

St. Luke's Hospital

Annual Report

to the Community

2009



Welcome to the 2009 Annual Report to the Community

St. Luke's is dedicated to improving the health of the community. To us, that mission means so much more than just treating you when you are ill or injured. It also means helping you manage your health, educating you on the importance of prevention and providing the resources to help you stay healthy.

Over the past year, we have continued to expand our services, facilities and efforts to meet the needs of our community. For example, we opened a new Rehabilitation Hospital and expanded our state-of-the-art Cardiovascular/Neurosurgical/Surgical Intensive Care Unit. Taking our services beyond hospital walls, we launched St. Luke's Home Health Services and began offering in-home care to individuals as prescribed by their physicians. With a focus on prevention, we continued to grow our outreach and wellness programs.

We also received some impressive awards and recognition in 2009. For the third consecutive year, St. Luke's was recognized as one of America's 50 Best Hospitals™ by HealthGrades®. As proof of our strong commitment to women's health, St. Luke's received the 2009/2010 Women's Health Excellence Award from HealthGrades. In addition, we were the highest-ranking St. Louis-area hospital on Modern Healthcare's Best Places to Work list.

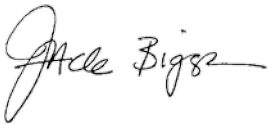
However, our growth and awards are only part of the story. Our success is really the story of the patients, community members and employees we touch each and every day. This year, we thought, "What better way to tell our story than through their experiences?"

As we reflect on the past year and look with great promise to the future, we remain firmly committed to our mission. We are proud and humbled by the opportunity to serve our community - in times of health and in times of need.

Sincerely,



Gary Olson
President and CEO



Jack Biggs
Chairman, Board of Directors



St. Luke's serves the greater St. Louis area as a premier regional healthcare provider.



Gary Olson
President and CEO

Jack Biggs
Chairman,
Board of Directors

Mission Statement

Faithful to our Episcopal-Presbyterian heritage, and its ministry of healing, St. Luke's Hospital is dedicated to improving the health of the community. Using talents and resources responsibly, our medical staff, employees and volunteers provide care for the whole person with compassion, professional excellence, and respect for each other and those we serve.

Core Values

Human Dignity

We accept and treat all persons as being created in the image of God.

Compassion

We respond with caring to the needs of others as if they were members of our family.

Justice

We honor each person's rights and responsibilities in light of the common good.

Excellence

We set and strive to attain high standards of performance and continuous improvement.

Stewardship

We use our talents and resources wisely, with honesty and integrity.

In Times of Good Health

Your health is not something you usually think about when you're healthy. But at St. Luke's we're always concerned about the health of our community.

It's not just a cliché; prevention is the best medicine. That's why St. Luke's not only focuses on the latest diagnostics and treatment for disease and illness, but also is equally committed to prevention, wellness and the job of keeping our community healthy. That has been part of our mission for over 100 years and remains a vital part of what we do.

Every year, St. Luke's invests considerable resources in programs, services and outreach efforts designed to keep you healthy – because we know it's the right thing to do.

Through our [Passport to Wellness Program](#), we partner with more than 100 area employers to bring important screenings and health-related information to work sites.

When St. Luke's committed to becoming a [Spirit of Women](#) hospital in 2008, we did so to join a national network of hospitals focused on elevating the standards of excellence in women's health as well as to expand our outreach to and education of women and their families. Through community events and inspiring programs, we make it easier for women to take action for better health. During the past year, thousands of women joined our Spirit of Women membership program, asking us to regularly share health education opportunities with them. And with our inaugural Day of Dance, a hallmark event for Spirit of Women, hundreds of community members danced and took action for better health.

Throughout the year, St. Luke's educates, entertains, trains and provides health screenings to thousands of people through its [Community Outreach](#) programming. From health talks, support groups and CPR classes to health screenings, fitness classes and kids programs, we support the health and wellness of our community. Many of these programs are offered for free.

Understanding the world is more virtual these days, we're also reaching out to those at possible risk for serious health diseases and conditions – including heart disease, diabetes and sleep disorders – through interactive Web technology. Our [HealthAware® Program](#) offers online risk assessments and personal follow-up with needed health screenings, free of charge. Over the past year, thousands of people took advantage of this preventive health opportunity. As a trusted health resource in our community, we also offer a wealth of consumer health information, interactive tools and wellness guides on the St. Luke's Web site.

We know that education and motivation are important first steps to healthy attitudes and behaviors. The [St. Luke's Speakers Bureau](#) provides healthcare professionals to speak to parents, civic and professional organizations, church groups and schools as a complimentary service. We continue to build the program every year.



