Annual Report

April 2025 - March 2026







Terrebonne

GENERAL HEALTH SYSTEM

Your Partner in Good Health.



Our Mission

Providing exceptional healthcare with compassion.

Our Vision

It is the vision of Terrebonne General Health System to be a leading medical provider by transforming healthcare delivery using innovative solutions that pave the way towards excellence.

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A Message from Our President & CEO

Looking back on 2025, I am proud of a year marked by growth, collaboration, continuing to be a healthcare leader, and a deepened commitment to investing in the communities we serve.

We earned several national awards recognizing our team's dedication and our focus on high-quality, compassionate care. Through a comprehensive community health needs assessment, we gained valuable insights that are shaping our programs and services.

Our partnerships strengthened our workforce and expanded our reach, while the addition of skilled physicians improved access to specialized care. We also advanced key expansion initiatives, including increasing patient spaces with the patient towers demolition and renovation project. Terrebonne General achieved significant growth throughout the year. Opening a new health and wellness facility and laying the groundwork for our future Healthy Lifestyles Center, we are building the future of health and wellness to meet the needs of today—and tomorrow.

As we move forward, we remain focused on delivering excellence, fostering meaningful partnerships, and continuing to grow in ways that best serve our patients and communities. I extend my sincere gratitude to our employees, partners, and supporters who make this progress possible.

Together, we are shaping a healthier future.

Sincerely,

Phyllis Peoples, President and CEO

Board of Commissioners

The Terrebonne General Board of Commissioners comprises business leaders and community members. It is the governing body of Terrebonne General Health System and provides oversight, leadership, and strategic direction for the organization.



Earl Eues
Board Chair



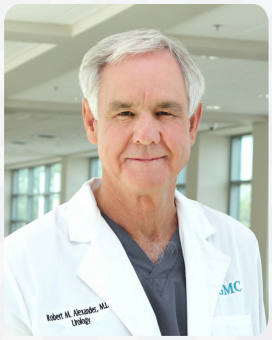
Bernadette Pickett
Vice Chair



Phyllis Peoples
CEO



Ben Adams, MD



Robert Alexander, MD



Michael Bergeron



Kerry Chauvin



Mark Felger



Father Jim Morrison



Tanner Magee



Arlanda Williams



Jerome Zeringue

Executive Leadership

The executive team provides strategic leadership and oversees the overall operations, financial performance, and quality of patient care of the entire organization. They work collaboratively to ensure efficient operations while advancing the mission, meeting community healthcare needs, maintaining regulatory compliance, and promoting continuous improvement in safety, quality, and patient experience.



Phyllis Peoples
President and CEO



Diane Yeates
Chief Operating Officer



Teresita McNabb
Sr. Vice President of Clinical Services



Laura Poole
Assistant Vice President of Nursing



Cory Leonard
Vice President of Financial Services



Cindy Duet
Vice President of Clinical Ancillary Services



Mary Miller
Vice President of Physician Services



Bernie Clement
Vice President of Information and Innovation

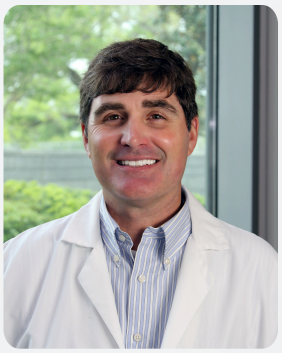
MEDICAL EXECUTIVE LEADERSHIP



Kevin Ghiardi
Vice President of Support Services



Danny Hoychick
In-house Corporate Attorney



Dr. Scott Hayel
Medical Chief of Staff



Dr. Gregory Maidoh
Medical Vice-Chief of Staff



Milestones & Patient-Centered Care

Award Winning Cardiovascular Care

Terrebonne General Health System and our long-standing partner, Cardiovascular Institute of the South (CIS) celebrated a landmark year in 2025. Reflecting both organizations' commitment to delivering exceptional care, they achieved the highest ranking from Healthgrades® and were recognized as:

- America's 100 Best Hospitals for Coronary Intervention
- The ONLY facilities in Louisiana to receive this distinction for expert cardiac care.



In addition to these top honors, together we received four Specialty Excellence Awards in cardiology, which put the organization:

- Among the top 5% of U.S. hospitals for Coronary Intervention.
- Rated with five stars for Coronary Interventional Procedures.
- Ranked in the Top 10% in the nation for Coronary Interventional Procedures for two years in a row.



