

# Circle of care

St. Luke's Hospital was founded in 1866 to provide a healing ministry to meet the expanding needs of a vibrant and growing St. Louis. What began as a single hospital nearly 150 years ago has grown to include an entire network of services, providing care across 25 locations and more than 60 specialty areas. Today, St. Luke's is a nonprofit regional healthcare provider that offers a complete "circle of care," providing comprehensive health and wellness services for every stage of life.

Each year, positive financial results allow us to invest in quality staff, capital expenditures and growth of services for our community, including:

- Recruitment and retention of quality staff and physicians In 2014,
   34 new physicians joined the St. Luke's medical staff in specialties ranging from primary care, neurology and oncology to cardiovascular, orthopedics and plastic surgery.
- Investment in buildings, equipment and new technology Several areas received major renovations this year, including Maternity Services, Surgical Services, Women's Services and St. Luke's Surrey Place, our skilled nursing facility.
   In 2014, St. Luke's opened a new facility to bring the state's only Open Upright MRI scanner to St. Louis, and opened a new Urgent Care Center at Ladue Crossing.
- Growth and expansion of services St. Luke's remains committed to meeting the evolving health needs of the community. Demand for services continued to grow in 2014, particularly in outpatient services, Home Health and Hospice.

In a time of healthcare reform and economic changes, we are more committed than ever to being good stewards of our resources. As an independent, nonprofit organization, all of the excess of revenues over expenses and charitable contributions received are reinvested in St. Luke's. A strong financial year like 2014 better positions us for the future, allowing us to continue the vision of our founders, strengthen the circle of care we provide and improve the quality of life for patients and the community.

Gary Olson

President and CEO

Annie C. Schlafly

Chairman, Board of Directors

# St. Luke's offers a full array of services to support the beginning of life, including:

- Obstetrical and Gynecological Services
- Neonatal Special Care Nursery
- Infertility Services
- Perinatal Center and high-risk pregnancy services
- Genetic Counseling
- Comprehensive Maternity Services
- Childbirth and Maternity classes

In 2014, St. Luke's completed a major phase of a multi-year renovation to its **Maternity Services**.

Designed to benefit patients and families, the all-private Birth Care Suites were remodeled with new furniture and décor, walk-in showers or labor tubs, and new artwork and lighting selected to provide an even more homelike environment. New family and visitor waiting areas were added and the well baby nursery was completely remodeled. In an earlier phase, the St. Luke's level II neonatal unit, The Saigh Foundation Special Care Nursery, was extensively renovated to integrate newer technology and state-of-the-art design for the care of premature babies and other newborns needing advanced medical care.

St. Luke's breadth of services and many locations support families with children at every age.

From wellness services to emergency and hospital services, St. Luke's offerings for pediatric patients include:

- Hospital Pediatrics Unit
- St. Luke's Pediatric Care Center in North St. Louis County, serving medically underserved and underinsured children
- St. Luke's Urgent Care Centers 7 locations
- St. Luke's Convenient Care for minor illnesses and injuries – located in Dierbergs Des Peres
- Emergency Room
- Access on St. Luke's campus and across its network of facilities to pediatric specialists and surgeons in nearly all specialties

After opening one of the first **Urgent Care Centers** in the St. Louis area nearly 30 years ago, St. Luke's now offers seven convenient locations for prompt minor emergency care for patients 6 months to adult. Each hospital-affiliated center, including the newest one in Ladue, provides care seven days a week and many holidays through its staff of board-certified physicians, nurse practitioners, registered nurses and X-ray and lab technicians. Onsite lab and X-ray services provide an added convenience for families.

As a regional healthcare provider committed to improving health and wellness at all stages of life,

St. Luke's offers more than 60 specialty areas, including cardiovascular care and surgery, cancer care, neurosurgery and neurology, orthopedics, pulmonology, maternity and other women's health, general medicine, outpatient services and comprehensive surgical services.

Many have been recognized for quality, ranking in the top 5 or 10% in the nation.

St. Luke's offers a wide range of therapy services, wellness programs and community education to help individuals of all ages maintain their quality of life.

