Message from St. Luke's President & CEO

Hope through Healing is the focus of the St. Luke's 2021 Annual Report and the theme of our work each day. Of course, hope is the belief that something desired can be fulfilled, and healing is the process of restoring good health. St. Luke's is the healthcare provider in which many of our community members place their trust and hope for healing through compassionate care that expertly blends innovative technology and scientific advancements to achieve the best possible outcomes for our patients.

This report shares St. Luke's significant accomplishments of the past fiscal year, recognizing that these achievements were made possible through the expertise, leadership and dedication of physicians, staff and volunteers. Our approach celebrates the strength of St. Luke's healthcare providers and deepens our promise to provide the highest quality of care to the communities we serve.

We appreciate that you trust and choose St. Luke's for your healthcare, and we are honored by your confidence in our outstanding team.

Sincerely,

Shane Cerone
President and Chief Executive Officer, St. Luke's

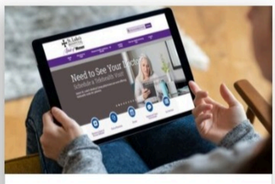
2021 Highlights

Hope through Science

As the COVID-19 pandemic continued to bring heartache to our community and new challenges for our organization, St. Luke's remained resilient and at...

Hope through Healthcare

A recognized leader in quality, safety and patient satisfaction, St. Luke's provides a full spectrum of healthcare services. St. Luke's Medical...



Hope through Accessibility

St. Luke's is committed to improving patient access to high quality care, expanding our service offerings to meet the needs of our community and...

Hope through Outreach

Philanthropy St. Luke's received $1,869,304 in charitable gifts in fiscal year 2021 (July 1, 2020 – June 30, 2021) from individuals, foundations,...

Hope through Ministry

As part of the interdisciplinary healthcare team, our chaplains provide spiritual care to patients, their caregivers and loved ones, our visitors...

Hope through Excellence

St. Luke's Hospital, St. Luke's Des Peres Hospital and St. Luke's Surrey Place are consistently honored for excellence in patient care, employee...

BY THE NUMBERS

St. Luke's Network of Care 2021 Numbers

Quality Measures

Year after year, St. Luke's Hospital is nationally recognized for superior clinical quality and patient care. St. Luke's has earned multiple awards in numerous specialties based on clinical quality data and patient satisfaction. Specific quality data measured and reported to state and federal government further demonstrate St. Luke's commitment to quality.

For a full list of our awards, visit our **excellence page**.

Readmissions

St. Luke's has a dedicated team of experienced nurses to assist patients as they transition from the hospital to their home or to a skilled nursing facility to avoid readmissions. This team follows patients telephonically for 30 days to help coordinate medications and follow-up visits. Patients also receive one-on-one education on how to manage their chronic condition at home. They often praise the support they receive, noting that "the best part of being sick" is our nurses.

This investment in patient care helps St. Luke's perform well in the Hospital Readmissions Reduction Program which is a Medicare value-based program that focuses on improved communication and care coordination to better engage patients and caregivers in the discharge plan to effectively reduce avoidable hospital readmissions. The program supports St. Luke's mission to provide the highest quality of care.

Patient Statistics

St. Luke's Network of Care Utilization Summary Fiscal Year 2021

Inpatient and Observation Patients	
	19,905
Medical Group Encounters	
	662,650
Surgeries	
	18,066
Births	
	1,300
Outpatient Registrations	
	357,141
Emergency Visits	
	34,240
Urgent Care Center Visits	
	101,066
Home Health Visits	
	38,635
Hospice Days of Service	
	21,912
Survey Place Average Residents per Day	
	69

Operating Results

St. Luke's operating income for the fiscal year ended June 30, 2021, was $26,581,000, representing an operating margin of 3.9 percent. This includes $22,898,000 of federal CARES Act stimulus funds. Total operating revenue was $736,490,000.

St. Luke's Ministries 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 programs and making changes required by healthcare reform. St. Luke's positive financial results and strong balance sheet, together with the support of the community and the federal CARES Act, helped our hospitals through the financial challenges presented by the pandemic.

Community Investment

As a nonprofit organization, St. Luke's is committed to its mission of improving the health of the community. In fiscal year 2021, St. Luke's provided unreimbursed services to patients costing $18.4 million in the form of charity care and additional $9.7 million of unreimbursed and underpaid patients, helping individuals in the community access medical care regardless of their ability to pay.