Collectively, we also celebrated other milestones, including the:

- 1,000th Transcatheter Aortic Valve Replacement (TAVR) procedure.
- 1,000th Atrial Fibrillation (AFib) ablation procedure.



These accomplishments marked a significant advancement in cardiovascular care for the region, placing Terrebonne General and CIS among an elite group of upper echelon healthcare organizations nationwide that have reached this level of expertise, reinforcing our position as leaders in cardiovascular care and minimally invasive heart procedures.

Identifying Health Needs of Our Community

Community Health Needs Assessment (CHNA)

In fiscal year 2025, Terrebonne General completed its triennial Community Health Needs Assessment (CHNA) to gain a clearer, data-driven understanding of the health status, challenges, and priorities of its residents. The CHNA identified key community health priorities based on their severity, impact, and feasibility. Once the most important needs were identified, an Implementation Strategy Plan (ISP) was developed to address these needs. Over the next three years, we are deeply committed to increasing access to healthcare services, health education, and information that improve health outcomes and support the long-term well-being of Terrebonne Parish.

2026 CHNA NEEDS

Chronic Diseases	Health Promotion & Education	Access to Care
(Diabetes, High Blood Pressure/Hypertension, Heart Disease, Overweight/Obesity, and Cancer)	*(Healthy Foods, Physical Inactivity/Exercise, and Tobacco Use)*	*(Elder Care, Increase in Providers, and Increase Use of Telemedicine)*

THE IMPLEMENTATION STRATEGY PLAN (ISP):

GOAL

Improve access to provider-based and supportive services for increased utilization of healthcare services by residents.

ANTICIPATED IMPACT

Increase access to healthcare services for residents served by Terrebonne General.

STRATEGY

- Increase awareness and provide healthcare initiatives to reduce diabetes, high blood pressure/hypertension, heart disease, obesity, and cancer.

GOAL

Improve access to information in the community to reduce poor health outcomes and behaviors.

ANTICIPATED IMPACT

Increase health education and information to residents within the region.

STRATEGY

- Improve community knowledge and access to healthy food.
- Improve awareness and education to the community and benefits of physical activity and exercise.
- Ensure residents have a resource for smoking cessation and education about the ill effects of smoking.

GOAL

Improve awareness and access to medical services for our community residents.

ANTICIPATED IMPACT

Increased access to care and services across our service areas.

STRATEGY

- Increase the number of physicians.
- Ensure continuation of medical services with Ochsner Chabert Medical Center.
- Provide telehealth visits for patients.
- Provide education programs geared to the 60-plus population.



Partnering for a Healthier Community

Mobile CARE Clinic

In 2025, the Terrebonne General Mobile CARE Clinic was on the move to keep our community healthy, bringing essential healthcare services directly to underserved populations and expanding access to care for those who might otherwise go without treatment. This substantial initiative demonstrates Terrebonne General's continued investment in our community beyond the walls of the hospital, and in areas where health care is limited. The Mobile CARE Clinic:



- Is staffed with experienced healthcare professionals from the Terrebonne General Wellness for Life Department who provide:
  - Preventive care
  - Sick and well visits
  - Health promotion
  - Health education



- Offers free health and wellness services across the parish and in these remote and bayou areas:
  - Dulac
  - Dularge
  - Gibson
  - Schriever



2025 Mobile CARE Clinic Stats:

- **10 Screening Locations**
- **15 Screening Partners**
- **33 events attended**
- **200+ people screened**

The Mobile CARE Clinic is equipped to partner with local officials in the event of a natural disaster or an emergency.

YEAR-AT-A-GLANCE

A look back at Fiscal Year April 2025 - March 2026

Lab Tests	692,000
Outpatient Visits	159,000
Clinic Visits	140,000
Patients Served	98,600
ER Visits	40,000
Outpatient Surgeries	8,600
Inpatient Surgeries	2,300
Dedicated Team Members	1,900
Live Births	1,190
Patient Assistance & Community Impact	$18,500,000



Partnering for a Healthier Workplace

Corporate Wellness

In 2025, the Terrebonne General Wellness for Life team helped leading employers in our community control the rising cost of healthcare by improving their employees' overall health, by partnering with us to provide a corporate wellness program with screenings. Having a wellness program in place has helped these companies to reduce absenteeism, injury, and illness, which leads to a more productive workforce and a boost in morale.



