2011 ANNUAL REPORT TO THE COMMUNITY

Nationally recognized for excellence.
Dedicated to serving the community.

St. Luke’s HOSPITAL
Our specialty is you.
In touch with the community

St. Luke’s Surrey Place

Emergency Department medical staff

St. Luke’s Hospital campus

Cardiologist Andrea Moyer, MD with a patient

Mr. & Mrs. Theodore P. Desloge, Jr. Outpatient Center
Dear Friends,

Throughout the year, we are fortunate to receive many letters from our community – typed letters, handwritten notes, cards and emails from patients, family members, donors and community partners. Whether they share an experience, comment on the care, acknowledge a doctor or nurse or pass along suggestions, these letters are a great reminder of the very personal side of health care and our incredible connection to the community.

Inspired by these letters, we chose to share some in this report while also sharing a summary of our most notable accomplishments, how we have grown this past year, and why we remain committed to improving the quality of life for patients and the community.

We are proud to say St. Luke's continued to grow and thrive this past year, despite the challenging economy. • We received numerous clinical quality awards, reflecting our commitment to excellent patient care. • Our reputation among physicians and as a great place to work helped us recruit exceptional physicians and employees. • We continued to add new facilities and locations, bringing health care out to where our community is to make it more convenient and accessible. • Focusing on efficiencies and finding cost-effective ways to operate, we increased our operating margin. • As we have proudly done since the hospital's inception 145 years ago, we also invested significant dollars and resources back into the community through charity care and community benefit efforts.

More than ever, we are committed to keeping in touch with our community and finding ways to meet the healthcare needs. We hope you will reach out to us when you need care, or even just to drop us a note. We would love to hear from you.

Sincerely,

Gary Olson
President and CEO

Ned O. Lemkemeier
Chairman, Board of Directors
Honors

145 Years
This year, St. Luke’s celebrated 145 years of service to the community. Faithful to the same Episcopal-Presbyterian heritage and ministry of healing on which St. Luke’s was founded in 1866, St. Luke’s still remains dedicated to improving the health of the community.

An America’s 50 Best Hospital™
St. Luke’s Hospital was recognized for the fifth year in a row as one of America’s 50 Best Hospitals by HealthGrades®, an independent healthcare ratings company. 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.

Hospital Quality
In the 13th Annual HealthGrades Hospital Quality in America study, St. Luke’s Hospital achieved top honors in multiple specialties:
- #1 in Missouri for: Cardiac Services, Critical Care, Gastrointestinal Services and Pulmonary Services
- Best in St. Louis for: Cardiac Surgery
- Five-Star Rated for: Heart Attack Treatment, Joint Replacement, Stroke Treatment, Total Knee Replacement

Top Performer
St. Luke’s Hospital has been named a top performer for providing high quality, safe and cost-effective patient care in the second year of a voluntary three-year nationwide hospital performance improvement initiative called QUEST, developed in partnership with Premier and the Institute for Healthcare Improvement.

Excellence in Women’s Health
In 2011, St. Luke’s received the Women’s Health Excellence Award™ for the third consecutive year from HealthGrades, rating among the top 5 percent of hospitals nationwide for providing quality healthcare to women.

Primary Stroke Center
St. Luke’s Hospital earned The Joint Commission’s Gold Seal of Approval™ for certification as a Primary Stroke Center. This certification recognizes centers that make exceptional efforts to foster better outcomes for stroke care.

National Accreditation
The Breast Care Center at St. Luke’s Hospital was granted three-year full accreditation designation by the National Accreditation Program for Breast Centers (NAPBC).

Best Facility
St. Luke’s Sleep Medicine and Research Center was named ‘Best Facility’ in “ADVANCE for Respiratory Care & Sleep Medicine’s” National Sleep Achievement Awards competition. The national award is based on a proven ability to develop innovative programs improving patient care and to provide exceptional community outreach.

Best Places to Work

Employer of the Year
AAIM Employers’ Association named St. Luke’s Hospital 2010 Employer of the Year in St. Louis in the 250-plus employee category. Employers are judged on effective communication, employee input, employee development, work/life balance and culture.

