A message from Christine M. Candio, President and Chief Executive Officer and Daniel K. Stegmann, Chairman of the Board

Welcome to the 2019 Annual Report to the Community. As President and Chief Executive Officer of St. Luke's and Chairman of St. Luke's Board of Directors, we are pleased to share a glimpse of this past year, highlighting St. Luke's commitment to improve the quality of life for our patients and the community.

2018 was a monumental year for St. Luke's in terms of expansion and growth. In May, we acquired Des Peres Hospital, which brought the 143-bed acute care hospital and its outpatient locations into our network of care. By growing our network, we are able to provide more specialists and services in more locations and expand our outreach programs and events into more communities.

Faithful to our ministry of healing, St. Luke's is dedicated to improving the health of the communities we serve. At St. Luke's, we recognize that every single one of us can make a positive impact in the lives of our patients and communities every day through our exceptional personalized care. This is only possible through our team's commitment to our core values to treat each person with compassion and dignity. We are proud to continuously live our mission to expand our healthcare ministry and to make a positive difference in the lives of our patients, our community and each other.

Thank you for viewing the 2019 annual report. We are proud to share how we are growing and strengthening our network of care, and the many ways we are making an impact on the lives in our community.

Christine M. Candio, FACHE, President and Chief Executive Officer, St. Luke's

Daniel K. Stegmann, Chairman, Board of Directors

2019 Highlights

Impacting Lives: Expanding Our Network

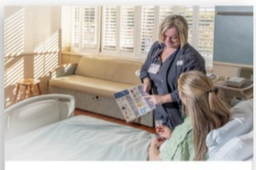
In May 2018, St. Luke's Hospital acquired Des Peres Hospital. This acquisition allowed our extraordinary physicians and dedicated healthcare team to provide services in over 60 medical specialties at both of the acute care hospitals and more than 30 other locations in...

Impacting Community: Increasing Outreach Programs

As a leader in clinical and community education, St. Luke's is dedicated to improving the health of the community. We offer a wide range of health and wellness education opportunities to the community, with many free and low-cost programs available. Each year, more...

Impacting Patients: Improving Care and Treatment

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...



Impacting Health: Clinical Outcomes and Patient Experience

Healthgrades America's 50 Best Hospitals for Cardiac Surgery St. Luke's Hospital is the only hospital in Missouri to achieve this distinction. The honor places St. Luke's among the top 50 U.S. hospitals for superior results in coronary artery bypass...

Impacting Support: Advancing Philanthropy

Philanthropic gifts are essential to St. Luke's Hospital's continued strength as a healthcare provider of excellence. St. Luke's received more than $2.864 million in charitable contributions in fiscal year 2019 (July 1, 2018 – June 30, 2019) to support our healthcare...

Impacting Ministry: Enhancing Our Mission

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, their loved ones, visitors and St. Luke's team members. The...

BY THE NUMBERS

St. Luke's Network of Care 2019 Numbers

Patient Experience and Quality Measures

Value-Based Purchasing Results

Value-based purchasing is a method being recognized for superior clinical quality and patient care. The St. Luke's network of care has earned multiple awards in numerous specialties based on clinical quality and patient satisfaction. Specific quality measures measured and reported to state and federal government further demonstrate St. Luke's commitment to quality.

Value-Based Purchasing is a program for the Medicare fee-for-service program that ties payment to hospitals' performance on measures 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 complication measures)
- Patient experience
- Patient safety and infection rates
- Hospital efficiency

St. Luke's post-acute care has 100 of 100 possible points, ranking 97.5% of all possible points in the clinical care category based on:

- Acute Myocardial Infarction (AMI) 30-day mortality (rate)
- Heart failure (30-day mortality rate)
- Pneumonia (30-day mortality rate)
- Venous blood clot and bone replacement procedures (complication rate)

Readmissions

St. Luke's is the only hospital in Missouri to be recognized with the Healthcare Quality Association of Pennsylvania Patient Experience Award for nine consecutive years, and only one of two hospitals in the state to achieve the prize for the nation for Patient Experience for seven consecutive years utilizing patient experience data.

Patient Relations

St. Luke's Network of Care
Utilization Summary Fiscal Year 2019

Inpatient and Observation Patients

23,697

Surgeries

20,263

ER Visits

1,612

Outpatient Registrations

345,913

Emergency Visits

37,660

Urgent Care Center Visits

97,113

Home Health Visits

31,646

Hospice Days of Service

21,061

Skilled Nursing Home Residents per Day

95

Operating Results

St. Luke's Hospital's net income for the year ended June 30, 2019, was $6,766,000, representing an operating margin of 2.75 percent. Net income for the fiscal year ended June 30, 2019 was $10,216,000, representing a total margin of 3.6%. Total revenue was $276,000,000.

St. Luke's remains positive financial results back into the organization to continuously improve and expand services and facilities to better meet community needs. Some of the recent capital projects and improvements include the emergency department expansion, the surgical suite expansion, the pharmacy and sterile compounding and operating room improvements and other projects.