Our Corporate Wellness screenings include the following:

- Health Risk Assessment
- Blood Pressure
- Body Composition Analysis
- Lipid Panel (Cholesterol, HDL, LDL, Triglycerides) & Glucose
- Consultation with a provider
- Immunizations as requested
- Additional labs and imaging as requested



2025 Corporate Wellness

- **1,582 people screened**
- **388 people referred to a physician with no Primary Care Provider**
- **Top 3 health issues:**
  - **Elevated BP (hypertension)**
  - **Elevated Glucose (pre-diabetes & diabetes)**
  - **Elevated Cholesterol (hyperlipidemia)**



Our program aims to create a healthier workforce and create a more productive workplace by giving businesses the tools they need to assist their employees lead a more productive, healthier life.



Partnering for a More Prosperous Community

Expanding Nursing and Allied Health Programs

Seeing the need for workforce development to meet the job demands of our health system and community, Terrebonne General Health System invested in expanding the Nursing and Allied Health Programs (N&AH) at Fletcher Technical Community College. The addition of this dedicated Nursing and Allied Health corridor at Fletcher centralized all existing N&AH programs into one location, enhancing collaboration and operational efficiency.



Terrebonne General's partnership enabled the Division of Nursing and Allied Health to increase its offerings by introducing new programs to better serve students and the healthcare arena in the Bayou Region. Healthcare programs offered are:

- **Cardiovascular Sonography**
- **Radiologic Technology**
- **Ophthalmic Assistant**
- **Pharmacy Technician**
- **Surgical Technology**
- **Respiratory Therapy**



Benefits from this expansion include students gaining access to state-of-the-art lab facilities and improved hands-on training, and creating opportunities to increase enrollment.

Through this partnership, students now have greater access to healthcare education and rewarding careers right here at home, while Terrebonne General helps build the workforce needed to meet the growing healthcare demands of our region. Together, Terrebonne General and Fletcher are investing in education and workforce development as an economic driver in our community's future to prepare the next generation of healthcare professionals who will carry forward a legacy of care for years to come.





Volunteer Time & Talent

Team Terrebonne is a volunteer group made up of Terrebonne General physicians, employees, and retirees who donate their most valuable resource, time and talent, to various organizations and causes to better our community. Volunteering allows us the opportunity to extend our quality care and service beyond the walls of the hospital and pay it forward to a community that has been so good to us.

Established in 2007.

- To Date:
  - Attended 553 events
  - Volunteered 28,386 volunteer hours





Team Terrebonne

Impact in 2025

- **80 events attended**
- **75 volunteers involved**
- **1,705 volunteer hours logged**

Team Terrebonne Mission Statement

Team Terrebonne is comprised of civic-minded employees, administrators, physicians, board members, and volunteers of Terrebonne General who are dedicated to improving the quality of life and promoting healthy lifestyles in our community. Team Terrebonne members seek to lead by example and to use their energies, talents, and compassion to make our area Louisiana's best place to live, work, and raise our families.



The Largest Resource of Healthcare Providers in the Region

450 medical providers | 42 various specialties | 1,800 employees

In 2025, our medical staff grew with the addition of **nine** physicians, **two** nurse practitioners, and a new specialty practice.

NEW PHYSICIANS



Dr. Michelle Huber
Emergency Medicine



Dr. Joshua LeBoeuf
Emergency Medicine



Dr. Kelly Maiche
Emergency Medicine



Dr. Comfort Takang
Hematology/Oncology



Dr. Alana Nichols
Pediatrics & Internal Medicine



Dr. Tiffany Eady
Neurology



Dr. Tyler Simons
Neurology



Dr. Barton Wax
Orthopedic Hand Surgery



Dr. Tyler Tewilliager
Orthopedic Foot & Ankle Surgery

NEW ADVANCED PRACTICE CLINICIANS



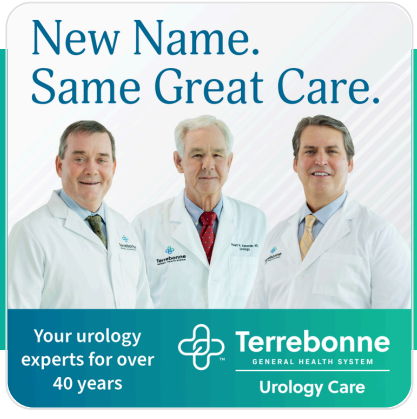
Erica Ordoyne, NP
Internal Medicine



Kate Baumann, NP
Internal Medicine

Expansion of Care

Houma Surgi-Center and Urology Clinic is now operating under a new name: **Terrebonne General Urology Care**. Led by experienced urologist Dr. Robert Alexander, Dr. Haden Lafaye, and Dr. Stephen Charbonnet, Terrebonne General Urology Care continues to provide trusted, high-quality urologic services to the community.