Best in Class for Job Satisfaction
HR Solutions, Inc. named St. Luke’s Hospital Best-in-Class® for Overall Job Satisfaction for the second year in a row, based on employee satisfaction surveys. HR Solutions, Inc. is an international human capital management consulting firm specializing in employee engagement.
Dear Mr. Olson,

I just wanted to write you a letter telling you what a wonderful experience I had at St. Luke’s last month when I had my knee replacement. I live 40 miles west of St. Luke’s, yet I would travel to St. Luke’s for everything. It is obvious to me that when you are hiring staff they must first have a great personality because everyone I interacted with was friendly and professional.

I was there for 4 days and my physician, Dr. Jones, visited me every single day, which was very comforting. The hospital was so peaceful and quiet. The nurses were always taking very good care of me always making sure little things were taken care of. The minor detail never went unnoticed. The housekeeping kept my room very clean and always asked if I needed anything. The food was wonderful...always served with a smile and at the right temperature. It was like staying in a hotel with room service.

Finally, I would just like to say that whenever I tell someone that I had my knee replaced, they always ask by who and where and I am very proud to say Dr. Jones and St. Luke’s and recommend both with complete confidence. No wonder St. Luke’s is a Top 50 for 5 straight years. I can definitely see why. Keep up the good work.

Allen
Advancements

Upgraded Mammography Services
In April, St. Luke’s replaced its mobile mammography van with a new, 42-foot unit that offers digital screening mammograms at convenient locations throughout the community. Women can schedule appointments on the mobile unit and walk-ins are welcome when space is available. Nearly 5,000 screening mammograms are performed annually on the mobile mammography van.

The van’s schedule includes regular stops at each of the six St. Luke’s Urgent Care Centers, as well as at many area businesses, making it easier for women to get their annual screening mammograms. As with all St. Luke’s mammography locations, women with limited or no insurance may be eligible to receive free mammograms on the mobile mammography van.

Surgical Advances
In August, St. Luke’s opened its new state-of-the-art hybrid operating room. This innovative operating room and specialized angiography system offer advanced medical care, allowing surgeons to treat patients with complex medical conditions using new procedures that combine minimally invasive techniques with traditional surgical care, providing much lower risk to patients and faster recoveries.

The high-tech imaging equipment helps physicians see the inside of organs and blood vessels and provides real-time, moving, three dimensional images from all angles. It also produces optimal imaging quality with lower doses of radiation, an important safety benefit for both patient and surgeon.

Powerful Cancer Treatment
The Center for Cancer Care at St. Luke’s added a new state-of-the-art linear accelerator, which is equipped with IGRT, image-guided radiation therapy. IGRT allows for delivery of powerful, tightly focused radiation beams to a tumor from many angles, all with unmatched accuracy. This treats very small lesions and tumors that are close to vital structures, while avoiding or minimizing damage to surrounding healthy tissue. It is one of the most precise and powerful cancer treatment technologies available.

Technology Conveniences
St. Luke’s launched a new free mobile application (app) this year. It gives patients convenient access to hospital-related information while they are on the go. By using the app, patients get quick access to information such as St. Luke’s locations and turn-by-turn driving directions, a physician directory and details on upcoming events and classes. The app also allows a user to create a card that gets printed and delivered to a patient’s room.

St. Luke’s Information Services team developed the app for the Apple® platform, and it is compatible with iPhone®, iPod touch® and iPad™. The app is available for free download from iTunes or by searching for St. Luke’s Hospital on the App StoreSM on mobile devices.
Dear St. Luke’s,

I am writing to thank the staff at the mammography department for their incredible service. My story is that both my husband and I lost our jobs within a week of each other due to the positions being eliminated. My job ended in October and prior to it ending, I worked in my annual medical exams. I almost forgot about my mammogram and on the last day of work, I remembered and went to get my mammogram, of course expecting it to be normal. Unfortunately, 3 days later I was informed I needed additional diagnostics. This came at a time, and for the first time in my life, that I did not have medical insurance. Additionally, my husband had just moved out of Missouri for a new job.

