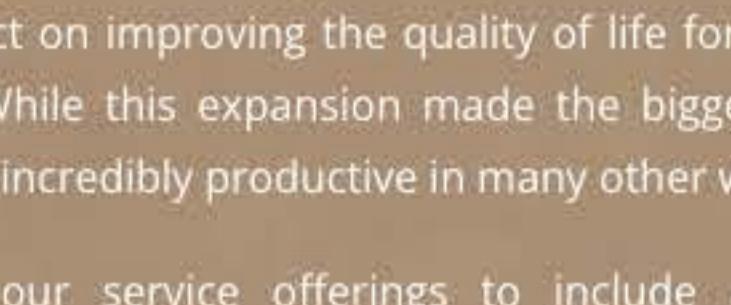


**A message  
from Christine M.  
Candio, President  
and Chief Executive  
Officer and Eugene  
M. Toombs,  
Chairman of the  
Board**



Our specialty is you.

## 2018 Highlights



### Expanding St. Luke's network of care

On May 1, 2018, St. Luke's Hospital acquired Des Peres Hospital, a 143-bed hospital that has served the community for more than 40 years, from Tenet Healthcare. The acquisition of St. Luke's Des Peres Hospital brought together two hospitals, creating an even stronger...



### Collaborating to offer the best in cardiac care

As the St. Louis region's exclusive alliance provider of the nation's #1 heart hospital, Cleveland Clinic's Sydell and Arnold Miller Family Heart & Vascular Institute, St. Luke's is nationally recognized for its cardiac care. From its inception, St. Luke's Heart...



### Utilizing the latest technology to transform diagnosis and treatment of patients

For women diagnosed with breast cancer, traditional radiation oncology treatments can cause radiation exposure to critical tissues and organs like the heart and lungs, which can lead to a low risk of long-term side effects. This year, The Center for Cancer...



### Partnering to ensure high-quality, coordinated care for seniors

St. Luke's ACO, a subsidiary of St. Luke's Hospital, was selected this year as one of 124 new Medicare Shared Savings Program Accountable Care Organizations (ACOs). Through the Shared Savings Program, St. Luke's ACO will partner with the Centers for Medicare and...



### Improving community health through philanthropic support

Philanthropic gifts are essential to St. Luke's Hospital's continued growth and development as a healthcare provider of excellence. In fiscal year 2018 (July 1, 2017 - June 30, 2018), St. Luke's received \$2.7 million in charitable contributions to support our...



### St. Luke's - A ministry of presence

Faithful to St. Luke's Episcopal-Presbyterian heritage, the Pastoral Care Department is part of the interdisciplinary healthcare team that provides holistic care in body, mind and spirit to patients, families, visitors, staff and physicians. The department's chaplains...

## BY THE NUMBERS

St. Luke's Hospital 2018 Numbers

## Patient Satisfaction and Quality Measures

Year after year, St. Luke's is nationally recognized for superior clinical quality and patient care. St. Luke's has earned the Women's Choice Award as one of America's Best Hospitals in multiple specialties based on clinical quality data and patient satisfaction, and has received multiple five-star ratings, the highest possible rating, in a national hospital quality study published by Healthgrades. Specific quality data measured and reported to state and federal government further demonstrate St. Luke's commitment to quality.

## Medicare Quality Star Ratings

Medicare has devised a method using results from over 57 measures in seven categories to assign a quality rating to hospitals on a scale of 1 to 5 stars. St. Luke's placed in the top 10 percent of hospitals nationally, receiving a 5 star rating.

## Value-Based Purchasing Results

Value-Based Purchasing is a program for the Centers for Medicare & Medicaid Services to reimburse acute-care hospitals based on the quality of care they provide. St. Luke's score is significantly better than state and national averages.

The scores are based on:

- Clinical care (mortality and other clinical measures)
- Patient satisfaction
- Patient safety and infection rates
- Hospital efficiency

St. Luke's infection rates are well below the U.S. benchmark for the following hospital-acquired infections:

- Central line associated blood stream infections
- Catheter associated urinary tract infections
- Clostridium difficile (C. diff)
- Methicillin-resistant Staphylococcus aureus (MRSA)

## Readmissions

St. Luke's continues to be a leader in preventing readmissions, as evidenced by its 30-day readmission rate of Medicare patients being lower than the national rate. In addition, St. Luke's 30-day readmission rates for heart attack, heart failure, pneumonia, chronic obstructive pulmonary disease, and after coronary bypass and total hip and knee replacement procedures are all less than the national average. As such, St. Luke's has not incurred readmission penalties associated with the national Readmissions Reduction Act for the past four years.

## Patient Experience

Based on Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) data, St. Luke's has received an overall star rating of 4 (on a 5 point scale) for patient satisfaction. Only 28 percent of hospitals in the nation received a 4 star rating or better. Patients scored St. Luke's at 5 star levels in the "overall rating of the hospital" and "would you recommend" categories.

## Hospital Consumer Assessment: Exceeding Benchmarks in Patient Satisfaction

The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) is a patient survey and data collection tool required by the Centers for Medicare and Medicaid Services (CMS) for all hospitals in the United States to measure patients' perspectives on hospital care. St. Luke's patients consistently give St. Luke's high marks, and a calendar year 2017 score is often exceeding the threshold (the median or 50th percentile of all hospitals' performance) in all but one domain. St. Luke's also ranks first among all hospitals in the state in terms of "Overall Rating" patient satisfaction results, earning it recognition with a Healthgrades Outstanding Patient Experience Award for eight consecutive years.