Awards

Our organization has been honored with many prestigious awards and accolades for quality, safety, and patient experience on the state, national, and international levels.

The Joint Commission

Healthgrades Awards

Leapfrog Safety Grade “A”
Spring & Fall Term

Women’s Choice Awards

BCBS Blue Distinction Awards

Care Chex Quality Award

Louisiana Birth Ready

CHIME
Most Wired Award



Nationally Recognized Healthcare

healthgrades.
PATIENT SAFETY EXCELLENCE AWARD
2025

Healthgrades Patient Safety Excellence Award

Patient safety is a top priority in our organization and this was substantiated in May when Terrebonne General Health System was recognized with the 2025 Patient Safety Excellence Award™ from Healthgrades.

This achievement ranks Terrebonne General in the top 10% of hospitals nationwide for patient safety and a clear commitment to:

- Safe, patient-centered care
- Excellent patient outcomes

Healthgrades evaluated risk-adjusted complication and mortality rates for approximately 4,500 hospitals nationwide. The annual study found that patients treated in Terrebonne General have a significantly lower chance of experiencing one of the four leading safety indicators than patients treated at non-recipient hospitals:

- In-hospital falls resulting in fracture (54% less likely)
- Collapsed lung due to a procedure or surgery in or around the chest (approximately 55% less likely)
- Pressure sores or bed sores acquired in the hospital (approximately 69% less likely)
- Catheter-related bloodstream infections acquired in the hospital (72% less likely)

These outcomes reflect Terrebonne General's consistent, exceptional care while preventing serious injuries, giving patients their best chance of a seamless recovery.



Improving Health and Wellness in Our Community

Healthy Lifestyles Center

Terrebonne General is building the future of health and wellness for our community! The expansive 145,000-square-foot Healthy Lifestyles Center (HLC) will significantly enhance our impact on overall improvement on health and wellness, as well as have a significant economic impact by creating the region's most advanced and progressive comprehensive wellness facility. Anticipated groundbreaking is Fall 2026. Specifically designed to meet the needs of individuals managing chronic conditions or other health concerns, the HLC will offer state-of-the-art health and fitness facilities, office and meeting space, and outdoor space for additional activities. Anticipated completion date is mid-year 2028, barring any unforeseen circumstances.

Patient Towers Construction

Terrebonne General began the demolition, expansion and renovation of the 107,000-square-foot modernized Patient Tower in November. This transformation project marks one of the largest projects in our history and represents a bold step toward the future of healthcare in our community.



The state-of-the-art tower, designed with our patients' experience and clinical efficiency in mind, will incorporate sustainable building practices and cutting-edge technology to support an innovative healthcare environment. Key features of the project include:

- 94 newly renovated private inpatient rooms, focused on safety, accessibility and comfort
- Modernized family waiting areas and support spaces
- Expanded high-tech care team stations for seamless care coordination between physicians and nurses
- Environmentally friendly design and energy-efficient systems



Improving Lives & Wellbeing

Creating Healthier Communities Through Generosity and Care

At The Foundation for Terrebonne General Health System, we believe that healthier communities are built through compassion, collaboration, and access to care. Together with our generous individual and corporate donors, and in partnership with Terrebonne General Health System's dedicated providers, nurses, healthcare professionals, staff, and volunteers, we are investing in programs and services that save lives, improve health outcomes, and strengthen the well-being of our region.



Over the past year, the Foundation:

- Invested more than **$200,000** in programs and services to improve health and quality of life.
- Impacted **5,000+** individuals across the region.
- Partnered with Terrebonne General to provide **83** health education and community events.
- Provided **800+** rides for patients' transportation to and from appointments

The Foundation for Terrebonne General also:

- Supported the **Mobile CARE Clinic**, expanding access to healthcare for underserved populations.
- Reached thousands of high school students through the **Sudden Impact Program**, promoting safe driving awareness.
- Launched a new **Children's Wellness Fair** to encourage healthy habits and provide family health resources.
- Offered education on **senior health, heart health, and vaping prevention** to help community members make informed health decisions.