Spirit of Women events such as St. Luke's Day of Dance are designed to motivate women and their families to take action for their health.



Mike Dobich
HeartAware Program participant

Mike worries about heart disease – and with good reason. His mother has been treated for plaque buildup in her arteries. His uncle died in his 40s from a heart attack. When Mike hit his 40s, he wondered whether he should be doing something more. So when he heard about St. Luke’s Hospital’s HeartAware online risk assessment, he decided to take it.

The results indicated he was indeed at risk for heart disease, so a St. Luke’s nurse health educator followed up with Mike to invite him in for a free in-person consultation and more detailed screenings.

“Heart disease is in my family, so I figured why wait,” says Mike. Not only did he get important health checks of his blood pressure, cholesterol, blood sugar and body mass index, but he really appreciated the opportunity to talk one-on-one with a nurse about his health and the steps he could take to reduce his risks. She suggested ways to improve his diet and recommended he talk with his doctor about medication to lower his blood pressure.

“It gave me the nudge I needed,” says Mike. Today he takes blood pressure medicine and a baby aspirin daily. “I’m very happy it’s worked for me,” adds Mike, who has been successful in lowering his blood pressure. He and his wife also signed up for a healthy eating class at St. Luke’s.

“The HeartAware program is really what inspired me to do something,” admits Mike. “It’s a great service.”

In Times of Need

Every day St. Luke's touches the lives of people at the hospital, Urgent Care Centers and other off-site facilities. We believe that healthcare is personal and that each person's experience should reflect that.

We care for patients in times of medical need and provide support for them and their families during what are often emotional times too. From birth through every stage of life, we're here for the community.

Maternity Services

Our commitment begins with helping get babies get off to the best start in life. One way we do this is through an innovative prenatal program offered free to expectant mothers. The Your Special Nurse Program connects women with their own nurse navigator early in pregnancy. Through a personal connection with a nurse, expectant mothers can take advantage of one-on-one consultations and resources to help guide their pregnancies and fully prepare them for childbirth.

For those newborns who arrive early or need extra medical attention, St. Luke's Level II Neonatal Special Care Nursery provides that intensive care. Premature infants, including those delivered as early as 30 weeks, and babies with other special needs are cared for by a team of neonatal specialists.

Emergency Care

Emergencies are an inevitable part of life. St. Luke's Emergency Department provides emergency care for both adult and pediatric patients 24 hours a day. Patients benefit from care provided by a team of experienced, compassionate physicians and nurses on staff who specialize in emergency medicine.

Urgent Care Centers

St. Luke's Urgent Care Centers are a quality, convenient option when you don't need the ER but you need medical care immediately. Our five hospital-owned centers meet state and national patient care standards and serve families across the St. Louis area for treatment of minor

illnesses and injuries. They offer access to board-certified physicians, nurse practitioners, registered nurses and on-site X-ray and lab services. Because illness and injury can happen anytime, extended hours seven days a week and special holiday hours mean we're available when needed.

Pediatric Care Center

Every child deserves access to quality healthcare. That's why we provide care for medically underserved and underinsured children in the St. Louis region through the St. Luke's Pediatric Care Center in North St. Louis County. For the past 60 years, the Pediatric Care Center has provided families with access to a primary care physician and the preventive care and treatment they need. In response to a growing demand for this type of care, St. Luke's added additional physician coverage to the clinic in 2007, enabling us to serve more children each year. There were nearly 6,100 visits to the clinic in 2009, our busiest year yet.



Board-certified physicians provide treatment at St. Luke's five Urgent Care Centers.



*Karri Henry
Mother of Special Care Nursery
patient Will*

Ten weeks before Karri's due date, a routine prenatal visit revealed that her blood pressure was surprisingly high. Additional tests revealed the classic symptoms of HELLP syndrome, a dangerous pregnancy complication that can cause liver damage and other serious health risks for mother and baby. Since the main treatment is to deliver the baby as soon as possible, even if premature, Karri was admitted to the hospital. Her baby would have to be delivered early and would likely need intensive care in St. Luke's Level II Special Care Nursery.

Baby Will was delivered eight weeks early, weighing only 3 pounds, 5 ounces. He was relatively healthy but needed special care. Severe reflux made breastfeeding and bottle-feeding impossible. In the Special Care Nursery he was able to receive tube feedings and be closely monitored around the clock by neonatal specialists.

"The neonatologist visited Will every day and came to talk with me about what was going on, what to expect and where Will needed to be before he could go home," says Karri. "The nurses were great too. They were very good at explaining everything."

