



# Annual Report to the Community



 **St. Luke's  
HOSPITAL**  
Our specialty is you.

# Behind the Numbers

Numbers are everywhere in healthcare. They drive a lot of what we do and can be a good measure of success – whether it's helping patients achieve a target blood pressure reading of **120/80**, providing critical **24**-hour care in the ER or being named a top **50** hospital in the country.

As a not-for-profit hospital, St. Luke's also is committed to being a good steward of our resources. We strive for this to be reflected not only in our financial results each year, but also in the number of dollars and hours we regularly invest for community benefit. Both numbers help shape our goals and define our success in how well we serve our community.

We also realize that not everything in healthcare can or should be quantified in numbers. It's the stories, the people and the efforts behind the numbers that matter most.

In this report, we are proud to share some of St. Luke's significant numbers and accomplishments of **2010**, while also going behind the numbers to illustrate why they matter so much to our patients, our community and us.

Sincerely,



Gary Olson

President and CEO




Ned O. Lemkemeier

Chairman, Board of Directors

# 1866

St. Luke's Hospital was founded in **1866** to meet the expanding needs of a vibrant and growing St. Louis. Faithful to our Episcopal-Presbyterian heritage and its ministry of healing, St. Luke's 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.

That mission has guided our growth and sustainability for nearly 145 years. It has meant offering patients the latest technology and medical services delivered with the personalized, exceptional care they have come to expect from St. Luke's. As we look positively to the future, we remain committed to serving our community as a premier regional healthcare provider.

A photograph of two men in suits standing in front of a modern, multi-story brick building with large glass windows. The building has a sign that reads "St. Luke's Outpatient Center". The sky is clear and blue. The man on the left is wearing a dark suit and a green patterned tie. The man on the right is wearing a grey suit and a striped tie.

Gary Olson  
President and CEO

Ned O. Lemkemeier  
Chairman, Board of Directors

# Advanced Care for the Community

Offering advanced care and comprehensive health services is just one way St. Luke's serves the community.

## Brain and Spine Services

The first of its kind in the region, the Brain and Spine Center at St. Luke's Hospital provides surgical and non-surgical treatment options for various neurological diseases and injuries to the nervous system. The center's seven neurosurgeons and four neurologists have touched the lives of more than **4,000** patients in the past year, helping them get back to what's important – their families, jobs and lives.

## Cancer Services

In 2010, St. Luke's was chosen as the first facility in Missouri to offer the SonoCiné Automated Whole Breast Ultrasound to patients. Studies show that when added to an annual mammogram, ultrasound using the SonoCiné technology can detect **40%** more cancers than with mammography alone in women with dense breasts.

## Heart Services

Over the past 25 years, St. Luke's cardiothoracic surgeons have performed more than **10,000** heart and lung surgeries. With heart disease still the leading cause of death among men and women, St. Luke's heart doctors and surgeons take a collaborative approach to managing and treating the disease. The exceptional care is reflected in achievements such as St. Luke's five-star rating for heart attack treatment in the HealthGrades® Hospital Quality in America Study for 2010.

## Women's/Maternity Services

St. Luke's Birth Care Suites helped welcome more than **2,000** babies into the world this past year. As part of St. Luke's maternity and newborn services, babies born prematurely or needing extra medical attention also benefited from the specialized care offered by St. Luke's Neonatal Special Care Nursery.

# 4 million joints

More than 800,000 total joint replacement procedures are performed in the U.S. each year. With an aging population, advances in healthcare and increased interest in surgery to improve quality of life and mobility, that number is expected to jump to **4 million** in the next 20 years. That's a lot of new hips, knees and shoulders.

To ensure those joints work the way they should, St. Luke's Orthopedic and Joint Replacement Center offers a comprehensive approach to orthopedic care including a surgical team, nursing unit, therapy team and patient education program all dedicated exclusively to orthopedic patients.

A big part of a patient's success is knowing what to expect. That's why St. Luke's offers the free Stride to Success program, one of the area's only pre-operative orthopedic educational programs. Social workers, therapists and nurses, like orthopedic nurse Lindsey Illinger, teach the class, which helps patients prepare for their surgery and how to be active participants in their own recovery. Because a successful procedure is not just a successful surgery; it means getting back to what's important in life.