St. Luke's has also had a long-standing commitment to providing preventive healthcare and treatment to medically underserved and underinsured children in the St. Louis region. St. Luke's Pediatric Care Center has provided care for children from birth to age 18 for over 60 years. Full-time primary care physicians provide preventive care and medical treatment, ensuring children have access to quality healthcare. Located in north St. Louis County, the Center provided care through 3,577 patient visits. For more information about the Pediatric Care Center, please visit **stlukes-stl.com**.

Community Outreach

As a leader in clinical education and disease prevention programs, St. Luke's offers a wide range of health and wellness educational opportunities to the community, with many free and low-cost programs available. This year, more than 13,000 people participated in healthy living classes and events, screenings, nutritive wellness programs and clinical education through St. Luke's. We stayed connected with our community throughout the COVID-19 pandemic by offering a variety of free online events and programs.

Number of community members reached through Community Outreach:

- Blood Donations: 130
- Flu Vaccinations through Outreach Clinics: 3,314
- Passport to Wellness (PTW): 8,485 Workplace Participants
- School Nurse Education Sessions: 217
- Outreach Programs and Virtual Events: 1,350 Attendees

Spirit of Women

St. Luke's Spirit of Women program offers special events, health screenings and health resources. As the region's exclusive Spirit of Women hospital since 2008, St. Luke's 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.

Passport to Wellness

St. Luke's began partnering with area employers to offer Passport to Wellness (PTW), our worksite wellness initiative in 2005. Co-workers who working with more than 225 St. Louis area employers, ranging in size from 30 to 4,500 employees, to bring health screenings, flu vaccine and health education, blood pressure and cholesterol temperature check programs that assisted in identifying opportunities for improvement. Screening and flu vaccination clinics were reinstated using strict procedures and protocols to ensure staff and participant safety.

Community Benefit

Promoting health and wellness for all residents of our region has always been central to St. Luke's mission. In addition to the expenditures for care provided in our hospitals and clinics, we invest time, talent and resources to address health needs through community benefit initiatives including preventative screenings, health education programs, financial assistance and health professions education.

Community Health Needs Assessment

To determine the health status and priority needs of our community, St. Luke's Hospital and St. Luke's Des Peres Hospital conducted a Community Health Needs Assessment (CHNA) every three years. The St. Luke's Hospital 2019 CHNA identified four priority need areas on which to focus actionable initiatives over the three years 2019-2022. Initiatives addressed Preventive and Self Management, Health Literacy and Cultural Competency, Opioid Use Disorder and Access to Care for Older Adults. The priority need areas resulting from the St. Luke's Des Peres Hospital 2019 CHNA include Access to Care and Nutrition and Weight Status.

While the nature of COVID-19 during fiscal year 2021 presented a challenge for implementation of many planned efforts to make progress toward achieving strategies, the following actions were implemented in 2021 to address the priority needs identified in the 2019 CHNAs.

Diabetes Prevention and Self-Management:

- 120 community members accessed diabetes awareness, prevention and management education

Health Literacy and Cultural Competency:

- Redevelopment of Health Education Committee to improve readability and inclusivity of education materials
- Integration with Diversity and Inclusion Committee to update staff training materials

Opioid Use Disorder:

- Physician and staff education of Prescription Drug Monitoring Programs (PDMPs) and opioid prescribing and resources through Grand Rounds and Opioid Conference
- Community education in partnership with Prevention3 to inform of the opioid crisis and available resources
- 1,400 drug deactivation bags acquired through the Alliance for Healthy Communities and distributed for safe medication disposal

Access to Care for Older Adults:

- 3,891 community members accessed patient-partner tutorial and instructions
- More than 15 education topics on chronic disease, aging/dementia and care for the caregiver were available online for community members

Access to Care:

- Increased frequency of mammography van visits to St. Luke's Des Peres Hospital campus and added online scheduling for the Des Peres location
- Promotion of National Medication Disposal Decision Day

Nutrition and Weight Status:

- Development and distribution of indoor and outdoor walking maps on the hospital campus

People – Team and Leadership

Medical Staff

Patients have access to over 1,100 physicians in more than 60 specialties at St. Luke's acute care hospitals and more than 30 other locations in the greater St. Louis area. In the past year, 56 physicians were added to our overall network of care.