After five weeks in the Special Care Nursery, Will was able to finally go home and, months later he is doing great. He and Karri have since been back to visit the Special Care Nursery staff. "We formed a real friendship with a lot of them," Karri says.

In Times of Need

Cardiac Care

Understanding the toll heart disease takes on individuals and our community, the Robert Paine, MD Heart Institute at St. Luke's offers state-of-the-art diagnostic, interventional and surgical cardiac care; electrophysiology; and heart disease prevention and rehabilitation programs. Community outreach efforts throughout the year, including Healthy Heart Screenings, online risk assessments, fitness classes and special events, provide us with opportunities to educate people on heart disease risks and the importance of healthy lifestyles.

Congestive Heart Failure

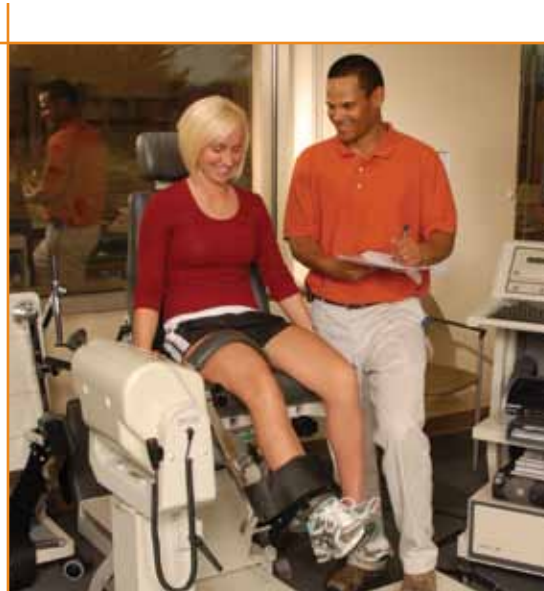
When it comes to heart disease, congestive heart failure is a complicated, multi-system disease process that can be life-threatening. In response, St. Luke's Heart Failure Management Program is a referral-based outpatient service, designed specifically to improve functional status and quality of life for people living with heart failure. The center's free program, only a fraction of which is covered or reimbursed by health insurance, focuses on early intervention and education so that physicians and patients can be partners in the successful management of this disease. In 2009, the program served 252 people, devoting 9,000 staff hours to help this vulnerable patient population.

Surrey Place

Surrey Place celebrated 20 years of care to the community in 2009. The 120-bed skilled nursing and assisted living facility offers 20 residential care private rooms, assisted living, skilled nursing, long-term care, short-term rehabilitation, Alzheimer's/dementia care, therapy services and pastoral care.

Therapy Services

Promoting health and preventing physical disability are the focus of St. Luke's Therapy Services. Physical, occupational and speech therapists; athletic trainers; cardiac rehabilitation nurses; and exercise physiologists help improve and restore function and quality of life for those affected by disease, injury or pain. St. Luke's Therapy Services are provided in four convenient locations throughout the community.



Patients benefit from the full range of therapy professionals and specialty programs available through St. Luke's Therapy Services.



Tom Reilly
Congestive heart failure patient

Tom runs his own business, travels often as a professional speaker and has written more than a dozen books. He also is a husband, father and grandfather who finds time to exercise every day, ride his motorcycle and golf.

You would never know that Tom lives with congestive heart failure. And that's the point of St. Luke's Heart Failure Management Program.

This service helps people like Tom manage and slow down the progression of the disease. It connects patients, their physicians and a team of case managers and nurses and allows them to work together to develop an individualized plan of care that includes cardiac diagnostic testing, management of the patient's medication, laboratory monitoring, education, counseling and systematic telephone follow-up.

Shortly after he was diagnosed with heart failure eight years ago, Tom was hospitalized four times. Today his heart function has improved and he is virtually symptom-free. He largely credits his doctors and the nurses of the Heart Failure Management Program.

"The program's nurses and case managers have been such a critical link in the management of this disease. I can call them 24 hours a day, and within 15 minutes, they will call me back. They are my safety net," says Tom. "Throughout all this, I have learned that a disease is not a death sentence."

In Times of Need

The Brain and Spine Center

St. Luke's is committed to finding the best ways to deliver care. The Orthwein Brain and Spine Center is the first of its kind in the region and provides surgical and nonsurgical treatment options for various neurological diseases and injuries to the nervous system. Patients benefit from a multidisciplinary approach to care. Collaboration among specialists in neurosurgery, neurology, physical medicine and rehabilitation, physical therapy and pain management results in the most advanced treatments available based on each patient's individual needs.

