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WELCOME TO ST. LUKE'S 2004 ANNUAL REPORT.

As we reflect on our 138th year of service we are pleased to highlight the accomplishments that move St. Luke's toward future growth. Our success is attributed to the physicians, employees and volunteers who demonstrate a commitment to excellence that is based on a culture of customer service. One example of our commitment was revealed when employee groups created the FACES program. FACES reinforces initiatives to ensure St. Luke's is the place to find employees who are Friendly, Available, Caring, Efficient and Safe.

Our dedication to service proved crucial in a year that presented many challenges to the healthcare industry. St. Luke's is grateful to its employees' efforts to function efficiently while continually providing the highest quality care.

St. Luke's continues to attract highly qualified and competent employees, thereby insuring excellent staffing with significantly lower staff vacancy rates than local, regional and national averages. In addition, St. Luke's outstanding staff includes more than 200 employees with 25 or more years of service.

As we plan for the future, physician recruiting continues to be at the forefront of priorities. Our medical expertise is something we wish to enhance further with additions to our medical staff to meet our community's growing demands for St. Luke's services.

Our ongoing commitment to excellence was recognized this year when St. Luke's was again chosen as a Top 100 Hospital in the nation for both Overall Performance and Cardiovascular Services. We have been acknowledged as a "Benchmark" hospital in the United States for having consistently received this recognition in the overall performance category. St. Luke's also ranked first in employee incentives in the *St. Louis Business Journal's* "Best Places to Work" issue this year.

Thank you for your support of St. Luke's Hospital as we continue to achieve our mission of improving the health of the communities we serve.



Keith Lovin, PhD
President, Maryville University
Chair, Board of Directors



Gary Olson
President and Chief Executive Officer
St. Luke's Hospital