Within the medical staff, St. Luke's Medical Group is our employed physician organization of more than 200 physicians. Last year, new physicians joined the group in various specialties, including internal and family medicine, cardiology, electrophysiology, neurology and vascular surgery.

Team members

4,600+ employed staff and physicians

700+ private physicians on medical staff (private practice)

380 employees with 25 years or more of service

87 employees with 45 years or more of service

140 volunteers

Board of Directors

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Norman L. Eaker, Vice Chairman
Edward L. Goldbach, Treasurer
James M. Snowden, Jr., Secretary
Shane M. Greene, President and CEO, Assistant Secretary
Martha A. Fleischmann, Sr. Vice President and CFO, Assistant Treasurer
Kathryn, in memory, ex officio, President, Friends of St. Luke's
Jean C. Davis
Jeffrey S. Davis
Sharon Haney Davis
Vinny Ferrari
Steven L. Gerds
Darren Haskell, MD
Kimberley R. Johnson
The Rt. Rev. Dean K. Johnson
Ned D. Lambremont
Steven H. Mandeville
Cynthia A. Martz
Rev. Jay Myers
Robert W. Reeg
Daniel K. Segmann
Christopher J. Terry
Jeffrey Thompson, MD

Senior Staff

Shane Greene
President and Chief Executive Officer, St. Luke's Health Corporation

Scott Johnson
Network Executive Vice President, St. Luke's Health Corporation

David Loving
President, St. Luke's Des Peres Hospital

Samuel Flanders, MD
Executive Vice President for Quality, Safety and Population Health

Diane Ray, RN, FACHE
Senior Vice President, Network Chief Nursing Officer and St. Luke's Chief Operating Officer

Jon Bettale, RN, BSN, MBA
Vice President, Surgical and Ambulatory Services, St. Luke's Hospital

Gretchen Blake, MSL, BS-BQM
Network Vice President, Quality, Patient Safety and Medical Staff Affairs

Michael Boland, MD
Chief – Department of Surgery, St. Luke's Hospital

Martha Fleischmann
Network Senior Vice President and Chief Financial Officer

Maged Hakkak, MD
Network Physician Liaison and St. Luke's Hospital Chief of Medicine

Scott Holsworth
Network Vice President, Chief Information Officer

Ronald Lederhouse, MD
Chairman – Heart and Vascular Institute

Sharon Mertzlufft
Network Vice President/Executive Director, Development, Marketing and Community Affairs

Don Miller, FACHE
Network Vice President, Facility and Support Services

James Snider
Vice President, Physician Network

Janette Taylor
Network Vice President, Human Resources

Daniel Wagner, MD
Chief – Department of OB/GYN, St. Luke's Hospital

Kishan Valaverti, MD
Chief – Department of Radiology, St. Luke's Hospital

Network Executive Committee

Nadya Karmo, MD
Michael Boland, MD
J. William Campbell, MD
Joseph Craft, MD
Katherine Dockery
Julianne Donnelly, MD
Jason Edwards, MD
Mari Fahrner, MD
Samuel Flanders, MD
Martha Fleischmann
Maged Hakkak, MD
Darren Haskell, MD
Scott Johnson
David Kaercher, MD
Michael Kleven, MD
Jeremy Lederhouse, MD
Ronald Lederhouse, MD
Janet Malcolski, MD
Sharon Mertzlufft
Nimesh Pearl Philip, MD
Richard Ramos, MD
Diane Ray, RN, FACHE
Christina Skala, MD
Joseph Sokhn, MD
Daniel Wagner, MD
Kishan Valaverti, MD
Andrew Yoakiks, MD

St. Luke's Hospital Department Chiefs of Service

Michael Boland, MD
Department of Surgery

Roy Doarnhoff, MD
Department of Anesthesiology

Maged Hakkak, MD
Department of Medicine

Jeffrey Melnick, MD
Department of Pathology

Janet Rusyniak, MD
Department of Pediatrics

Daniel Wagner, MD
Department of OB/GYN

Kishan Valaverti, MD
Department of Radiology

St. Luke's Des Peres Hospital Department Chiefs of Service

Kenneth Bentley, MD
Department of Internal Medicine

Michael Chabon, DO
Department of Surgery

Gregory Cook, MD
Department of Radiology

Alan Martin, MD
Department of Emergency Medicine

Weldon Schorb, DO
Department of Pathology

Kyle Tate, DO
Department of Family Medicine

St. Luke's Des Peres Hospital Advisory Board Members

Richard Barnes, DO
Greg Brown
Greg Cook, MD
Tim Jones
Zoe Lorca
Barry Miller, DO
Karen Mize
Lloyd Todd
Hardy Washington, Jr.