Always looking to ensure the community has access to beneficial medical advances and technology, in 2014 St. Luke's Hospital and St. Luke's Center for Diagnostic Imaging opened Open Upright MRI of Missouri, offering the state's only Open Upright MRI scanner. The new facility, centrally located in Creve Coeur, offers people who are claustrophobic, or fear being in enclosed spaces, a new option when it comes to receiving prescribed magnetic resonance imaging (MRI). It also offers unique positional imaging capabilities where patients can be scanned sitting, standing or in other positions if they feel pain.



Whether it's helping individuals recover from illness or injury, or live with disease,

St. Luke's provides services focused on preserving quality of life through:

• Home Health Services

 Senior Solutions - assistance to seniors within the St. Louis metropolitan area currently living in their own homes, retirement communities, assisted living and nursing facilities

• St. Luke's Rehabilitation Hospital

• St. Luke's Surrey Place skilled nursing facility

St. Luke's Surrey Place is an important piece in the continuum of healthcare services St. Luke's offers the community. The 120-bed skilled nursing facility located just three miles west of St. Luke's Hospital provides residential private rooms, assisted living, skilled nursing, long-term care, short-term rehabilitation, Alzheimer's and dementia care, therapy services and spiritual care. To better meet the needs of residents and their families, in 2014 Surrey Place completed a renovation with updates to flooring, colors and décor, as well as completely remodeled outdoor spaces with water features, grills and fireplaces. In 2014, St. Luke's Surrey Place was named a Best Nursing Home by U.S. News and World Report based on health inspections, safety, nursing staffing and quality measures.



From the beginning of the circle to the end, every stage of life is sacred.

Recognizing this, St. Luke's offers services to support patients living with life-limiting illness, as well as their families, in physical, emotional, spiritual and social ways, including:

- Palliative Care
- Hospice Services
  - Pastoral Care
  - Social Services

With a focus on comfort and care,

way of attending to patients who are nearing the end of their lives in the comfort of their homes. Identifying a need for this type of service in the community, St. Luke's added Hospice Services in 2010. Each year, the number of patients and families it helps continues to grow. Last year saw an 17% growth.



#### **Technology**

St. Luke's is committed to offering patients the most advanced care with state-of-the-art technology. The addition of the Open Upright MRI scanner to its services in 2014 is just one example of that. Other recent technology investments include:

- Hybrid operating room for advanced cardiac and vascular procedures
- **Robotic-assisted surgery** with the daVinci Surgical System for complex, minimally-invasive surgeries
- Linear accelerator equipped with image-guided radiation therapy, one of the most precise and powerful cancer treatment technologies available
- Electrophysiology Lab for advanced technological procedures to study the heart's electrical function
- Two state-of-the-art intensive care units for patients requiring critical care
- Upgraded magnetic resonance imaging (MRI) equipment to offer the latest diagnostic tools

#### **Facilities**

Vomen's Center Renovation

The St. Luke's Women's Center at the hospital recently completed a major renovation. The newly renovated center offers greater convenience and comfort for patients, as well as a beautiful, patient friendly designed space. The redesigned center also now allows women to receive all their breast health services in one centralized location, including digital screening and diagnostic mammograms, breast ultrasound, SonoCiné (whole breast ultrasound for women with dense breasts), biopsies and cyst aspirations (MRI, stereotactic and ultrasound-guided), surgical consultations, and a high-risk breast clining.

#### **Surgical Services Expansion**

This year, St. Luke's began a multi-year renovation to expand and enhance its Surgical Services, which includes operating rooms, Same-Day Surgery services and family waiting rooms. It also means the relocation of Laboratory Services, which will be completely remodeled.

#### Continued Outpatient Growth

Paralleling a growth in outpatient services, more physician offices and outpatient services were added to the Mr. and Mrs. Theodore P. Desloge, Jr. Outpatient Center, which offers outpatient radiology, imaging, cardiology, vascular, laboratory and therapy services.