## HCAHPS Results 2017 – VBP Year 7

Domain	2017	Threshold	Benchmark
Communication with nurses	81.20	78.69	86.97
Communication with doctors	84.50	80.32	88.62
Responsiveness of staff	63.60	65.16	80.15
Pain management	72.70	70.01	78.53
Communication about meds	63.80	63.26	73.53
Cleanliness/ Quietness	70.90	65.58	79.06
Discharge information	89.70	87.05	91.87
Care Transitions	61.90	51.42	62.77
Overall rating	83.10	70.85	84.83

## Patient Statistics

Inpatient and Observation Patients  
20,022

Surgeries  
17,845

Births  
1,739

Outpatient Registrations  
331,065

Emergency Visits  
32,517

Urgent Care Center Visits  
98,940

Home Health Visits  
34,346

Hospice Days of Service  
23,896

Surrey Place Average Residents per Day  
97

Operating Results

St. Luke's operating revenue in excess of expense for the fiscal year that ended June 30, 2018, was \$9,447,000, representing an operating margin of 1.7 percent. Total revenue was \$557 million.

St. Luke's reinvests positive financial results back into the organization to continuously improve and expand the excellent care to patients and the community by recruiting and retaining quality staff and physicians, investing in new technology and capital improvements, growing and expanding services and progressively making changes required by healthcare reform.

## Utilities

4,600 employees  
421 with 25 years or more of service  
427 with 40 years or more of service

Board of Directors  
Eugene M. Toombs, Chair man  
Daniel K. Stegmann, Vice Chairman  
Norman M. Sullins, Secretary

Oscar C. Beroman  
Edward B. Cody, Jr.  
Edward L. Glotzbach

The Rev. Dr. Craig M. Howard  
Cynthia A. Lemkeier  
Robert W. Reine  
Hugh Scott, III  
Hugh Scott, Jr.  
Tariq Ravil, MD\*  
The Rev. G. Wayne Smith

Daniel J. Gagnon, ex officio  
Steven J. Gingole, ex officio  
Term ended 2018, ending 31, 2018

Senior Staff  
Christine M. Cangio, RN, FACHE  
President & Chief Executive Officer, St. Luke's  
Scott H. Johnson  
Executive Vice President & Chief Financial Officer, St. Luke's

David L. Boland, MD  
President, St. Luke's Des Peres Hospital  
Vice President – Surgical and Ambulatory Services, St. Luke's Hospital  
Martha Fleischmann

Vice President – Network Finance  
Sharon Mertzlufft  
Vice President/Executive Director – Network Development  
Bill Meyer

Vice President – Network Work, Facility and Support Services  
Diane Ray, RN, FACHE  
Network Nursing Officer, St. Luke's Chief Operating Officer

Janette Taaffe  
Vice President – Network Human Resources  
Maged Haikal, MD  
Network Physician liaison & St. Luke's Hospital Chief of Medicine

David Krajcovic, MD\*  
Chief of Department of Surgery, St. Luke's Hospital  
Ronald Leidenfrost, MD  
Chairman – Heart and Vascular Institute

Carl Mazzola, MD  
Chair of Department of Radiology, St. Luke's Hospital

Carlton Pearce, MD  
Chief – Department of OB/GYN, St. Luke's Hospital

Michael Boland, MD  
Department of Surgery

Roy Denehoff, MD  
Department of Anesthesiology

Maged Haikal, MD  
Department of Medicine

Carl Mazzola, MD  
Department of Radiology

Jeffrey Meinck, MD  
Department of Pediatrics

Carlton Pearce, MD  
Department of OB/GYN

Janet Ruzicka, MD  
Department of Internal Medicine

Department of Pediatrics

St. Luke's Des Peres Hospital Department Chairs

Roland Petri, MD  
Department of Emergency Medicine  
David L. Boland, MD  
Department of Family Medicine

Kenneth Bentivoglio, MD  
Department of Internal Medicine

David L. Boland, MD  
Department of Radiology

Gregory Cizek, MD  
Department of Surgery

St. Luke's for its service, passed away in 2018. We will forever be

Medical Residency Programs

St. Luke's Hospital Residency in Internal Medicine Program, which is accredited for 41 residents. This past year, the program graduated 19 residents, 14 from the United States, Canada, and other countries. Residents gain experience through rotations in inpatient medicine, cardiology, and other clinical services.

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## 2018 Patient and Staff Testimonials



### Jim's Story

Over the years, Jim has seen seven nutritionists but none were able to have a positive and lasting effect on his diabetes or health. When Jim met Mary Lynn, a registered dietitian at St. Luke's, she changed his life. St. Luke's Nutrition Wellness and Diabetes Center...



### Craig's Story

Craig, a retired firefighter and paramedic, has always struggled with his weight. In high school, he played football and got down to 230 pounds. However after graduation, his weight steadily went up. Craig tried multiple diets and programs over the years. Though they...



### Len & Sara's Story

Len's daughter, Sara, was preparing to deliver her third child at St. Luke's. During childbirth, Sara suffered from a postpartum hemorrhage. Len and his family were aware of the risks and dangers that are inherent in childbirth, but didn't realize how quickly things...



### Nathan's Story

When the time came for the Grieshaber family to deliver their third baby at St. Luke's, they were impressed with personalized care from the nurses, the friendly staff and the comfortable birth suites. But no one was more impressed than their oldest son, Nathan. In a...



### Molly's Story

At 31, Molly began to experience chest pain, which she initially attributed to anxiety and stress. Following a cardiac catheterization, she was diagnosed with early-onset coronary heart disease and was referred to St. Luke's Heart & Vascular Institute and Dr....



### St. Luke's Team Story

The dedicated team at St. Luke's is committed to improving the health of the community each and every day. Using talents and resources responsibly, our team members provide care for the whole person with compassion, professional excellence and respect for each other...