These resources help ensure that individuals and families receive support when they need it most.

Foundation Board Members and Staff

The Terrebonne General Foundation board is made up of business leaders and community members who generously give their time and talent to ensure the future of Terrebonne General Health System.



Tiffany Adams
Chair



Mike Lewis
Vice Chair



Jay Walker
Secretary & Treasurer



Mary Bourg Chauvin
Member



John Fontenot
Member



Chad Haydel
Member



Dr. Richard “Dicky” Haydel
Member



Tony Herques
Member



Susan Ledet
Member



Tanner Magee
Member



Michael Meche
Member



Dr. Jeff Rau
Member



John Rogers
Member



Lucy Watkins
Member



Kenneth “Kenny” Wood
Member



Elmy Savoie
Executive Director



Your Support in Action for Cancer Care

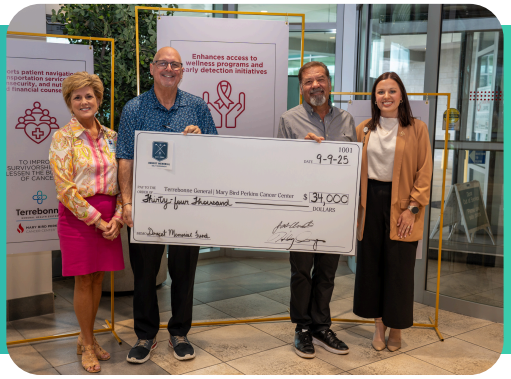
Our nationally accredited Cancer Center, Terrebonne General | Mary Bird Perkins Cancer Center, continues to excel and provide our community with compassionate, comprehensive cancer care through an expanded state-of-the-art facility and support services such as patient navigation, palliative care, clinical trials, and health and wellness programs.

- 2025 was highlighted with community education programs, screening events, and generous donations made by our donors, to further our mission of lessening the burden of cancer for our patients and their families.



Last year, The Cancer Center:

- **Raised over $277,100** to support our mission to improve survivorship and lessen the burden of cancer.
- **Provided 710 Free Cancer Screenings** through the Prevention on the Go program
- **Diagnosed 5 cancers** through the Prevention on the Go program









Our True Passion is Caring for our Patients

Every day, our dedicated team brings compassion, expertise, and a commitment to making a difference in the lives of those we serve. From a comforting smile to exceptional care, we are here to support our patients and their families every step of the way. Because caring is more than what we do—it's who we are. Last year, it was our pleasure to care for these incredible people who truly made a significant difference in our lives.



Kristie Callais credits her toy poodle, Mocha, with helping save her life after the puppy's persistent pawing prompted Kristie to perform a self-exam, revealing a breast lump. Diagnosed with invasive ductal carcinoma, Kristie underwent a biopsy, double mastectomy at Terrebonne General with Dr. Donald Schwab, Jr., and Dr. Jeffrey F. Rau, chemotherapy, and targeted therapies in less than a month from detection to surgery. Throughout her yearlong recovery, she found strength in the compassionate care of the Terrebonne General | Mary Bird Perkins Cancer Center team, her family, and the lifelong bonds she formed with her caregivers. Now cancer-free and back at work as a school secretary, Kristie remains grateful for the support that helped her through her journey—and makes sure Mocha gets plenty of treats.