Maternity Services Remodel (see page 4)

St. Luke's Surrey Place Renovation (see page 10)





# Medical Staff Recruiting the Best

St. Luke's continues
to successfully recruit
and retain high quality
medical staff in many
specialties. Thirty-four
new physicians joined
the medical staff in 2014,
representing nearly
everything from primary
care and medical
specialties like cardiology,
oncology, neurology and
sleep medicine, to many
pediatric and surgical
sub-specialties.

#### Communication

#### **Electronic Medical Record**

In March 2014, St. Luke's launched *myst*lukes, a free, secure online tool that allows patients or designated family members to conveniently access health records online. It offers hospital discharged patients access to lab results, diagnoses information, vital signs, medication lists, allergy lists, procedure information, immunization history and hospital discharge instructions, as well as the ability to pay bills online, sign up for healthy living classes and link to educational materials and community resources related to their health. Later this year, St. Luke's will be expanding *mys*tlukes to include many physician offices.

Consumer Health Website

son. The health ette, at thukes at smithealth com, offers general hea

ness information, screening guidelines and recipes, and highlights relev

#### Affordable Care Act

With the implementation of the Affordable Care Act and the opening of the Health Insurance Marketplace in 2014, St. Luke's recognized a need for patients and the community to have resources to help answer questions. In preparation, several St. Luke's employees were trained and designated as certified application counselors to assist patients with enrollment in one of the available health plans and to answer questions.



#### Honors

#### America's 50 Best Hospitals™

For the eighth year in a row (2007-2014), St. Luke's was recognized for its clinical excellence by Healthgrades®, an independent healthcare ratings company that rates all non-governmental hospitals in the country on clinical quality.

#### **Top Quality Rankings**

- Top 5% in Nation for Cardiac
   Services (2013 2014)
- Top 5% in Nation for Neurosurgery (2012 - 2014)
- Top 5% in Nation for Overall
   Pulmonary Services (2003 2014)
- Top 10% in Nation for GI Medical
   Treatment (2010 2014)
- Top 10% in Nation for Critical Care (2010 - 2014)

Rankings based on the American Hospital

Quality Outcomes 2014: Healthgrades Report
to the Nation study.

#### **Five Star Recipient**

Total Hip Replacement (2014)
Treatment of Stroke (2011-2014)

#### Women's Health Excellence Award™

For the fifth year in a row (2009-2014), this recognition by Healthgrades distinguishes St. Luke's as a topperforming hospital in women's health.

# Outstanding Patient Experience Award™ (2011-2014)

This distinction places St. Luke's among the top 5% of hospitals nationwide based on an analysis of patient satisfaction data obtained by the Centers for Medicare & Medicaid Services by Healthgrades.

#### U.S. News and World Report Best Nursing Home

St. Luke's Surrey Place was recognized as one of the Best Nursing Homes for 2014 by *U.S. News and World Report* based on ratings in the areas of health inspections, nurse staffing, quality measures and fire safety.

## Best Places to Work 2014 – St. Louis Business Journal

St. Luke's has received this honor every year since 2010.

## Top Workplaces 2014 – St. Louis Post-Dispatch

This is the second year in a row St. Luke's has been named a best place to work in the Greater St. Louis area.

#### St. Louis Business Journal's Healthiest Employer Awards Finalist

St. Luke's made the list (Fall 2013) for its commitment to creating a healthy workplace.

# 'Platinum' Level Recipient, American Heart Association's Fit-Friendly Worksites Recognition Program

St. Luke's was recognized for promoting a wellness culture and working to champion the health of employees.

## Best Doctors List - St. Louis Magazine

More than 300 St. Luke's Hospital physicians made the list (August 2013), which is compiled by Best Doctors, Inc., an independent company affiliated with Harvard Medical School, and published annually by St. Louis Magazine.

# Honors, quality and patient experience

#### Quality

#### Value-Based Purchasing

Value-Based Purchasing is a program of the Centers for Medicare & Medicaid Services to reimburse acute-care hospitals based on the quality of care they provide. St. Luke's ranks #1 among nearly 150 hospitals in Missouri and #44 in the U.S. for 2014 Value-Based Purchasing.

#### **Mortality & Readmission**

St. Luke's has lower 30-day mortality rates than the U.S. standard for Acute Myocardial Infarction (heart attack), Congestive Heart Failure and Pneumonia.

