads and critical medical person-

nel shortages, Sampey has continued volunteering.

"It's a health care crisis," said Sampey, who has volunteered at WJMC since 1997. "The thing we see on a daily basis with the lack of staff and health-giving facilities is a tremendous amount of people in the emergency room. It stays full 24/7.

"It's really taking a toll on the staff who have no times to rest. Also, there is a lot of people who are seeking treatment and don't have insurance. We can't turn anybody away so there are a lot of financial problems."

Despite the challenges, Sampey believes things will improve.

"I am optimistic that quality health care can come out of this once the dust settles. But if you don't stay on top of this, it's going to get away from us."•

— *Jana Mackin*



VOLUNTEER

Shirley Tuero

Position: volunteer, Ochsner Health System

Age: 85

Family: widow; children, Linda, 56, Jennifer, 50

Education: attended DePaul University

When the doctors and staff at Ochsner Health System see 85-year-old volunteer Shirley Tuero, they say, "There's Shirley. It must be Tuesday."

"They always joke with me about that," said Tuero, who volunteers for six hours every Tuesday. "I just love being around people and bringing a smile to their faces."

For 35 years, Tuero has logged nearly 13,000 service hours at Ochsner, from delivering books and magazines to patients, delivering and processing hospital mail, offering directions to outpatients and visitors, and doing other jobs for the hospital's volunteer services department.

"If they need me, I'm available for whatever the task," she said. "It's just a wonderful feeling to know you're doing something

for people and giving back."

Tuero is a former ticket agent of five years at Delta Airlines and volunteered with the American Red Cross Gray Lady Service during World War II.

In 1972, she began volunteering at Ochsner after Isabel "Sis" Ochsner, the daughter of founder Dr. Alton Ochsner, introduced Tuero to volunteer services.

"When my two daughters got old enough, I decided I wanted to volunteer and I just got involved with Ochsner,"



Tuero said. "I've just always been interested in volunteering my time for a cause, to give back to people. I think everybody should try being a volunteer just once."•

— *Tommy Santora*

Shirley Tuero, a volunteer with Ochsner Health System, hands magazines to Ronnie and Andra Oustalet while they wait in the hospital lobby.

Congratulations

EJGH

East Jefferson General Hospital congratulates those recognized as CityBusiness Health Care Heroes. We are especially proud of the EJGH team members, volunteers and medical staff selected. Your dedicated service to your patients and to this community demonstrates a true commitment to our entire region and the people we serve.

Roland Bourgeois, MD

Gerald Cohen, MD

Joseph Crapanzano, MD

Michael Guillot

Barbara Hyland

Evelyn Randolph

Najeeb Thomas, MD

Gerald Vocke, MD

Nathalie Walker, RN

East Jefferson
General Hospital

www.EJGH.org

BEYOND THE
CUTTING EDGE.