The Center for Cancer Care

St. Luke's offers comprehensive inpatient and outpatient services, educational information and emotional support for the prevention, diagnosis and treatment of cancer. Services include radiation and medical oncology treatments, as well as a full spectrum of surgical interventions, such as management of breast cancer through our Breast Care Center. Through the Cancer Resource Center, St. Luke's helps support patients and their families with access to accurate and current information on early detection, screenings, coping techniques, support groups and community resources.

Orthopedic and Total Joint Center

St. Luke's Orthopedic and Total Joint Center provides a comprehensive and multidisciplinary approach for treating patients with total joint replacements, repair of hip fractures and upper- and lower-extremity fractures, arthroscopic shoulder and knee surgery and treatment for hand, foot and ankle injuries and conditions.

Osteoporosis Center

Recognizing that osteoporosis is a significant health threat for millions of Americans, The Osteoporosis Center at St. Luke's Hospital focuses on the diagnosis and treatment of osteoporosis. Through the latest diagnostic technology and personal consultation with the Center's specialists, patients can address problems and decrease their risk of suffering a fracture.



The first of its kind in the region, the Brain and Spine Center provides a multidisciplinary approach to treating neurological diseases and injuries to the nervous system.



*Jimmie Combs
Cancer survivor*

While shaving one morning, Jimmie found a lump on the side of his neck. Within two weeks, he was diagnosed with cancer of the tonsil and had two surgeries. Jimmie never smoked and doesn't drink, so the diagnosis came as a total surprise.

"The first thing I thought – like everyone else does – is that I'm going to die," says Jimmie. "Of course that's not true." But dealing with a cancer diagnosis and the treatment wasn't easy. Jimmie found help through St. Luke's Cancer Resource Center, which is staffed full time by oncology nurse Mary Ellen Bruenderman and helps support patients diagnosed with cancer and their families.

"I don't know how we would have made it without Mary Ellen," says Jimmie. "She helped with everything. We had her on speed dial." She helped him understand what to expect with treatment and how to cope, down to the details about how he'd feel at each stage. And she connected him to free resources. As part of his treatment, Jimmie had to undergo extensive radiation. It caused such bad blisters in his mouth that it was impossible to eat, so he had to have a feeding tube for a few weeks.

"My wife and I found out that even though we had health insurance, it didn't cover everything," says Jimmie. Nutritional supplements for his tube feedings, for example, were not covered, but the Cancer Resource Center helped connect him with a resource to get them for free.

"I hate that it had to happen, but having cancer really put things into perspective," says Jimmie. For one thing, Saturday is now "date day" for Jimmie and his wife, who make a point of spending every Saturday together.

Support Services

Because we know health is more than just your physical health and more than just medical care, St. Luke's invests significant resources in key support services – services that are here to care for the minds, bodies and spirits of our patients, their families and our community.

Pastoral Care

When illness enters our lives, we tend to feel cut off from our usual support systems, religious practices and spiritual roots. Central to St. Luke's Episcopal-Presbyterian heritage, the Pastoral Care Department works with the healthcare team to provide holistic care for patients, their families, visitors, physicians and employees of all faiths. Chaplains are available at all times for visits and support. St. Luke's also has a robust Clinical Pastoral Education program. This theological and professional education program offers ministry students of various faith traditions the opportunity to respond to the spiritual needs of St. Luke's patients and staff while providing learning opportunities to enhance the quality of their pastoral care delivery.

Physician Referral Service

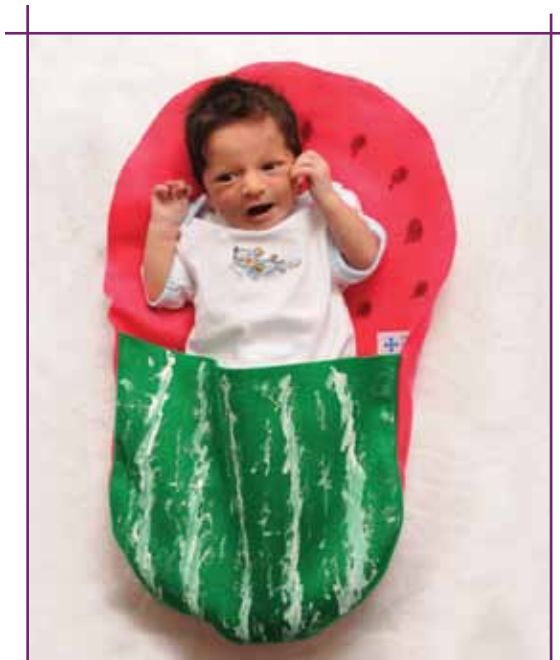
Access to physicians and specialty care is essential – in times of good health and in times of need. St. Luke's connects patients with nearly 1,000 physicians in over 60 specialties through its Physician Referral Service, which is available by phone at 314-205-6060 and through the St. Luke's Web site. Staffed by registered nurses, Physician Referral specializes in connecting patients with physicians based on location, insurance type and other patient preferences.