Community Investment

Community health improvement is a commitment to its mission of improving the health of the community. In fiscal year 2019,

St. Luke's provided community services costing $19.5 million in the form of charity care and Medicaid shortfalls for uninsured and underinsured patients, helping individuals in the community who could not afford medical care. In fiscal year 2019, St. Luke's provided community health improvement services to promote healthy behaviors and treatment to medically underserved and underinsured children in the St. Louis region. The St. Luke's Pediatric Care Center has provided care for children from birth to age 19 for over 30 years. Many parents have physical disabilities, are in poverty, have limited educational backgrounds, requiring children have access to quality healthcare. Last year, the Pediatric Care Center served over 3,000 patients, which is based in North St. Louis County.

Community Outreach

As a leader in clinical and community education, St. Luke's is dedicated to improving the health of the community. We offer a wide range of health and community education programs to the community, with many free and low-cost programs available. Each year, more than 40,000 people participate in these programs, including seminars, workshops, wellness programs and other community education through St. Luke's.

Spirit of Women

St. Luke's Women's Institute integrates also offers special classes, health screenings and health resources, as the regarded academic Spirit of Women hospital since 2006. St. Luke's network is part of an elite network of hospitals nationwide committed to providing leading health services and education to empower and inspire women and their families to achieve their best health. One of the Spirit of Women programs is the Spirit of Women Luncheon Series, which is a free luncheon series with an informational program with community resources and entertainment.

2019 St. Luke's Hospital Best of Class

St. Luke's Hospital is recognized for:

- Top 100 Hospitals in America (Truven Health Analytics)
- 100 Percent Health Bible Assessments completed
- 5 Little Rock network campaign provided blood pressure, BMI, cholesterol, glucose, A1C, pulmonary function, Written risk assessment
- Spirit of Women program provided to take action for their health (by either continuing to participate in fitness classes, signing up to continue/begin health screening, or by making an appointment with a healthcare provider)

Out of Status performing equipment: St. Luke's Community Health Needs Assessment goals:

- 5% improvement in total cholesterol
- 4% improvement in self-reported blood pressure
- 1% improvement in diabetes
- 2% improvement in asthma
- 4% improvement in BMI

Workplace Wellness

Since St. Louis Region is partnering with area employers to offer worksite wellness services in 2010, our Passport to Wellness Program has grown and now brings health screenings, flu shots and education to over 110 St. Louis area employers, ranging in size from 50 to 6,000 employees.

Community Health Needs Assessment

Promoting health and wellness is a mission that has always been central to the St. Louis mission. In order to better understand where the community stands on important measures of health, and to better understand community perceptions of health and healthcare, the hospital has completed a formal and comprehensive Community Health Needs Assessment every three years. Based on those findings, our team can better understand trends in health status, and can formulate systematic approaches to address the emerging needs. Based on the 2019 assessment, St. Louis Hospital identified four priorities: Healthy Lifestyles, Cardiovascular Health, Mental Health and Substance Abuse. Each of these priorities has been prioritized, and a formal plan has been developed to address each area. Each of these priorities has been prioritized, and a formal plan has been developed to address each area. Each of these priorities has been prioritized, and a formal plan has been developed to address each area. Each of these priorities has been prioritized, and a formal plan has been developed to address each area.

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2019 Patient Testimonials

Sherrie's Story

After her yearly physical, Sherrie was referred to the St. Luke's Women's Center where she was diagnosed with breast cancer. After several consultations and biopsies, Sherrie had a bilateral mastectomy. Being diagnosed with breast cancer is a terrifying time, but...

Bob's Story

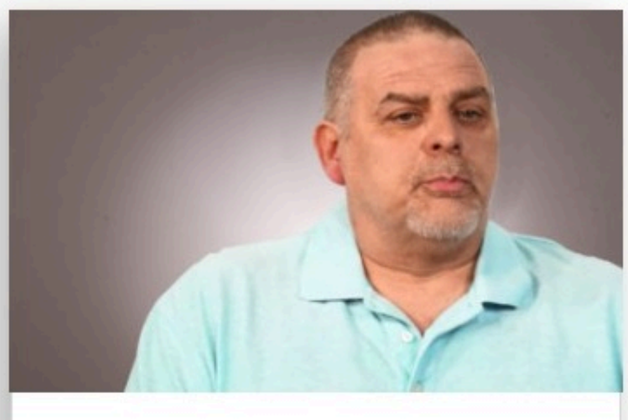
Bob, a Santa Monica resident, was visiting his friend in St. Louis when he shared his experience with a recent cardiac stress test. The results were so poor during the test, his care team ceased to continue due to concerns about his heart. After Bob's friend...

Ruth Ann's Story

When researching care options for their mother, Ruth Ann's family chose Surrey Place for their expertise with Alzheimer's disease. Because of the compassionate care her mother received, they decided to take their father there when he began to have health problems....

Pat's Story

Pat has been coming to St. Luke's for five years for treatment of her atrial fibrillation. After the need for an emergent nuclear stress test, Pat felt the care team made her feel like a valued patient. Hear Pat's comments about the friendly and professional team at...



Nick's Story

Nick was experiencing emergent symptoms of possible cardiac disease. After a poor experience at two hospital emergency rooms, Nick called a friend who told him to go to St. Luke's Des Peres Hospital. The care team responded immediately to Nick's needs. Hear about...

Karen's Story

Karen had a spinal fusion and was a high risk patient due to her multiple comorbidities. After her surgery, the Home Health team at St. Luke's helped Karen transition from hospital to home. Hear about Karen's experience with the St. Luke's care team and how they were...