

AMG - Integrated Healthcare Management

Committed to Excellence



Our Mission is to Heal
We put patient care first at all times.

Our Purpose
To operate cost effective post-acute facilities with excellent patient care.

Ever Expanding
Over 1600 employees and 17 facilities, but it's only a start.

Our People Are Special
We invest in and reward loyalty, knowledge, performance and a desire for growth.



101 La Rue France
Suite 100
Lafayette, LA 70508

Ph: 337.269.9566
Fx: 337. 269.9823
amghm.com

Corporate Newsletter-Fall Edition 2014

Message From The COO

AMG

Integrated Healthcare Management

Gene Smith

Wow, we accomplished a lot in 2014 and I'm really looking forward to working with the veterans we now have on our management team, in the accomplishment of our goals for 2015. Even though we started out a little slow at the beginning of the year, due to the extreme weather, the fourth quarter is looking very promising and almost all of the hospitals are "Come'n in Hot" to end the year. My thanks to all of you who have worked hard in these efforts during 2014.

In this quarter's newsletter we have featured several individuals and hospitals that have stood out in achieving additional notoriety in their respective areas. My congratulations to all of them. I am especially pleased with the success of the LPRH nurses that have earned their certification in Rehabilitation Nursing. This achievement exemplifies their commitment to their profession and sets our hospital apart from any other rehabilitation hospital in the state of Louisiana.

The improvement in patient satisfaction is also of paramount importance since this is "THE" measurement of our success in our individual markets and the core of what we are trying to accomplish. Happy patients equals happy doctors, equals happy referral sources, equals happy families, equals sustained and improved referral volume, equals long term success of our hospitals. These results are very, very encouraging.

As I've mentioned in previous writings, we were searching for an individual to fill our corporate QA/PI position. It is my pleasure to announce that Jennifer Wallace will be taking that position effective January 1st, 2015. Jennifer's experience, communication ability and knowledge in this area is unrivaled within the company and she will be filling a void we've had for some time. Jennifer will report directly to me and I look forward to working with her in this very important role.

To assist Jennifer in the daily operations of the Greenwood hospital, we have hired Russell Durham, as the Administrator. Congratulations Russell and welcome aboard!

The addition of Hancock and Park Place was also a tremendous effort by our leadership staffs in Lafayette and Muncie, and will bring additional contribution throughout 2015. Thank you to the many people that helped in bringing these new hospitals into the fold.

In closing, I'm very grateful to all of you for the efforts you've put forth to serve our patients. I think that caring for the sick is one of the noblest professions one can pursue and I'm grateful to be affiliated with so many noble professionals that provide care for our patients, both directly and indirectly. Thank you and have a wonderful and safe New Year.

Gene Smith
COO
AMG



FROM THE NEWSROOM OF QUALITY CONTROL

In June of 2014, AMG LTACs all began using a new patient satisfaction survey product, HCXperience. This new survey is based on a ten point scale and may be utilized prior to the patient's discharge from the facility.

Since implementation of the new survey and new process for calculating positive responses, we have enjoyed a drastic overall increase in both positive survey responses and overall survey return rate. For example, the overall facility rating (for all AMG LTACs) was 81% in 2013. That statistic has now increased to 95% positive responses on returned surveys for overall facility rating in 2014, that is an increase of 17.2%! Other increases were noted in the following areas:

- Recommend to Others-increased from 88% to 94% (6.8% increase)
- Pain was Managed-increased from 88% to 93.6% (6.3% increase)
- Quietness of Facility Environment-increased from 82%-88% (7.3% increase)
- Medication Education Received-increased from 73% to 86.6% (18.6% increase)
- Staff Response to Call Light-increased from 76 to 80.3% (5.6% increase)

The highest scoring areas on the new survey include the following:

- Communication with Rehab Professionals Rate-100%
- Staff Practice Good Hand Hygiene-98%
- Respiratory Staff Met Expectations-97%
- Received Discharge Planning to the Next Level-95%

The lowest scoring areas on the HCXperience survey included the following:

- Staff Responded to Call Button-75%
- Received Help Quickly When Needed-78.9%
- Medication Education Received-87%
- Quietness of Facility Environment-89%

The AMG Rehabs all converted to the HCXperience survey on September 1st of this year. We are already seeing a drastic increase in those statistics as well, especially the survey response rate.