The staff at St. Luke’s treated me with the utmost care and concern not only for my physical health, but emotional. Ligouri checked me in, she was the first person I shared my story with. As I was describing my situation, she gently stopped me and stated there was a program that could help cover the costs of the tests for that day. I listened and at one point I could not speak because I was so overwhelmed. I felt like an Angel had been sent to me. I went through the diagnostics experiencing similar treatment from the rest of the staff. I cannot say enough about how much it meant to me, not only receiving the financial help, but the kindness and caring from all the staff.

Since then I have joined my husband. We now have insurance, and I am getting established with new doctors. The additional tests did not identify cancer. I am going for the follow up in 6 months to keep an eye on what was found. We are adjusting to the changes and want St. Luke’s to know how grateful we are for the exceptional treatment.

Sincerely,

Marcy
Growth

St. Luke’s added **Hospice Services** in September, providing quality, compassionate end-of-life medical care and counseling for patients in the comfort of their own homes.

In October, St. Luke’s opened the doors to its newest and sixth **Urgent Care Center**. Located in the heart of Creve Coeur on Olive Boulevard at Old Ballas, it offers another quality, convenient option for prompt minor emergency treatment.

In November, St. Luke’s began the first phase of a two-year project to renovate the existing **Cancer Center**. The center’s new state-of-the-art design will integrate best practices from around the country and anchors the entire network of St. Luke’s cancer care services in a patient-focused environment. The first phase of the project, a new **Infusion Center**, opened in June.

The St. Luke’s **Pediatrics Unit** was renovated to improve space and provide a more comforting and friendly environment for young patients and their families. Whimsical décor and cheerful colors highlight the new space, which opened in December.

In January, St. Luke’s launched an innovative program called **St. Luke’s Wellness College**. With a lecture series by medical experts on the latest in prevention and treatment for a variety of health topics and individualized classes and health assessments, the program is designed to empower community members with information to improve their health and quality of lives.

St. Luke’s opened a new **Atrial Fibrillation Center** in March. The center provides education and consultations for those who have previously been diagnosed to review their medical history, related family history and other clinical data that their doctor may have collected in diagnosing them, and discuss potential treatment options. The center’s multidisciplinary team includes a nurse practitioner, cardiologist, electrophysiologist and cardiothoracic surgeon.

Cardiovascular surgery patients at St. Luke’s **Robert Paine, MD Heart Institute** are now able to recover from surgery in a newly constructed **Cardiovascular Step-Down Unit** that opened in April. The state-of-the-art private patient rooms offer convenience and streamlined care and are part of the recently named **Jack C. Taylor Heart Hospital**.

As the area’s exclusive **Spirit of Women** hospital, St. Luke’s is committed to innovation and excellence in women’s health, education and community outreach. One very tangible example of that is St. Luke’s free Spirit of Women membership program. Designed to help educate and motivate women to take action for their health and the health of their families, the very successful program continues to grow, reaching 7,000 members in June.

**The Orthwein Brain and Spine Center** at St. Luke’s brings together an experienced team of physicians specializing in spine surgery, neurosurgery, neurology, physiatry/physical medicine and rehabilitation, physical therapy and pain management. In response to the need for its services, the center continues to grow and added another neurologist.

St. Luke’s **Physician Referral Service** gives patients direct access to over 1,000 doctors in more than 60 specialties. Registered nurses that staff the line answered 27,976 total calls last year, a 5 percent increase over the previous year, providing referrals to physicians and help with appointment scheduling, including same-day appointments when available. The service can be conveniently accessed by phone, online through the St. Luke’s website, on site and now through St. Luke’s new mobile app.
My daughter, Maddie, was in the hospital for strep throat and rotavirus. I wanted to let you know how wonderful our night nurse, Kim, was on the pediatric floor. She was there each of the 3 nights of our stay and was absolutely the best nurse we’ve ever had! She had a cheerful bedside manner and knew exactly how to treat and react to my four-year-old’s stubbornness when it came to drawing blood or getting her to eat and drink. Our last night in particular she was amazing and went above and beyond what is expected.

Maddie did not want to eat or drink and she had to finish 9 oz. of milk in order for the doctor to let her go home. I had tried everything as well as the day nurse to get her to eat and drink. She had a few ounces left to go when Kim came on shift. She immediately told Maddie we were going to have a Princess Tea Party and left. She came back with medicine cups, princess stickers and a paper crown to have a tea party with milk. Maddie smiled and even though she really didn’t want to drink her milk, Kim’s idea and enthusiasm encouraged her and she finally finished her milk so we could go home! Kim was amazing and made a “sick kid in the hospital’s” situation so much better. She is a wonderful nurse that made a huge difference in our stay!