Social Services

Social Services staff are an integral part of a patient's healthcare team at St. Luke's. Licensed social workers and case managers provide important services to meet the social and medical needs of patients and their families. They help assess needs, serve as advocates for patients and families, and connect patients to available resources in the hospital and community.

Volunteer Services

Volunteers also serve an important role at St. Luke's. The thousands of hours they collectively donate each year and the important functions they perform truly help extend our care and mission throughout the hospital and into the community. The Auxiliary of St. Luke's annually supports the hospital through fundraising, community service projects and social events. Money raised through its efforts is a valuable source of funding for new projects and programs that benefit patients and their families, staff and the community.



On holidays and other special occasions, newborns are bundled in themed baby buntings made by St. Luke's volunteers.



Gussie Freese
Volunteer

A new baby is a precious bundle any time of year. But thanks to St. Luke's volunteers, newborns at St. Luke's get to celebrate holidays in style. Longtime volunteer Gussie, with help from other volunteers, designs and makes themed baby buntings as a special keepsake and photo opportunity for babies born around holidays and other special occasions.

Hundreds of other volunteers like Gussie are an important part of the St. Luke's community. The many hours and efforts they donate each year help support and enhance the hospital's mission.

"It's a lot of fun," says Gussie. "It's a good feeling what you do for others." A neighbor first introduced her to the idea of volunteering at St. Luke's. Now she not only volunteers anywhere from eight to 30 hours a week but also is a member of the Auxiliary Board and chaired the Auxiliary's Ways and Means Committee for four years.

"You can walk down the hall of the hospital in your street clothes and blend in," says Gussie. "But you walk down in your volunteer smock, and everyone notices you and smiles."

Employees Giving Back

Our employees have specific job roles at St. Luke's. But they also understand they are part of a larger community. Year after year, St. Luke's employees generously give their time, money and resources to support important efforts in our community. In many cases, employees reached deeper into their own pockets to help those less fortunate in 2009.

Through the St. Luke's Mission Outreach Committee, employees collect and donate food, school supplies and clothing throughout the year. In 2009 St. Luke's employees:

- donated 1,100 pounds of food to Operation Food Search, which collects and distributes the food to area food pantries in need of restocking;
- collected thousands of school supplies for distribution to families of the St. Luke's Pediatric Care Center; and
- donated hundreds of winter clothing items, including coats, blankets, gloves, hats and scarves, for those in need through the St. Luke's Pediatric Care Center and Isaiah 58 Ministries.

Just some of the other ways St. Luke's employees gave back to the community last year:

- Contributed \$102,000 to the United Way campaign
- Raised more than \$31,000 for the American Heart Walk
- Participated in dozens of walks and charitable events throughout the year

Our employees also reach out to help and support one another through efforts such as the Employee Crisis Fund. Through employee contributions, the fund provides financial assistance to help employees who have experienced a loss of income due to illness, accident, death or natural disaster.



Employees generously give back to the community through food drives and other efforts.



*Renita Heinz
Director of Pastoral Care and
Chair, Mission Outreach Committee*

A warm coat, a backpack for school, food to put on the table. These are things that most of us often take for granted. But for many in our community, the basics aren't always easy to come by. St. Luke's employees understand that.

"We have the privilege of caring for and giving back to people in the greater St. Louis area," says Renita, St. Luke's director of Pastoral Care, who also chairs the hospital's Mission Outreach Committee. Through employee participation, the Committee extends the hospital's mission to improve the health of the community. "Employees take that role very seriously," says Renita.

The Mission Outreach Committee's annual School Supplies Drive is just one example. Every year, employees collect and donate thousands of school supplies – from paper and pencils to backpacks and calculators – to benefit the families served at the St. Luke's Pediatric Care Center, families who may otherwise have to send their children to school without basic supplies.

Mary Ann Gaston, manager of the Pediatric Care Center, gets to see firsthand what the employees' generosity means. "Every year parents call us, asking if we'll be giving out school supplies again. Especially in these tough economic times, they are very thankful and the kids are just delighted," says Mary Ann. "I don't think the employees realize the true impact they make."