St. Luke's has one of the lowest 30-day readmission rates, placing it among the top performing 12% of hospitals in Missouri.

#### Infections

St. Luke's infection rates are statistically better (lower) than the U.S. benchmark for these common hospital infections:

- Central line associated bloodstream infection
- Catheter associated urinary tract infections
- SSI Colon Surgery
- Clostridium Difficile (C.Diff)

#### Patient Satisfaction

Based on Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) data, St. Luke's has the highest ranking among the nearly 150 hospitals in Missouri for the question "would you recommend" and the second highest ranking in the state for receiving an overall hospital rating of 9 or 10. HCAHPS is a standardized survey instrument and data collection methodology for measuring patients' perspectives nationwide on hospital care.

Source for quality ratings: Centers for Medicare & Medicaid Services (cms.gov)

# Stewardship

## Utilization Summary Fiscal Years 2014 and 2013

Inpatients and Observation Patients	Outpatient Registrations	Home Health visits
2014 2013	2014 2013	2014 2013
18,200 17,941	315,795 308,451	39,507 33,840
Surgeries	Emergency Department visits	Hospice days of service
· ·		
2014 2013	2014 2013	2014 2013
17,480 17,446	30,090 30,137	20,412 17,374
17,100 17,110	33,373 33,137	
Births	Urgent Care Center visits	Surrey Place average residents per day
2014 2013	2014 2013	2014 2013
1,829 1,869	94,731 96,147	109 109

#### **Operating Results**

St. Luke's operating revenue in excess of expense for the fiscal year that ended June 30, 2014 was \$20,364,000, representing an operating margin of 4.3%. Based on the hospital activity shown above, total operating revenue grew to \$478 million, a 4.4% increase over the prior fiscal year.

#### **Community Benefit**

As a nonprofit organization, St. Luke's Hospital is committed to its mission of improving the health of the community. In fiscal year 2014, St. Luke's provided unreimbursed services costing \$12 million in the form of charity and Medicaid discounts to uninsured and underinsured patients, helping individuals in our community access medical care regardless of their ability to pay.

In other efforts to improve the health of the community, St. Luke's partnered with area health and community organizations in 2013 to conduct a community health needs assessment. Based on those findings, St. Luke's developed a plan and is implementing programs focused on these three health priorities: obesity and sedentary lifestyle, cancer screenings and resources (including breast, lung and colon cancer), and prevention of chronic conditions (including hypertension and Diabetes Type 2).

#### Mission

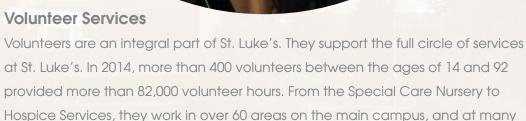
Faithful to our Episcopal-Presbyterian heritage, and its ministry of healing, St. Luke's Hospital is dedicated to improving the health of the community. Using talents and resources responsibly, our medical staff, employees and volunteers provide care for the whole person with compassion, professional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

#### **Medical Staff**

More than 800 physicians provide care in over 60 specialties. St. Luke's reputation for clinical quality, exceptional patient care and state-of-the-art facilities helps attract and retain high caliber physicians year after year.

#### **Employees**

St. Luke's is able to provide quality care in more than 60 specialty areas and through 25 locations with the help of its 3,700 employees. Of those, 425 have dedicated more than 25 years of service to St. Luke's and its patients.



Volunteer Services

#### Ministry

Central to St. Luke's Episcopal-Presbyterian heritage, St. Luke's Pastoral Care Department offers a ministry of presence to patients, families, visitors, staff and physicians throughout the circle of care, including as part of the care team for St. Luke's Hospice Services. Chaplains of various faith traditions provide around-the-clock pastoral care at St. Luke's Hospital, Surrey Place and Rehabilitation Hospital. St. Luke's also offers an accredited Clinical Pastoral Education (CPE) program for persons of diverse faith traditions in preparation for serving as future clergy and CPE Supervisors for ministry.

St. Luke's locations across the community.