Amy and Maddie

Amy and Maddie with brother Jacob
**People**

**St. Luke’s Mission**
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.

**Medical Staff**
St. Luke’s focuses on recruiting and retaining the best physicians, giving patients access to more than 1,000 primary care physicians and specialists in more than 60 medical areas. Last year, 50 physicians joined St. Luke’s medical staff representing many specialties, from allergy and immunology to gastroenterology and nephrology.

**Employees**
More than 3,000 employees call St. Luke’s home. They take great pride in serving the patients and families that come to us for care. But their generosity and giving spirit extend far beyond their jobs.

Each year, St. Luke’s employees, physicians and volunteers reach into their own pockets to help others in our community through the St. Luke’s Mission Outreach Committee or their own efforts. In fiscal year 2011, they:

- Contributed $109,804 to the United Way campaign, surpassing both the goal amount and the previous year’s contribution.
- Collected 3,250 new school supplies to donate to children and families of the St. Luke’s Pediatric Care Center, far exceeding the previous year’s amount collected.
- Donated 1,034 pounds of food to Operation Food Search to help feed hungry families in our community.
- Collected 950 new and gently-used winter clothing items, 30 percent more than collected the previous year, to keep area families warm.
- Raised money to help support victims of natural disasters, from Joplin’s tornado to Japan’s tsunami.
- Participated in dozens of walks and charitable events.
- Generously contributed to the St. Luke’s Employee Crisis Fund to assist fellow employees in need.

**Volunteers**
As one patient commented in a letter to St. Luke’s, “volunteers are a vital part of customer service at St. Luke’s. They are friendly, available and knowledgeable. Always able to help.” This past year, more than 450 volunteers collectively donated 78,000 hours to help extend St. Luke’s care and mission, providing important services like greeting visitors, transporting patients, staffing the hospital gift shop, delivering mail and raising money to support hospital programs and services.

**Pastoral Care**
Central to St. Luke’s Episcopal-Presbyterian heritage, the Pastoral Care Department is part of the interdisciplinary healthcare team to provide holistic care for patients and their families, visitors, physicians and employees of all faiths. The department’s nine chaplains represent diverse faith traditions and are available around the clock at the hospital, St. Luke’s Surrey Place and St. Luke’s Rehabilitation Hospital.

Committed to theological and professional education for ministry, St. Luke’s Pastoral Care Department also offers a Clinical Pastoral Education program. It provides ministry students of various faith traditions a valuable learning opportunity.

The Auxiliary donated $141,000 to St. Luke’s in 2011

School supplies drive

Thank you for helping me with school supplies.
Charles Christopher

Thank you for your help.
Mackenzie

Thank you a lot.
MaKayla

Thank you a lot for the school supplies.
Antonio

St. Luke’s Pediatric Care Center provides primary and preventive care in a private practice setting to medically underserved and uninsured children in North St. Louis City and County.
Operating Results
St. Luke’s gain from operations for the fiscal year that ended June 30, 2011 was $19,244,000, representing an operating margin of 4.4 percent. Based on the hospital activity shown below, total operating revenue grew to $434 million, a 4.8 percent increase over the prior fiscal year. St. Luke’s spends approximately 55 percent of each dollar collected on salaries and benefits for its healthcare workers.

<table>
<thead>
<tr>
<th>Utilization Summary</th>
<th>Fiscal Year 2010</th>
<th>Fiscal Year 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions</td>
<td>17,004</td>
<td>16,761</td>
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<tr>
<td>Observation Patients</td>
<td>2,287</td>
<td>2,097</td>
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<tr>
<td>Average Length of Stay (days)</td>
<td>4.4</td>
<td>4.5</td>
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<tr>
<td>Average Daily Census</td>
<td>206</td>
<td>205</td>
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<tr>
<td>Surgeries</td>
<td>17,305</td>
<td>16,945</td>
</tr>
<tr>
<td>Births</td>
<td>2,049</td>
<td>1,972</td>
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<tr>
<td>Outpatient Registrations</td>
<td>191,067</td>
<td>192,019</td>
</tr>
<tr>
<td>Emergency Department Visits</td>
<td>30,162</td>
<td>30,148</td>
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<tr>
<td>Urgent Care Center Visits</td>
<td>82,252</td>
<td>88,233</td>
</tr>
<tr>
<td>Home Health Visits</td>
<td>14,155</td>
<td>25,987</td>
</tr>
<tr>
<td>Surrey Place</td>
<td>120</td>
<td>118</td>
</tr>
</tbody>
</table>