Recognition and Quality

Quality is everyone's business at St. Luke's Hospital. From the physicians, nurses, clinicians and every employee to our patients and their families, everyone plays a role in making sure that care is provided in the safest environment possible and that safe patient care processes are followed.

Over the past several years there has been an increasing emphasis on transparency in healthcare organizations to share information and data. St. Luke's fully cooperates in these efforts since we believe all people should have access to information that helps them make informed decisions about their healthcare. We are proud of the numerous awards and honors we receive but never rest on our laurels. We continuously strive to improve our quality, care and service.

Women's Health Excellence Award

St. Luke's was recognized with the 2009/2010 Women's Health Excellence Award™ by HealthGrades®, a leading independent healthcare ratings organization. It rates St. Luke's Hospital among the top 5 percent of all hospitals nationwide for providing quality healthcare to women.

St. Luke's is the only Missouri hospital to receive the award, which is based on a study of outcomes in female Medicare patients across 16 common procedures and conditions, such as heart care, vascular surgery, stroke care, respiratory services, orthopedic surgery and spine surgery.

One of America's 50 Best Hospitals

St. Luke's Hospital also was recognized in 2009 – for the third consecutive year – as one of America's 50 Best Hospitals™ by HealthGrades®. St. Luke's Hospital was the only healthcare facility in Missouri to be named one of America's 50 Best Hospitals – ranking among the top 1 percent in the nation based on superior clinical quality over a nine-year time period.

Best in Missouri for Pulmonary Services; Five-Star Ratings in Several Specialties

The 11th Annual HealthGrades® Hospital Quality in America Study (2009 report) also ranked St. Luke's Hospital among the top performers in a number of clinical specialties. This is the second year in a row that St. Luke's is rated best in Missouri for pulmonary services. St. Luke's also received five-star ratings for treatment of pneumonia, treatment of chronic obstructive pulmonary disease (COPD), back and neck surgery with spinal fusion, treatment of sepsis, treatment of pulmonary embolism, gastrointestinal surgeries and procedures, treatment of gastrointestinal bleed and treatment of bowel obstruction.

Best Places to Work in Healthcare

As the largest employer in Chesterfield and an employer of individuals from across the greater St. Louis area, St. Luke's strives to provide an excellent workplace. As evidence of that, St. Luke's Hospital ranked 22nd on Modern Healthcare's inaugural 100 Best Places to Work in Healthcare list in 2008, making it the highest-ranking hospital in St. Louis. The award recognizes workplaces in healthcare that enable employees to perform at their optimum level to provide patients and customers with the best possible care and services.



Administration, physicians, staff and volunteers are proud of St. Luke's nationally recognized quality.



*Lisa Donnelly, RN
St. Luke's Quality Assessment Analyst*

As a quality assessment analyst at St. Luke's, Lisa cares a lot about the quality of care patients receive. She's not alone.

"Quality healthcare is dependent on good teamwork. Healthcare providers must communicate and work together and always focus on ways to continually improve," explains Lisa. "This is central to everything we do and a high priority for all of us at St. Luke's."

That's the reason behind St. Luke's ongoing quality efforts, which often involve multidisciplinary teams working together – teams such as the Heart Attack Team, which focuses on expediting diagnosis and treatment for patients with heart attack symptoms; or the Environment of Care Team, which continuously works to ensure a safe environment for all patients; or the Patient Satisfaction Team, whose efforts are committed to improving the overall healthcare experience to meet – and even exceed – our patients' expectations.

"Patients and their family members also have a vital role in making their care safe by becoming active, involved and informed participants of the healthcare team," says Lisa.

Expanding Our Services

Rehabilitation Hospital

St. Luke's Rehabilitation Hospital opened in November 2008, enhancing St. Luke's continuum of quality patient care and helping meet the growing need for intensive inpatient rehabilitation services in the community. A joint venture between St. Luke's Hospital and RehabCare Group, Inc., the 35-bed, nearly 30,000-square-foot facility offers the space and accommodations to meet the complex needs of today's rehabilitation patient. Individuals recovering from severe illnesses and injuries, such as stroke, traumatic brain injury, neurological disorders, amputation, spinal cord injury and other debilitating conditions, are able to recover and relearn skills necessary to return to home and family at a higher level of independence.

St. Luke's Home Health Services

In 2009, St. Luke's also expanded its breadth of services to bring quality healthcare to the doorsteps of those who need it. St. Luke's Home Health Services launched in June and provides care to adult patients in the comfort of their homes when a physician orders home health services as a medically necessary part of their recovery. A full range of nursing, therapy, social work and aide services is available to adult patients in St. Louis City and County, and in St. Charles and Jefferson Counties.