Lindsey Illinger  
Orthopedic Nurse and  
Stride to Success Instructor

# Advanced Care for the Community

## Imaging/Radiology Services

Making healthcare convenient – especially preventive care screenings – is key to helping people take care of their health.

St. Luke's offers the latest in high-quality diagnostic and imaging services at **7** convenient locations in St. Louis and St. Charles counties, either by appointment or on a walk-in basis. Services include CT scan, MRI, X-ray, ultrasound, PET/CT, digital mammography and more.

## Pediatric Services

Focused on meeting all the physical and psychological needs of pediatric patients from newborns to teenagers, St. Luke's Pediatric Unit is staffed **24** hours a day by board-certified pediatricians and licensed professional nurses with specialized pediatric training. To better address the unique needs of these patients and their families, the unit will complete a major renovation in November 2010.

## Vascular Services

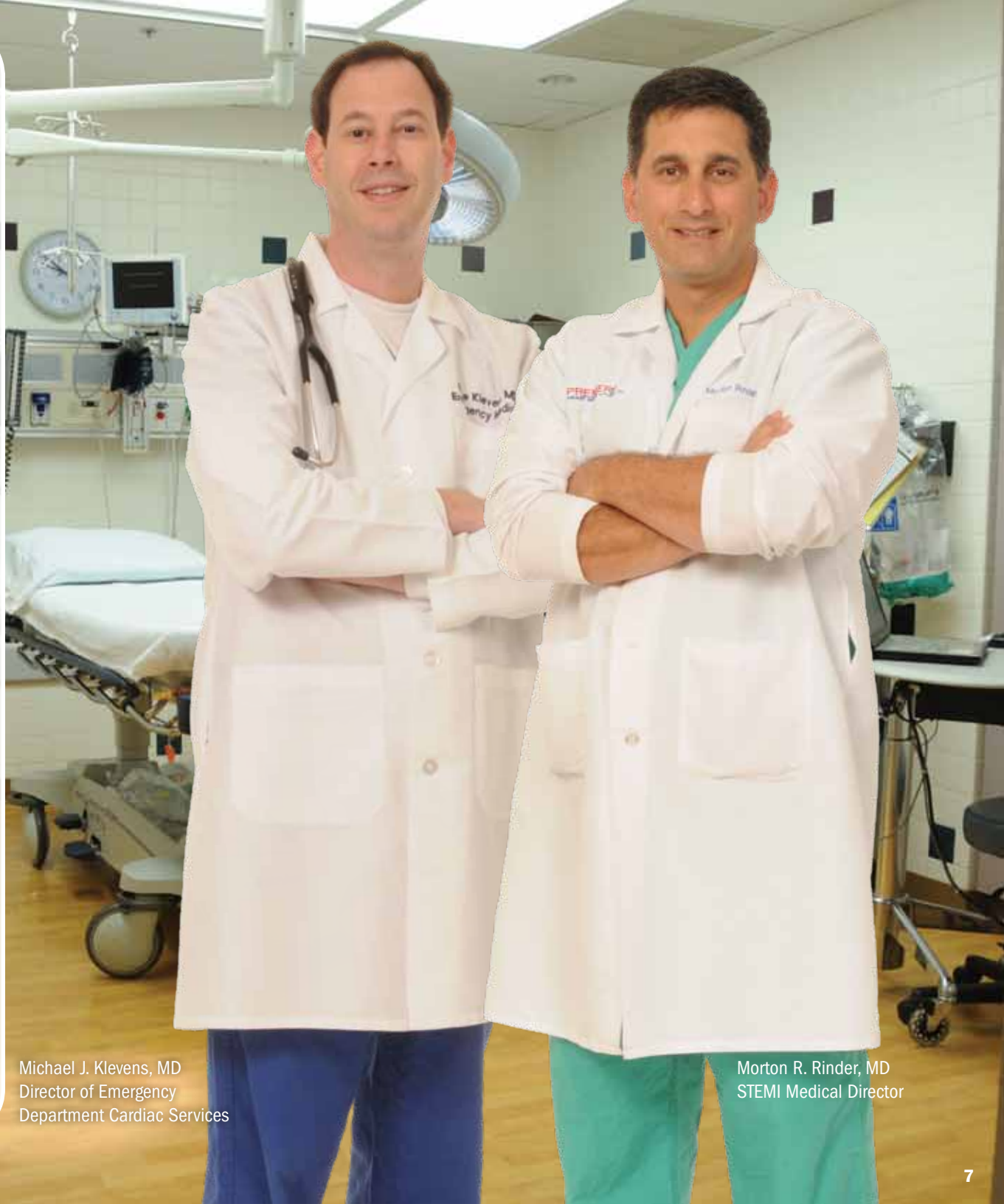
St. Luke's surgeons and clinical staff are highly skilled in the diagnosis and treatment of all vascular diseases including carotid artery disease and stroke, lower extremity arterial disease, renal and mesenteric disease, deep vein thrombosis (DVT), blood clots and varicose veins. In 2010, **21%** of patients who underwent a carotid exam through St. Luke's Vascular Services tested positive for carotid artery disease, an under-diagnosed condition that often shows no symptoms and can lead to stroke. Acutely aware that stroke is the number three cause of death and the leading cause of adult disability in the U.S., St. Luke's is committed to ensuring stroke patients receive rapid evaluation and treatment. This includes innovative care such as tPA therapy within three hours of the onset of stroke symptoms, when appropriate, which gives patients a greater chance of recovering with little or no disability after three months.