#### **Community Outreach**

Dedicated to improving the quality of life for patients and the community at every age, St. Luke's community outreach efforts provide thousands of health screenings, support groups, wellness programs, health talks and more each year, including a commitment to women's health education through St. Luke's Spirit of Women.

#### **Employee Wellness**

Through an extensive worksite wellness program, St. Luke's partners with nearly 200 employers across the area to bring health screenings and education to worksites.

Philanthropic support enables St. Luke's to expand and enhance services and facilities that touch on every part of the circle of care.

#### **Total Charitable Giving**

In fiscal year 2014 (July 1, 2013 – June 30, 2014), St. Luke's Hospital received over \$7.3 million in philanthropic giving.

This includes more than \$3.6 million in unrestricted giving from individual donors, corporations and estates.

#### Gary Olson Endowment Fund

Gifts from Jack C. Taylor, Jo Ann Taylor Kindle and the Crawford Taylor Foundation established the Gary Olson Endowment Fund at St. Luke's Hospital. St. Luke's board of directors created the fund in recognition of Olson's substantial contributions to both St. Luke's and the communities it serves. The fund will support the hospital's ability to continue to provide care for patients with insufficient financial resources, provide funding for innovations and collaborations to ensure the best possible care for patients, improve current technology and recruit high quality staff and physicians to St. Luke's Hospital.

#### Langenberg Chair for Internal Medicine

The Langenberg Chair for Internal Medicine was created by Mary Langenberg and her husband, the late Oliver Langenberg, in honor of the late Paul Mennes, MD, former Chief of Medicine. The fund will support the operations of the Internal Medicine Department.

#### Marvin and Harlene Wool Cardiology Fund

The Marvin and Harlene Wool Cardiology Fund was established in honor of Maged Haikal, MD and the Department of Cardiology at St. Luke's Hospital. Funds will support the operations of cardiology services, including education of staff and physicians, medical equipment and technology.

#### 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. The Friends of St. Luke's contributed \$815,000 this year through the generous gifts of more than 900 donors, surpassing their \$640,000 goal. The Friends of St. Luke's leadership, commitment and involvement throughout the community reinforces St. Luke's dedication to medical excellence.

#### Young Friends of St. Luke's

The Young Friends of St. Luke's is a dynamic group of young professionals, volunteers and physicians dedicated to promoting a healthy lifestyle in the community, providing social and business networking opportunities, and supporting St. Luke's Hospital by increasing awareness and raising funds. Formed in 2012, The Young Friends hosted a number of fundraising events and participated in community health programs this year.

#### **Tour de Wellness**

Through two cycling events held last spring and fall, the St. Luke's Hospital Tour de Wellness brought together more than 800 cyclists to celebrate health, wellness and active living in our community. Tour de Wellness offers cyclists of all levels an opportunity to participate in a safe and inspirational ride with three course options. Nonprofit partners and corporate sponsors collaborate with St. Luke's.



#### **Senior Staff**

Gary Olson President & Chief Executive Officer
Scott Johnson Vice President & Chief Financial Officer
Jan Hess Vice President

Brenda Kelly Vice President

**Don Miller** Vice President – Operations

**Diane Ray** Vice President – Patient Services

Janette Taaffe Vice President – Human Resources

**Sue Adams** Executive Director – Development

Bill Meyer Chief Information Officer

Maged Haikal, MD

Robert Y. Kanterman, MD

David Krajcovic, MD

Paul Mennes. MD\*

Carlton Pearse, MD

#### **Chiefs of Service**

Mohammad Bashiti, MD Chief, Department of Anesthesiology
David Butler, MD Chief, Department of Radiation Oncology
Robert Y. Kanterman, MD Chief, Department of Radiology
David Krajcovic, MD Chief, Department of Surgery
Jeffrey Melnick, MD Chief, Department of Pathology
Paul Mennes, MD\* Chief, Department of Medicine
Carlton Pearse, MD Chief, Department of OB/GYN
Janet Ruzycki, MD Chief, Department of Pediatrics

#### **Board of Directors**

Annie C. Schlafly Chairman

**Eugene M. Toombs** Vice Chairman **John A. O'Rourke** Treasurer

Joseph A. Sheehan Secretary

William W. Benedict, MD

Oscar C. Berryman

Philip B. Cady, Jr.