JCC Partnership

A new partnership between St. Luke's Hospital and the St. Louis Jewish Community Center (JCC) was also forged in 2009, helping advance our mission to improve the health of the community by serving patients beyond the hospital campus. In 2009, the JCC opened its new 95,000-square-foot Stenberg Family Complex in Creve Coeur, which includes St. Luke's physical therapy and nutrition counseling services for JCC members and the public.

Executive Health Program

In 2009, St. Luke's also launched an Executive Health Program, providing a local alternative to those corporate executives and professionals accustomed to traveling across the country for a comprehensive and streamlined health and wellness program. The program provides a full-spectrum of clinical evaluations and customized examinations, all coordinated with concierge service during a one-day visit.

Cardiovascular/Neurosurgical/Surgical ICU

Dedicated to offering the best possible treatment options in state-of-the-art facilities, St. Luke's opened an expanded 22,000-square-foot Cardiovascular/Neurosurgical/Surgical Intensive Care Unit in October 2008. The dedicated space offers treatment to cardiac, neurosurgical, vascular and other post-operative patients requiring specialized intensive care services.

Desloge Outpatient Center - Expanded Services

The opening of the Mr. and Mrs. Theodore P. Desloge, Jr. Outpatient Center directly across from the hospital in March 2008 was designed to consolidate many outpatient services for the convenience of our patients. It brought together outpatient radiology, imaging, cardiology, vascular, lab, therapy and cardiac rehabilitation services. In 2009, new physician offices also were added, including internal medicine, orthopedic and cardiology specialists as well as The Osteoporosis Center.



To meet patient needs for cutting-edge care, St. Luke's opened an expanded Cardiovascular/Neurosurgical/Surgical Intensive Care Unit.



*Kathy Christian
St. Luke's Rehabilitation Hospital patient*

Kathy lives independently in her own home. But when she was hospitalized after a serious fall and her doctors determined she was too weak to go home, St. Luke's Rehabilitation Hospital gave her a chance to regain the strength she needed to return to independent living.

While at the rehabilitation hospital, Kathy received intensive physical and occupational therapy to help build her strength and mobility. But equally important to her, Kathy says, "I got my self-worth back. The nurses, doctors, therapists and aides were so nice to me when I was there. They made me feel like I was doing them a favor instead of them doing me a favor."

When she was finally ready to return home, Kathy left a note on her hospital room nightstand, thanking the staff. And she took a photo of her care team that she downloaded to her computer.

"The people there are the greatest," adds Kathy. "They make you feel like one of them."

Giving Today Enhances Tomorrow

Philanthropic giving from grateful patients, board members, physicians, employees, community leaders and corporations to St. Luke's Hospital also helps support our mission to improve the health of the community. St. Luke's bright future is built on the vision to grow more extraordinary healthcare programs and services for our patients and their families.

Despite the economic downturn in fiscal year 2009, St. Luke's received nearly \$2.5 million in charitable giving. Campaign gifts included over \$1,794,000 from unrestricted and estate gifts as well as more than \$670,000 in restricted funds.

The Impact of Giving

The Advancing Excellence with Exceptional Care Campaign which began in 2006 continues with cumulative gifts totaling more than \$21 million to date, toward a \$30 million goal. Facility developments and improvements, technology acquisition, quality enhancements and physician training and recruitment remain top priorities.

The Campaign supports projects of the Robert Paine, MD Heart Institute, the William R. and Laura Rand Orthwein, Jr. Brain and Spine Center, the Center for Cancer Care, the newly constructed Cardiovascular/Neurosurgical/Surgical ICU and the Mr. and Mrs. Theodore P. Desloge, Jr. Outpatient Center.

The Friends of St. Luke's Achieves Annual Goal

This year marks a milestone achievement for the Friends of St. Luke's. Record annual giving results totaled \$300,000, including generous gifts from more than 150 St. Luke's Society donors (\$1,000+ annual donors). In addition, nearly 200 individuals made gifts in appreciation of their physicians at St. Luke's Hospital. The new Honor Your Physician Program offers patients a way to recognize their physicians' continuing commitment to advancing excellence for all patients and their families.



Philanthropic support enables St. Luke's to expand and enhance its services through new facilities such as the Mr. and Mrs. Theodore P. Desloge, Jr. Outpatient Center.