# 90 minutes

**90** minutes can be considered long or short; long if it's the time you're waiting in traffic, short if you're watching a good movie. For patients who come to the St. Luke's emergency room with signs of an ST-segment elevation myocardial infarction (STEMI), a particularly serious type of heart attack caused by a blocked artery, those 90 minutes can make a life-saving difference.

Knowing that, a team of doctors and other clinicians in emergency medicine and cardiac services began looking at the time it takes from a patient arriving at the emergency room with a suspected STEMI to the time they receive a life-saving cardiac intervention such as balloon angioplasty or placement of a cardiac stent; their goal: achieve a 90-minute door-to-balloon time.

The 90-minute time is now part of national standards endorsed by the American College of Cardiology. For the past year, St. Luke's has met that goal with 100 percent of patients. Since studies show any delay is associated with greater risk of death, the team is already well on its way to exceeding the standard with **a new goal of 60 minutes or less.**



Michael J. Klevens, MD  
Director of Emergency  
Department Cardiac Services

Morton R. Rinder, MD  
STEMI Medical Director

# Filling Gaps with Specialized Services

St. Luke's has long understood the importance of developing unique services and programs that support the unmet and specialized healthcare needs in our community, and continues to do so today.

## Heart Failure Disease Management Program

Through a unique coordination of services and clinicians, St. Luke's Heart Failure Disease Management Program helps individuals manage and slow the progression of this often life-limiting disease. This year, the program's case management nurses made 26,350 phone calls to patients and/or caregivers to help with symptom management. St. Luke's is also the only hospital in the St. Louis area that provides infusion therapy for individuals with stage 4 heart failure, a treatment that improves quality of life. The fact that less than **1%** of patients in the program were readmitted to the hospital this year speaks volumes about the program's value and effectiveness.

## Genetic Counseling Services

A person has **22,000** pairs of genes that control growth, development and function. Among these, every individual is expected to have five or six that are considered altered. St. Luke's Genetic Counseling Services can provide valuable information to help individuals and families determine if they are at risk for a genetic disorder or inherited disease, enabling them to make more informed, proactive decisions about their health.

## Hyperbaric Medicine & Problem Wound Management Services

When St. Luke's began its hyperbaric medicine program nearly 40 years ago, it was the first in St. Louis to provide this specialized medical service. Today, St. Luke's is the only facility in the area that offers **24**-hour emergency care for critically ill patients suffering from such conditions as bone and soft tissue injuries, problem wounds, decompression illness and carbon monoxide poisoning.

## Infertility Services

On May 27, 2010, a St. Louis metro area woman became the **1st** U.S. cancer survivor to give birth as a result of ovary freezing and transplantation. The removal and freezing of the woman's ovaries to protect them from the sterilizing effects of cancer treatment, and later ovary transplant procedure were performed at the Infertility Center of St. Louis at St. Luke's Hospital by the center's director and renowned infertility specialist, Sherman Silber, MD.



# Age 18

Age **18** signifies an important transition into adulthood and often brings with it new privileges and responsibilities. But for individuals with Down syndrome and their families, 18 also can mean outgrowing their pediatrician's services and being faced with fewer places to turn for the specialized medical care and resources they need. Many struggle to find coordinated care that understands and addresses their unique needs.