William E. Cornelius\*

John F. Eilermann, Jr.

The Rev. Terry L. Epling

Mari M. Fahrner, MD

Laurna C. Godwin

Ned O. Lemkemeier

Cindy Maritz, ex officio

Jerome G. Piontek. MD

David B. Price, Jr.

The Rt. Rev. G. Wayne Smith

Daniel K. Stegmann

Ann M. Sullins

deceased

# Full circle of care: Scope of services

#### **Medical Services**

Albert Pujols Wellness Center for Adults with Down Syndrome Anticoagulation Clinic Brain & Spine Center Breast Care Center

Cancer Care

Cardiac Rehabilitation

Cardiology

Cardiothoracic Surgery

Centers for Diagnostic Imaging

Cleft Palate

Clinical Irials

Convenient Care

Diabetes Education

Dialysi

EEG/EMG/Evoked Potential Lab

Emergency Department

Epilepsy Care Cente

Gastrointestinal Lab (GI Lab

Genetic Counseling

Gynecology

Clinical Pastoral Education Continuing Medical Education Course

Employer Wellness Programs

Executive Health Program

Executive Health Program

Heart Institute

High-Risk Breast Clinic

Home Health Services

Hospice Services

Hospitalists Program

Hyperbaric Medicine

Imaging/Radiolog

Infertility Service

Infusion Center

Lab Services

Maternity Services

Mammography Service

Neonatal Special Care Nursery

Neurology

Neurosurger

Nuclear Medicine

Nutrition Wellness & Diabetes Center

Occupational Therapy

Orthopedics and Total Joint Center

Osteoporosis Center

Palliative Care

#### Additional Services

Pastoral Care: A Ministry of Presence
Patient Relations
Physician Referral Service
Residency in Medicine

Pediatric Care Center - North County

Pediatric Services

Perinatal Services

Pharmacy Services

**Physical Therapy** 

Pulmonary Service

Rehabilitation Hospita

Senior Solution

Sleep Medicine & Research Center

Social Work

Speech Therapy

Surgical Services

Surrey Place - Assisted Living; Skilled

Nursing

Therapy Service

Urgent Care Centers

Vascular Access Center

Vascular Services

WingHaven® Health Services

Women's Services

**Wound Care** 

Surrey Place

Volunteer Services

1. 01. Lake 3 1103511al

2. The Mr. and Mrs. Theodore P. Desloge, Jr. Outpatient Center

3. Surrey Place Skilled Nursing/Residential Care

4. St. Luke's Urgent Care on Clarkson Roac

5. St. Luke's Urgent Care in Fenton

6. St. Luke's Urgent Care in Weldon Spring

7. St. Luke's Urgent Care at WingHaven®

8. St. Luke's Urgent Care in Kirkwood

9. St. Luke's Urgent Care in Creve Coeur

10. St. Luke's Urgent Care in Ladue

11. 31. Luke 3 Fedianic Care Center

12. St. Luke's Medical Offices and Therapy Services in Ellisville

13. St. Luke's Medical Offices and Therapy Services at WingHaven®

14. St. Luke's Center for Diagnostic Imaging – Chesterfield Valley and St. Luke's Women's Center – Chesterfield Valley

15. St. Luke's Center for Diagnostic Imaging – WingHaver

16. St. Luke's Center for Diagnostic Imaging – Frontenac

Gravois Rd.

25 20

1

24

St. Luke's Center for Diagnostic Imaging – Midwes
 Breast Care Center

18. St. Luke's Vascular Access Cente

64 40 19 3 Baxter Rd.

Clarkson 4

Manchester Rd.

19. St. Luke's Rehabilitation Hospita

20. St. Luke's Therapy Services at the Jewish Community

Center – Creve Coeur

21. St. Luke's Therapy Services at the Jewish Community

Center – Chesterfield

22. St. Luke's Home Health & Hospice Services

3. St. Luke's Sleep Medicine Center - O'Fallon Location

24. St. Luke's Convenient Care at Dierbergs Des Peres

25. Open Upright MRI of Misso