Community Benefit
As a not-for-profit hospital, St. Luke’s is committed to being a good steward of our resources. We measure our success not only in our financial results, but also by how well we are serving the greater good of the community. Each year we invest considerable dollars and resources to improve the health, wellness and quality of life in our community.

In fiscal year 2011, St. Luke’s provided $9 million, at cost, in charity, Medicaid and other uninsured/underinsured services, helping individuals in our community access medical care regardless of their ability to pay.

In response to identified needs, St. Luke’s also benefits the community through efforts such as:

Health professions education, including training opportunities for a variety of health professionals, an accredited continuing medical education program for physicians, a medical residency program and a chaplaincy training program.

Community Outreach programs that provide a wide array of health education opportunities, prevention programs, health screenings, special events, support groups and classes to area schools, companies and the broader community throughout the year.

A partnership with more than 150 companies, including many major employers in the St. Louis area, to provide important health screenings and information as part of a workplace wellness program.

Free online health risk assessments, including personal follow-up for those found at risk, and a wealth of free health information and wellness tools through the St. Luke’s website.

St. Luke’s Pediatric Care Center, which provides primary and preventive care to medically underserved and uninsured children in North St. Louis City and County.
Dear St. Luke's Hospital,

I am extremely grateful to you for forgiving my hospital bill in February and pray you will be blessed abundantly for your generosity! This helped lift some stress and was such a blessing to me, since I've been battling health and financial struggles since my husband passed away last year.

Eternally grateful,
Laurie

St. Luke’s Financial Assistance Program
St. Luke’s Hospital provides care to patients consistent with its mission and values. Individuals who are uninsured or underinsured and do not have adequate financial resources to pay for necessary healthcare services may qualify for financial assistance under St. Luke’s financial assistance program. Financial counselors are available to help patients through the financial assistance application process.

St. Luke's also reaches out to self-pay and underinsured patients in a number of ways, including raising patient awareness of Medicaid health insurance. By assisting patients with the application process, St. Luke's helps patients obtain the benefits for which they qualify.

Laurie
Giving

Campaign Goal Achieved
St. Luke’s Hospital is grateful to the St. Louis community and region for its generosity and involvement in supporting the ambitious plan to raise $30 million for the Advancing Excellence with Exceptional Care Campaign. The collective effort of many donors was instrumental in helping achieve this important fundraising goal in fiscal year 2011.

Resources raised from the campaign have been invaluable in helping improve facilities and programs to provide patients the most advanced medical treatments using the latest technology and clinical services.

Charitable Gifts
In fiscal year 2011 (July 1, 2010 – June 30, 2011) St. Luke’s Hospital received nearly $7 million in charitable gift revenue. This included more than $5 million in unrestricted giving from individual donors, corporations and estates.

Friends of St. Luke’s
The Friends of St. Luke’s are families, physicians, community members and business leaders who promote philanthropic support to enhance the mission and strategic vision of St. Luke’s Hospital for the health of the community.

Gifts from the Friends of St. Luke’s, which represent annual supporters, raised over $562,000 from 740 donors. Of that, more than $493,000 came from 159 St. Luke’s Society members who gave $1,000 or more. Substantial challenge gifts, enthusiastic leadership, the Honor Your Physician tribute program and visibility through the Friends of St. Luke’s Living Well Speakers Series contributed to this success.
Dear St. Luke’s,

I’m proud to say that my family’s connection to St. Luke’s Hospital spans almost a century. My parents lived near and were born at the Hospital when it was located on Delmar in the City. My father was a patient of cardiologist Dr. Robert Paine and, as a patent attorney, worked with Dr. Paine on his medical breakthroughs. Dr. Paine inspired my parents to create the Ralph and Beverly Kalish Fund to support health education at the Hospital, which continues today.