Medical Residency Program

St. Luke's Hospital Internal Medicine Residency Program

St. Luke's Hospital offers a Residency in Internal Medicine program, which is accredited by the ACGME for 45 residents and participates in the Clinical Learning Environment Review (CLER) program, which assesses the learning environment in residencies to identify and prevent errors. This past year, the program included residents from the United States and 15 other countries. Residents gain experience in primary care, outpatient medicine and various specialties, including cardiology services, ICU and emergency department services at St. Luke's. The program's affiliation with Saint Louis University School of Medicine allows residents to take electives in a university-based academic setting. Outpatient ambulatory training is largely focused on People's Health Center, a public health clinic serving the underserved population in the City of St. Louis. There are additional outpatient experiences at St. Luke's Hospital, where residents work with interns and subspecialty physicians.

A program director, two associate program directors, a program secretary and a program coordinator oversee the residency program. More than 100 physicians contribute to the teaching mission as full and part-time faculty.

St. Luke's Des Peres Hospital Family Medicine Residency Program

The St. Luke's Des Peres Family Medicine residency program continues to work toward ACGME (Accreditation for Graduate Medical Education) accreditation. The program, which is still in initial ACGME accreditation because of scheduling delays due to COVID-19, will have a virtual site visit on August 5, 2021 to determine if it meets criteria for Continued Accreditation. The programs 14 residents gain experience through a number of daily, weekly and monthly didactic experiences, including Journal Club, Reading Club, Grand Rounds, Board Review, STFM Core Curriculum, conferences and research methodology. Program leadership and core faculty education are provided by St. Luke's Medical Group physicians at the Cedar Hill primary care practice, and other requirements are addressed through clinical rotations with specialists throughout the St. Louis network.

2021 Patient Stories

Linda's Story

Cancer

On April 21, 2020, Linda's world had changed. When Linda heard she had been diagnosed with endometrial cancer, she felt like it was a death sentence. Several of her friends had recommended the care team at St. Luke's Center for Cancer Care. After her first initial...

Kerri's Story

Heart Surgery

Kerri Bryles, 45, a mother, wife, and pharmacist, always led a healthy lifestyle and loved participating in boot camp workouts. In November 2020, Kerri's husband, Tim, tested positive for COVID-19. Shortly after, Kerri began feeling ill and noticed her oxygen levels...

Bill's Story

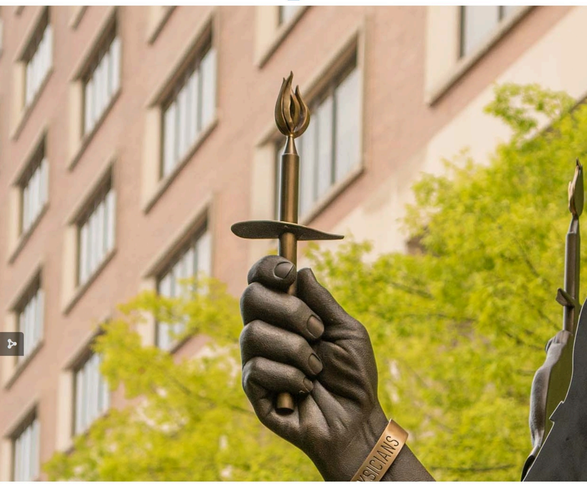
Sepsis

Bill was first acquainted with St. Luke's when he followed his primary care physician, J. William Campbell, MD, to the Chesterfield campus almost 20 years ago. "Every single physician, and I can say this without reservation, I have been referred to in this system has...

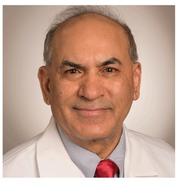
Sarah's Story

Migraines

Migraines can affect every aspect of your life. For Sarah, a mom of two, they were debilitating. She experienced 15-18 migraine days a month. "I had no quality of life," she said. "I literally was in bed once the migraine hit." Head pounding, throbbing and visual...