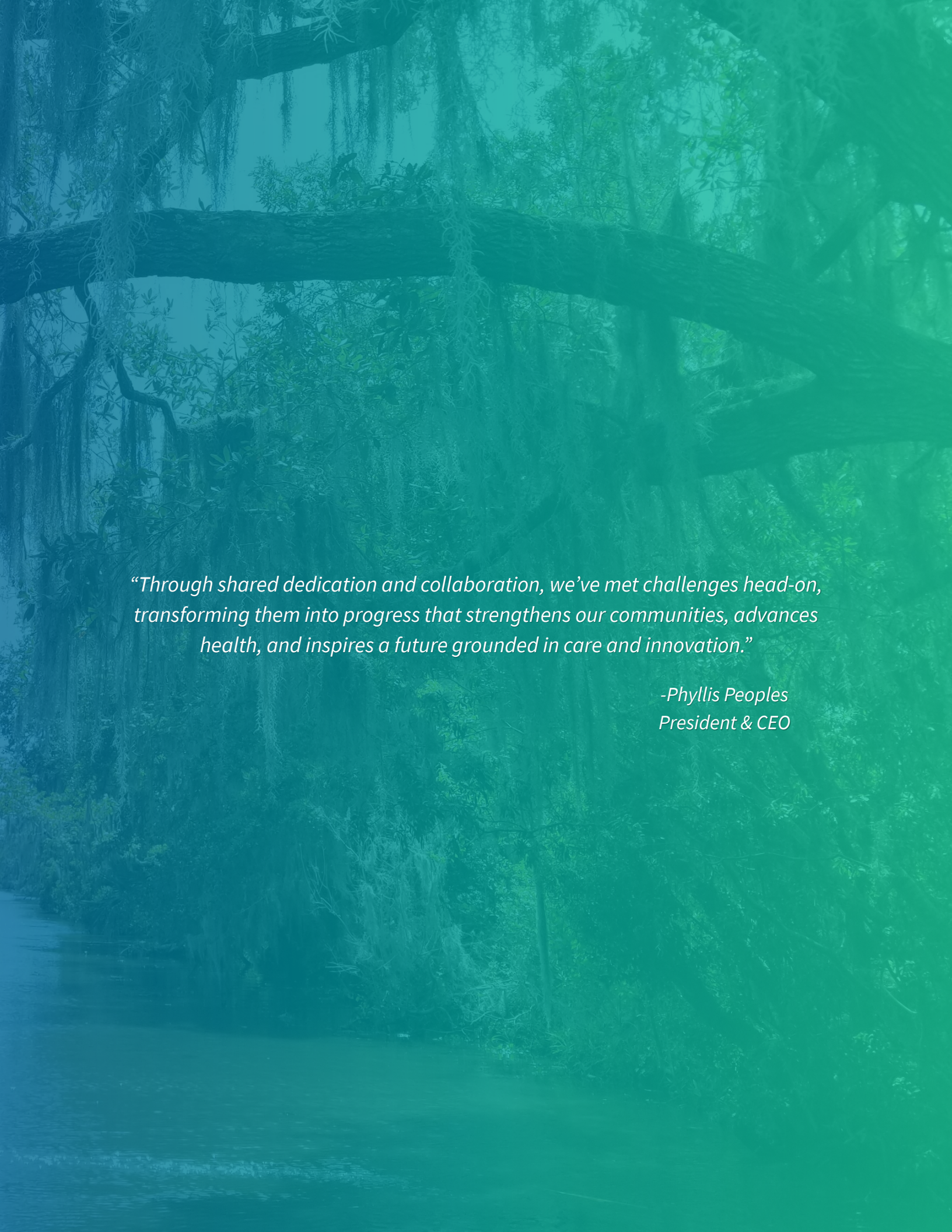
Domingo Rodriquez, Jr., faced declining health, high blood pressure, weight gain, and prediabetes before exploring bariatric surgery with Dr. Donald Schwab and his team. After undergoing surgery, Domingo experienced significant improvements in his health and quality of life, losing more than 100 pounds and no longer needing blood pressure medication. Now more active and enjoying life, he credits the support of his surgical team and his own commitment to lasting lifestyle changes. Inspired by his transformation, Domingo has referred five friends and family members to learn more about bariatric surgery, encouraging others to explore options for a healthier future.



For more than 35 years, **Claudette Dungan** and her husband owned and operated The Lunch Basket in downtown Houma before retiring in 2017 due to health challenges. Managing Type 2 diabetes, venous hypertension, and atrial fibrillation, Claudette developed a hard-to-heal venous ulcer that led her to the Terrebonne General Health System Wound & Hyperbaric Clinic. Inspired by the compassionate care her husband first received, Claudette entrusted her own healing to the clinic's dedicated team. "The entire team of nurses, doctors, and staff treated us like family," she shared. Today, after healing, Claudette feels like herself again—enjoying time with her four children, seven grandchildren, and six great-grandchildren, cooking, sharing stories, and embracing life's precious moments. After spending decades caring for her community, she is grateful to experience that same kindness in return.

To read more on our patient stories, visit tghealth.net.





“Through shared dedication and collaboration, we’ve met challenges head-on, transforming them into progress that strengthens our communities, advances health, and inspires a future grounded in care and innovation.”

-Phyllis Peoples
President & CEO

Terrebonne

GENERAL HEALTH SYSTEM

Discover more at

tghealthsystem.com