Even though I reside in the City of St. Louis, I followed my primary care doctor to, and see other doctors at, St. Luke’s because I know I’m receiving the highest quality health care.

I have the privilege of serving as President of the Friends of St. Luke’s, a group dedicated to spreading the wonder and mission of St. Luke’s to others and raising funds for the Hospital. St. Luke’s is a treasure in St. Louis and, given the myriad challenges facing the country’s healthcare providers, we need to expand community support to help the Hospital maintain its standard of excellence as one of America’s 50 best hospitals. I am thrilled that my son Powell has joined the Friends to help St. Luke’s connect with, and promote wellness to, the next generation.

Ralph
Scope of Services

Clinical Services
Albert Pujols Wellness Center for Adults with Down Syndrome
Allergy and Immunology
Alzheimer's Services
Anesthesiology
Anticoagulation Clinic
Atrial Fibrillation Center
Brain & Spine Center
Breast Care Center
Cancer Care
Cardiac Rehabilitation
Cardiology
Cardiothoracic Surgery
Centers for Diagnostic Imaging
Cleft Palate Team
Colon and Rectal Surgery
Dental Medicine
Dermatology
Diabetes Education
Dialysis
EEG/EMG/Evoked Potential Lab
Electrophysiology
Epilepsy Care Center
Emergency Department
Endocrine Surgery
Endocrinology
Endoscopy Lab
Family Medicine
Gastroenterology
Gastrointestinal Lab
Genetic Counseling
Genetics Ultrasound
Geriatric Medicine
Gynecologic Oncology
Gynecology
Hematology and Oncology
Home Health Services
Hospice Services
Hospitalist Program
Hyperbaric Medicine
Imaging/Radiology
Infectious Disease
Infertility Services
Infusion Center
Internal Medicine
Lab Services
Lactation Center
Mammography Services
Maternal and Fetal Medicine
Maternity Services
Neonatology
Nephrology
Neurology
Neuroophthalmology
Neurosurgery
Nuclear Medicine
Nutrition Wellness Center
Obstetrics and Gynecology
Occupational Therapy
Ophthalmology
Oral and Maxillofacial Surgery
Orthopedic and Total Joint Center
Osteoporosis Center
Otolaryngology (Ear, Nose and Throat)
Oto Logic and Neurotology
Pain Management Center
Palliative Care
Pathology
Pediatric Care Center
Pediatric Services
Pharmacy Services
Physical Medicine and Rehabilitation
Physical Therapy
Plastic Surgery/Reconstructive Surgery
Psychiatry
Pulmonary Services
Radiation Oncology
Rehabilitation Hospital
Reproductive Endocrinology
Rheumatology
Sleep Medicine & Research Center
Special Care Nursery
Speech Therapy
Surgical Services
Surrey Place - skilled nursing, residential care, Alzheimer's/dementia care, short-term rehabilitation
Therapy Services
Urgent Care Centers
Urogynecology
Women's Services
Wound Care

Other Services
Case Management Services
Community Outreach
Continuing Medical Education
Employer Wellness Programs
Executive Health Program
Healthcare Professional Education
Institute for Health Education
Pastoral Care/Clinical Pastoral Education
Patient Relations
Physician Referral Service
Residency Training in Medicine
Social Services
Speakers Bureau
Spirit of Women
Support Groups
Volunteer Services
Leadership

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Chief, Department of Medicine

Carlton Pearse, M.D.
Chief, Department of OB/GYN

Janet Ruzycki, M.D.
Chief, Department of Pediatrics
Exercise classes are offered for clients of the Albert Pujols Wellness Center for Adults with Down Syndrome.

St. Luke’s Urgent Care Centers offer quality, convenient care at six locations.

Newborns at St. Luke’s are dressed in themed baby buntings for special photo opportunities.


The third annual St. Luke’s Hospital Day of Dance.

New mobile mammography van.
St. Luke's HOSPITAL

Our specialty is you.

232 S. Woods Mill Road
Chesterfield, MO 63017

www.stlukes-stl.com