IN MEMORY



Siddesh Gowda, MD, Cardiology

Siddesh Gowda, MD, Cardiology

Dr. Siddhesh Gowda was an interventional cardiologist and longtime medical director of St. Luke's Cardiac Cath Lab. When he was not in cases, he could be seen frequently walking the cardiac divisions or outside on the walking path. He was a very humble physician and loved by his patients, peers and the Cardiac team.

His dedication did not stop with St. Luke's patients. He was known for bringing cookies, fruit or even candy to people to brighten their day. He was generous with his time and resources.

He thought of St. Luke's as his home and the people were his trusted family members. When not at work, he was an avid tennis and racquetball competitor. Dr. Gowda never met a stranger. He met lifelong friends while walking around Forest Park and the Central West End area.

He was a proud graduate of Washington University where he became Associate Clinical Professor. He loved educating new residents and interns on the specifics of interventional cardiology. He passed away peacefully on November 13, 2020.

In the months after his passing, Dr. Gowda's lead apron and lab coat have remained a part of the lab where they belong. His dynamic personality is greatly missed, but the memories we share with him will always remain.

Eugene M. Toombs III, Former Chairman, Board of Directors

Eugene M. Toombs III, Former Chairman, Board of Directors

Eugene M. (Gene) Toombs III passed away on September 26, 2020. Gene was an outstanding leader, tireless advocate and great friend in his work on behalf of St. Luke's Hospital. He joined our Board of Directors in 2010, and served as Chairman of the Board from 2015 through 2018. During Gene's tenure, St. Luke's witnessed significant expansion of our Chesterfield hospital campus, established our affiliation with the Cleveland Clinic Heart and Vascular Institute, and continued to grow in primary care and several specialty care service lines. Gene and his wife, Judith, have also supported St. Luke's through their philanthropic commitment as members of the St. Luke's Society and major donors to our Advancing Excellence with Exceptional Care capital fund drives.

Gene shared generously of his time, expertise and philanthropy to strengthen our community throughout his professional career and following his retirement from the role of Chairman, President and C.E.O. of MiTek Industries in 2012. In addition to his board leadership on behalf of St. Luke's, Gene chaired the boards of Junior Achievement and the Saint Louis Science Center. He also served on the boards of Webster University, the Missouri Botanical Garden, Central Institute for the Deaf, the St. Louis Regional Business Council, and the President's Council for The Magic House in St. Louis and held corporate board directorships with Auto Club Enterprises (AAA), St. Louis Trust Company and Duke Manufacturing.

We are grateful for and strengthened by Gene's tremendous commitment to St. Luke's over many years and its impact in improving the health of our community.

Jackie Broom, Division 8700

Jackie Broom, Division 8700

Jackie Broom began her career at St. Luke's in 1985 as a Licensed Practical Nurse (LPN) on Division 5700, which later became Division 8700, where she continued to work as a nurse her entire career. She was a dedicated and committed nurse who took excellent care of patients by working closely with the surgical group and the nurse practitioners.

Jackie also helped train many new graduate nurses. She was a great teacher and enabled new nurses to feel comfortable growing into their roles. Jackie earned the distinction of being "the best" in inserting NG tubes, starting IVs and drawing blood.

She was admired for her positive attitude at all times, had many great friends in the division, and was known for keeping morale high and creating many memorable moments. Jackie transferred from Division 8700 to Cardio Pulmonary Associates where she worked until retiring in August 2018. She missed inpatient care work, however, and decided to rejoin her Division 8700 family in April 2020.

Jackie lost her battle with COVID-19 on September 18, 2020. She is remembered for her smile, her jokes and her love of patient care.

Kirsten Love, RN, Emergency Department

Kirsten Love, RN, Emergency Department

Kirsten Love devoted her life to serving others. As a charge nurse in the Emergency Department at St. Luke's Hospital since 2017, her team remembers her as a natural leader who always had a positive attitude with the unique ability to uplift others. She was deeply passionate about the children in her care and helped soothe children during emergency situations.

Kirsten was as a woman of great faith and compassion who would lend a helping hand or ear to all in need. She proudly served in the United States Navy where she held the title of the Hospital Corpsman Chief Petty Officer and ran multiple medical facilities that serviced over 800 selective Navy reservists.

A proud wife and loving mother who always supported her husband and children, Kirsten treasured every moment with her friends and family. Kirsten was dearly loved and will be greatly missed by all who knew her.