Jennifer Wallace
CEO
AMG Specialty Hospital-Greenwood



AMG OPENS TWO NEW LTAC HOSPITALS

AMG Specialty Hospital-Hancock

July of this year AMG opened its 2nd location in Indiana. AMG Specialty Hospital-Hancock is a 23 bed LTAC located inside Hancock Regional Hospital in Greenfield, IN, which is about 32 miles from AMG Specialty Hospital's location in Muncie, IN. An Open House was held July 29th to tour the hospital and meet the staff. The Mayor of Greenfield, the staff of Hancock Regional Hospital, physicians and others from the medical community all attended. Both Indiana locations are managed by Rodney Midkiff, CEO and each location has it's own CCO, Tina Reagle -Hancock and Lisa Hanes -Muncie. To take a tour of the hospital, please visit their website at amghancock.com



Pictured: Greenfield Mayor Chuck Fewell (left), AMG Specialty Hospital CEO Rodney Midkiff (center) and AMG COO Gene Smith.

AMG Specialty Hospital -Park Place

September of 2014 AMG Specialty Hospital -Park Place held an Open House and Ribbon Cutting to celebrate the construction completion of its brand new facility in Park Place Surgical Hospital. AMG Specialty Hospital is a 16 bed LTAC with 4 high Observation units and an isolation room. It is the third location in Lafayette, LA and all three are managed by Jason Branson -CEO and Mary Bollich -CCO. A local interior design firm worked with AMG Corporate to help create AMG's new look for this hospital. Geometric floor patterns, warm-inviting color tones on the walls and upholstered furniture, and dark wood tones as an accent are some of the highlights you will see as you walk through the hospital. To view more of the hospital, please visit their website at amgparkplace.com



AMG'S PHYSICAL REHAB NURSES ACQUIRE NATIONAL CERTIFICATION

AMG's Physical Rehabilitation Hospital, LPRH, has 73% of their full-time RNs now CRRN certified. Congratulations to the following AMG Physical Rehabilitation RN's who achieved national certification in their specialty!

Latoya Wilson
Laura Miller
Ann Langlinais
Venessa Jackson
Marilyn Hoffpauir
Rewa Zeno
Leslie Truax
Shelby Martel
Desha Lee



Attaining CRRN certification validates your professional standing as an experienced rehabilitation nurse with a documented level of knowledge in this specialized area of practice. Rehabilitation nursing practice includes care management and treatment of conditions such as stroke, traumatic brain injury, aging issues, MS, diabetes, co-morbidities, cardiovascular illness, arthritis, and spinal cord injury. It sets you apart professionally from your colleagues that are not certified by demonstrating you have achieved a symbol of professional development and recognition.

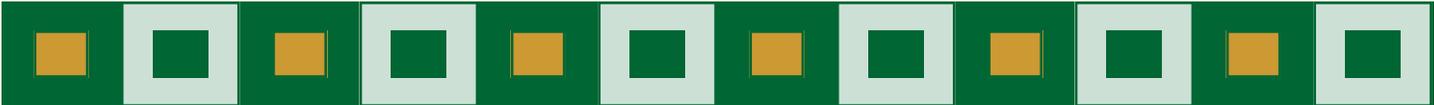
The CRRN credential requires nurses to have experience in rehabilitation nursing and pass an exam validating a documented level of knowledge of rehabilitation nursing practice. This exam covers the scope of rehabilitation nursing practice including:

- Rehabilitation Nursing Models and Theories
- Functional Health Patterns: theories, physiology, assessment, standards of care, and interventions in individuals with injury, chronic illness, and disability across the lifespan
- The Function of the Rehabilitation Team and Community Re-entry
- Legislative, Economic, Ethical, and Legal Issues

AMG values the competitive edge and assurance of quality that certified nurses bring to our hospitals. Certified nurses can boost patient and physician confidence in our nurses and offer reassurance at a time when patients need it most.

Karen Roth
Chief Nursing Officer
AMG





AMG Specialty Hospital– Feliciana Receives National Recognition

Over the past 2 ½ years AMG Specialty Hospital – Feliciana has been working hand-and-hand with the LHA HEN/HRET Project. It started as mandatory CAUTI/CLABSI initiative and involved into so much more. There were many benefits from the involvement especially in the Patient Safety and Quality Arena. This involvement which was opened to every hospital (STAC, LTAC, Rehab, Surgical, CAH, etc.) in Louisiana through the LHA and every HRET State in the country, afforded luxuries of:

- Exceptional Nationally recognized educational programs (PURDUE University Readmission Boot-Camp, Medication Safety, Team STEPPS Master Training and Advance Trainer Courses, IHI- Improvement Leader Fellowship Conferences, FALLS Boot-camp, Partnership for Patients, Patient Involvement Boot-camp, HAPU Boot-camp, Root-Cause Analysis Course, RPIW/CAP & LEAN/Six Sigma Conference, On the CUSP; STOP CAUTI initiative, ADE Boot-Camp, VTE Boot-camp, IHI-Open School and many more.
- National resources and recognition (Harm Across the Board Success – CAUTI, Feliciana was recognized Nationally, ARHQ, HRET, NHSN, CMS)
- Onsite visits/education by the HEN Administrator and Audit Team
- Monetary awards for participation 1st - \$1000.00, 2nd - \$2500.00 and 3rd pending (up to \$4000.00)

The State's involvement in this project through hospital partnerships have saved thousands of lives and billions of dollars in Louisiana alone. Louisiana ranked highest in success for both 2013 and 2014 throughout the project.

AMG Specialty Hospital-Feliciana was involved in the following improvement areas and received recognition of achieving goal of 40% improvement in all:

- ADE
- CLABSI
- FALLS
- HAPU
- READMISSIONS
- VTE
- CAUTI

Other achievements included:

- Two Team STEPPS Master Trainers
- One Advanced Team STEPPS Master Trainer
- IHI – Improvement Leadership SENIOR Fellow
- NPSF – Patient Safety Member
- IHI Open School – Member
- Purdue University – Medication Safety Credits
- FMEA – NIMS Trained in ALL Healthcare Courses

AMG would like to congratulate and thank both Keith Carruth, CEO and Regina Archote, Director of Quality Management, for their hard work and dedication in continually improving the hospital's quality of care.



AMG EMPLOYEE RECOGNITION

Congratulations to AMG Specialty Hospital – Greenwood’s Chief Executive Officer Jennifer Wallace for being selected and honored as the Mississippi Hospital Association Delta’s Nurse Council 2014 Leader of the Year. Jennifer’s leadership skills, mentoring ability, and commitment to quality and excellence were recognized amongst her peers within the association.

Jennifer Wallace also recently passed the *National Certified Quality Board Exam* and was one of only two nurses in Mississippi to pass the exam this year. The CPHQ is the only certification in the profession of healthcare quality. As a healthcare quality professional Jennifer will bring together data analytics, performance improvement, risk management, patient safety and much more to AMG and its hospitals. Please join AMG in congratulating Jennifer Wallace for this honor and accomplishment in her field!



AMG Specialty Hospital-Albuquerque’s Chief Clinical Officer, Kristine Cruz, was nominated for the Management and Emerging Leadership award. This award is given to a manager who is in an organizational role of Leadership/Management and accountable for frontline strategic, operational and or performance outcomes in sites where healthcare is delivered.



Kristine was nominated due to the outstanding work she has done at AMG Specialty Hospital- Albuquerque since she started in February of 2013. Kristine inherited a clinical team suffering from low morale, and in need of improved critical care skills. A solution focused leader, Kristine developed a plan around a critical care course requirement, and implemented several clinical protocols to support a higher standard of practice in the facility. Staff completion of critical care course offerings resulted in an empowered staff, improved morale and decreased turnover.

Challenged by her CEO to shave 6% off her departmental operating costs, Kris succeeded by declaring war on waste, agency staffing and incremental overtime. In addition, Kristine shaved 1.5% off of her supply budget, saving over \$40,000.00 for the year. She continues to find ways to increase efficiency and eliminate waste, resulting in soft cost savings such as decreased employee turnover, improved quality metrics and increased patient and provider satisfaction.

Kristine implemented “Hourly Rounding with a Purpose” by clinical staff resulting in elimination of unassisted patient falls for several straight months. Our Corporate Chief Nursing Officer arranged collaboration with the CEO from another AMG hospital to combine hourly purposeful rounding with every two hour turn teams to improve patient care. This clinical excellence practice was incorporated by AMG leadership as a mandatory best practice standard and has resulted in higher patient satisfaction scores, decreased cases of VAP and a significant decrease in pressure ulcers.

Kristine is active in the community through participation in community education outreaches to hospital groups and physicians, and attendance at various professional conferences. She has supported the Albuquerque Safe House by successfully securing donations from local business to donate makeovers, teeth cleaning, and work attire for women trying to leave violent relationships. Please join AMG in recognizing Kristine for her nomination of the Emerging Leadership Award and the great work she has done at AMG Specialty Hospital-Albuquerque.