Recognizing this, St. Luke's Hospital opened the **Albert Pujols Wellness Center for Adults with Down Syndrome** in 2009. Through the wellness center, patients can get a comprehensive physical with one of the center's designated physicians. They also receive a thorough assessment with the center's social worker, Nicole Hunt, who can then connect them and their families to various wellness services and classes focused on their specific needs related to nutrition, exercise, safety and social/emotional well-being.

Good healthcare isn't just treating disease. It's also about providing wellness services that can make a world of difference to a person's quality of life.



Nicole Hunt  
Social Worker  
Albert Pujols Wellness Center  
for Adults with Down Syndrome

# Expanding to Meet Community Needs

St. Luke's is committed to expanding access to care and responsible growth that meets the needs of our ever-changing community.

## St. Luke's Women's Center in Chesterfield Valley

The January 2010 opening of a new St. Luke's Women's Center in Chesterfield Valley means greater access for women to healthcare services, including now having **4** convenient locations for screening and diagnostic mammograms, in addition to St. Luke's mobile mammography van. In 2010, St. Luke's provided thousands of mammograms through its two Women's Centers and St. Luke's Center for Diagnostic Imaging locations in Creve Coeur and O'Fallon, Missouri.

## Jewish Community Center Partnership

Through a partnership with the Jewish Community Center in **2** locations, St. Luke's continues its commitment to taking healthcare services out in the community where people live, work and play. In 2010, St. Luke's expanded its services beyond the Jewish Community Center's Creve Coeur location at Lindbergh and Schuetz Road to also offer physical therapy, nutrition counseling and massage services at the Jewish Community Center on Baxter Road in Chesterfield.

## Total Control™ Pelvic Health Program

**30-50%** of women over 40 suffer from bladder control issues. Knowing many women go undiagnosed and untreated, in 2010 St. Luke's became the exclusive St. Louis provider of Total Control™, a fitness and educational pelvic health program proven to improve quality of life for women.

## Desloge Outpatient Center

Convenient access to outpatient services was the reason St. Luke's built and opened the Mr. and Mrs. Theodore P. Desloge, Jr. Outpatient Center across from the hospital in 2008. As the outpatient center continues to add more services, including offices for more than 20 physicians, clearly patients appreciate the convenience of having one easily accessible location for *radiology, imaging, cardiology, vascular, therapy and laboratory services*. In 2010, there were **45,763** outpatient visits, a 29 percent increase over 2009.


# 10,352 visits

Good sleep is a critical piece to the puzzle when it comes to overall health, and that's where the staff of St. Luke's Sleep Medicine and Research Center can help. This year, there were **10,352** patients who benefited from visits to the Sleep Medicine and Research Center. A second location was opened in O'Fallon, Missouri in fall 2009 to help meet the growing need for its services.

Those services include much more than just sleep studies. In addition to providing comprehensive clinical services related to the diagnosis and treatment of all types of sleep problems in patients six months old through adults, the Sleep Medicine and Research Center places a significant emphasis on education and research.

The center's physicians (all board-certified sleep specialists), nurses and sleep technologists devote considerable hours each year to community outreach and professional education. The center also has a very active research program and collaborates on clinical trials with major academic centers across the country, including the universities of Harvard, Stanford, Pennsylvania and Wisconsin.

With increasing evidence that sleep problems are linked to many other serious health conditions like heart disease and diabetes, a good night's sleep is invaluable.



D. Troy Curry, MD  
Board-certified  
Sleep Medicine  
Specialist

Amy Leavitt  
Registered Polysomnographic  
Technologist

# Extending the Continuum of Care

St. Luke's serves the region from more than 20 locations across St. Louis and St. Charles counties. It also extends the continuum of quality healthcare through a number of important health services.

## Urgent Care

Access to immediate medical care is essential to a healthy community. Knowing that, St. Luke's Urgent Care Centers offer a quality, convenient option for urgent medical needs that don't require an emergency room visit. In 2010, **82,252** visits were made to St. Luke's five Urgent Care Centers. To improve access, St. Luke's will open a 6th location at Olive and Old Ballas in Creve Coeur in October 2010. All centers offer evening and holiday hours, providing care to children and adults.