*Philip (Flip) B. Cady, Jr.
President, Friends of St. Luke's*

The Friends of St. Luke's is a vital source of support for the hospital and, in turn, for the community. The annual giving program provides a tangible means for individuals to contribute to improving the quality and accessibility of healthcare and education in the community.

Flip Cady sees it as a way of giving back. His youngest child was born at St. Luke's; his father, brother and he all had surgery at St. Luke's; and his mother and father were both hospitalized at St. Luke's before passing away from cancer. In those experiences, Flip and his siblings were impressed by everyone at the hospital, from the person who cleaned the room to the surgeons.

So when a friend introduced him to the Friends of St. Luke's, Flip was happy to get involved. He started by helping solicit funds. In July 2009, he agreed to step into the position of president.

"I have a soft spot in my heart for development," says Flip. "My parents were charitable people, and I'd like to think I am following in their footsteps and giving back. The Friends of St. Luke's spreads the positive things that St. Luke's has accomplished over the years, and donors know that they're giving to an exceptional healthcare facility. With their help, we can continue to provide that exceptional care."

Stewardship

Operating Results

St. Luke's gain from operations for the fiscal year that ended June 30, 2009, was \$9,811,000, representing an operating margin of 2.4 percent. Based on the hospital activity shown to the right, total operating revenue grew to \$402 million, a 7.1 percent increase over the prior fiscal year. St. Luke's spends approximately 60 percent of each dollar collected on salaries and benefits for its healthcare workers. Strong financial results provide for the following:

- Recruitment and retention of quality staff
- Growth and expansion of services
- Investment in strategic capital expenditures and new technology
- Retirement of long-term debt
- Flexibility in the face of healthcare reform and economic uncertainty

Community Benefit

As a nonprofit organization, St. Luke's Hospital is committed to its mission of improving the health of the community. St. Luke's provides care to all patients regardless of their ability to pay. In fiscal year 2009, St. Luke's provided more than \$15.2 million in charity care to the community.

In response to identified needs, St. Luke's also benefits the community through:

- Training opportunities for health professionals in nursing and other health specialties
- A graduate medical education program for interns and residents in internal medicine
- A fully accredited chaplaincy program
- Health education and screenings for individuals and corporations
- A pediatric care center providing healthcare to children in North St. Louis City and County

Utilization Summary	Fiscal Year 2008	Fiscal Year 2009
Admissions and Observation Days	22,497	22,338
Average Length of Stay (days)	4.6	4.6
Average Daily Census	234	224
Surgeries	17,932	17,512
Births	2,128	2,063
Outpatient Registrations	176,688	186,037
Emergency Department Visits	31,528	31,020
Urgent Care Center Visits	85,007	82,903
Surrey Place Average Residents Per Day	131	124

Leadership

Board of Directors

John (Jack) B. Biggs, Jr., Chairman of the Board
Ned O. Lemkemeier, Vice Chairman
James G. Forsyth, III, Treasurer
Annie Schlafly, Secretary
Gary Olson, President and CEO,
Assistant Secretary
Brian Spillers, Executive Vice President, Finance,
Assistant Secretary
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Jerrie House Plegge
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The Rt. Rev. G. Wayne Smith
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Senior Staff

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President & Chief Executive Officer
Brian Spillers
Executive Vice President – Finance
Gail Wagner
Senior Vice President – Patient Services
Jan Hess
Vice President
Brenda Kelly
Vice President
Don Miller
Vice President
Janette Taaffe
Vice President – Human Resources
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Chief Information Officer
Maged Haikal, M.D.
Robert Y. Kanterman, M.D.
David Krajcovic, M.D.
Paul Mennes, M.D.
Carlton Pearse, M.D.

Chiefs of Service

Mohammad Bashiti, M.D.
Chief, Department of Anesthesiology
David Butler, M.D.
Chief, Department of Radiation Oncology
Robert Y. Kanterman, M.D.
Chief, Department of Radiology
David Krajcovic, M.D.
Chief, Department of Surgery
Horacio Maluf, M.D.
Chief, Department of Pathology
Paul Mennes, M.D.
Chief, Department of Medicine
Carlton Pearse, M.D.
Chief, Department of OB/GYN
Janet Ruzycski, M.D.
Chief, Department of Pediatrics



Holly Cunningham, pictured on the cover with her husband, Guy, and daughters, Isabel and Genevieve (born at St. Luke's seven years ago), is a member of St. Luke's Spirit of Women. She joined to help take action for her family's health, meet other businesswomen focused on the well-being of women, and encourage her employees at Hollyberry Baking and Catering Company to take advantage of the many opportunities Spirit of Women offers.



Our specialty is you.

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