## St. Luke's Rehabilitation Hospital

In 2008, St. Luke's opened a 35-bed rehabilitation hospital to meet the growing need for intensive inpatient rehabilitation in the community. With a focus on helping patients recover from severe illnesses and injuries such as stroke, traumatic brain injury, neurological disorders, amputation, spinal cord injury and other debilitating conditions, and regain quality of life, in 2010 the hospital reported **95%** satisfaction on quality of care.

## Home Health Services

Recently added as a new service to St. Luke's continuum of care in June 2009, St. Luke's Home Health Services provided care to more than **1,000** people in the comfort of their homes in 2010. By providing a full range of nursing, therapy, social work and aide services, Home Health helps more individuals recover and stay safe and healthy in their homes.

## Hospice Services

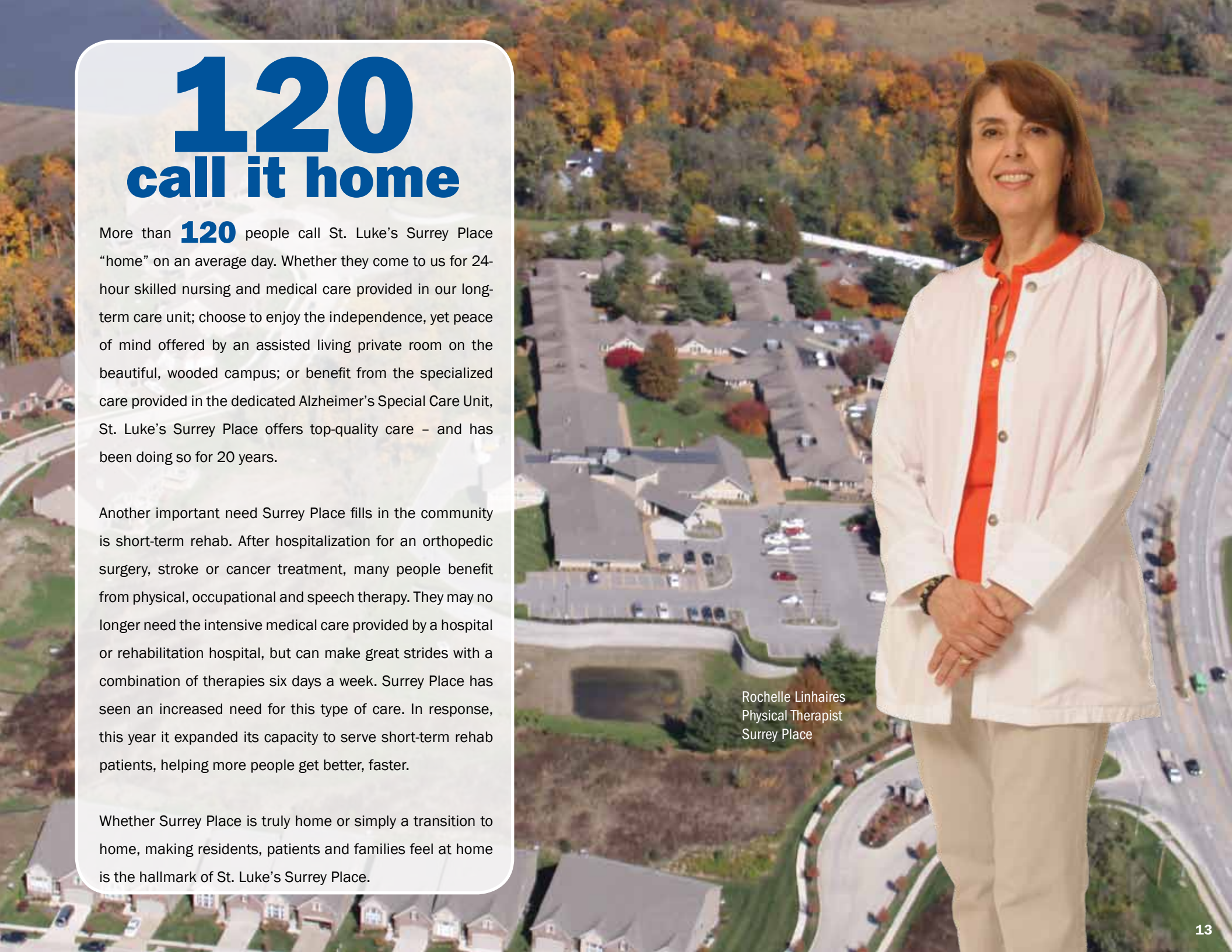
Recognizing a growing need for comprehensive end-of-life care, St. Luke's also recently added Hospice to its services on Sept. **1**, 2010. St. Luke's Hospice provides quality, compassionate end-of-life medical care and counseling for patients in their homes.

# 120 call it home

More than **120** people call St. Luke's Surrey Place "home" on an average day. Whether they come to us for 24-hour skilled nursing and medical care provided in our long-term care unit; choose to enjoy the independence, yet peace of mind offered by an assisted living private room on the beautiful, wooded campus; or benefit from the specialized care provided in the dedicated Alzheimer's Special Care Unit, St. Luke's Surrey Place offers top-quality care - and has been doing so for 20 years.

Another important need Surrey Place fills in the community is short-term rehab. After hospitalization for an orthopedic surgery, stroke or cancer treatment, many people benefit from physical, occupational and speech therapy. They may no longer need the intensive medical care provided by a hospital or rehabilitation hospital, but can make great strides with a combination of therapies six days a week. Surrey Place has seen an increased need for this type of care. In response, this year it expanded its capacity to serve short-term rehab patients, helping more people get better, faster.

Whether Surrey Place is truly home or simply a transition to home, making residents, patients and families feel at home is the hallmark of St. Luke's Surrey Place.



Rochelle Linhares  
Physical Therapist  
Surrey Place

# Striving for Excellence and Earning Recognition

Just as numbers don't tell the full story, neither do awards. We measure our success in many ways, but continue to be proud of the numerous honors and recognitions we receive that reflect our commitment to excellence.

## Clinical Excellence

In 2010, St. Luke's was named an America's **50** Best Hospital™ for the 4th consecutive year, an accomplishment no other hospital in the area has achieved. This designation by HealthGrades®, an independent healthcare ratings company, puts St. Luke's among the top 1 percent of hospitals in the nation for quality clinical outcomes. In addition, the 2010 HealthGrades Hospital Quality in America Study ranked St. Luke's among the top performers in a number of clinical specialties including pulmonary, gastrointestinal and critical care services, and gave St. Luke's five-star ratings in several areas including heart attack treatment; back and neck surgery with spinal fusion; gastrointestinal surgery; and treatment of bowel obstruction, pneumonia, chronic obstructive pulmonary disease, diabetic acidosis and coma, pulmonary embolism, sepsis and respiratory failure.

## Best Places to Work

St. Luke's Hospital was named one of the "Best Places to Work" by the *St. Louis Business Journal* for 2010, based on surveys of employees. Additionally, St. Luke's was awarded a Best-in-Class® Seal for outstanding engagement and overall job satisfaction scores by HR Solutions, Inc. With **3,500** employees, St. Luke's is currently the largest employer in Chesterfield, and as we continue to expand and grow, we are always interested in hiring and retaining the best possible employees.

## Women's Health Excellence

In recognition of its excellence in women's health, St. Luke's was named a Spirit of Women® Premier Hospital by the Spirit of Women Health Network. As the area's exclusive Spirit of Women hospital, St. Luke's is part of a national network of hospitals committed to innovation and excellence in women's health, education and community outreach. Women have responded to this call to take action for their health by joining St. Luke's Spirit of Women membership program, which in 2010 reached **5,000** members. St. Luke's also received the Women's Health Excellence Award from HealthGrades for the second year in a row, rating among the top 5 percent of the nearly 5,000 non-government hospitals nationwide for providing quality healthcare to women.

# #1

## Pulmonary Team

Three of the top 10 reasons for which people are hospitalized in this country are pulmonary conditions – pneumonia, chronic obstructive pulmonary disease and pulmonary embolism. That’s why being rated **#1** in St. Louis for pulmonary care means so much more than just a number to our patients and us.

In 2010, St. Luke’s was rated Best in the St. Louis area for pulmonary services by HealthGrades®. Great coordination and continuity of care is a big part of what makes St. Luke’s pulmonary services exceptional. Top-rated physicians, respiratory therapists, nurses, dietitians, social workers, physical therapists and chaplains work as a team to achieve the best outcome for each patient.

For example, respiratory therapists follow the care of pulmonary patients while in the hospital, through pulmonary rehabilitation and beyond. Recognizing good healthcare doesn’t just stop at the hospital door, they also help arrange for in-home equipment and care, make follow-up calls to answer questions and facilitate monthly pulmonary support group meetings.

A woman with dark hair, wearing a white lab coat over a black top and a pearl necklace, stands in a clinical setting. She is smiling slightly and has her hands clasped in front of her. To her right is a large, white hyperbaric oxygen chamber with glass doors and a yellow circular logo. In the background, there is a desk with a computer monitor and a white office chair. The room has light-colored walls and a wooden floor.

Bhavna Desai  
Respiratory Therapist  
and Assistant Director  
Respiratory Services

# A Spirit of Caring

We firmly believe in improving not just the health of our community, but the quality of life. As part of that commitment, St. Luke's employees and volunteers continually demonstrate a strong sense of caring for the needs of our community in body, mind and spirit.

## Pastoral Care

Central to St. Luke's Episcopal-Presbyterian heritage, the Pastoral Care Department is part of the interdisciplinary healthcare team working to provide holistic care for patients and their families, visitors, physicians and employees of all faiths. Through a ministry of presence, the department's **8** chaplains companion people on their journeys. The chaplains represent diverse faith traditions and are available around the clock at St. Luke's Hospital, Surrey Place and the Rehabilitation Hospital to offer visitation and companionship; spiritual, religious and emotional support; ritual sacramental practices and prayer; and worship services.

St. Luke's also understands the importance of investing in theological and professional education for ministry. For that reason, St. Luke's has a long tradition of providing Clinical Pastoral Education (CPE) that offers a valuable opportunity for qualified individuals of various faith traditions to minister under supervision to persons in crisis situations or times of need. Last year, many students participated in St. Luke's CPE Learning Center's programs, including Supervisory CPE, the 1 to 2-year Residency Program, the 11-week Summer Program and the 16-week Extended Program.

## Employee Generosity

Each year, St. Luke's employees, physicians and volunteers reach deep into their pockets and hearts to help those less fortunate – be it one another through the Employee Crisis Fund; those struggling to make ends meet in our community through food, clothing and school supplies collection drives coordinated by St. Luke's Mission Outreach Committee; or other charitable causes through walks and events. Despite the country's challenging economic times, in 2010 St. Luke's employees also contributed **\$105,000** to the United Way campaign, surpassing the previous year's contribution and making St. Luke's one of the top five campaigns in dollars raised, in the Health Services division.



# 78,000 hours donated

In 2010, more than 450 volunteers collectively dedicated **78,000** hours to St. Luke's. That's equivalent to the work hours provided by nearly 38 full-time employees.

Volunteers, like husband and wife Tom and Jane Polansky, play an integral role at St. Luke's and enable our services to go beyond the care our 3,500 employees provide. Volunteers help greet and direct visitors, transport patients, staff the hospital gift shop, deliver mail, assemble patient education materials and do so much more.

Through the St. Luke's Auxiliary's many fundraising efforts, volunteers also provide an important source of funding for programs and services that support and benefit patients and their families, St. Luke's staff and the broader community. Easily recognizable in their red shirts and pink smocks, we couldn't imagine St. Luke's without our many generous volunteers.

Tom and Jane Polansky  
Volunteers  
St. Luke's Auxiliary



# A Culture of Giving

Philanthropic giving from grateful patients, board members, physicians, employees, community leaders, corporations and foundations is an important source of support for St. Luke's Hospital, directly benefiting the community through new technology, enhanced services and improved facilities.

St. Luke's is grateful for a strong culture of giving. In fiscal year 2010 (July 1, 2009 – June 30, 2010), St. Luke's Hospital received more than **\$5.7 million**, a record in charitable gifts. This included more than \$2.7 million in unrestricted giving from individual donors, corporations and estates.

Since embarking on the Advancing Excellence with Exceptional Care Campaign four years ago to help expand services and improve access to care, the campaign has nearly reached its \$30 million goal with **\$29.4 million** pledged to date.

Gifts from the Friends of St. Luke's, which represent annual supporters, raised nearly **\$310,500** from 826 total donors. Of that, nearly \$243,000 came from the 144 St. Luke's Society members who give \$1,000 or more each year. Understanding the importance of health education, the Friends of St. Luke's also hosted four speakers' bureau events that reached out to 275 guests.

# \$4.2 million investment

In 2010, St. Luke's Hospital added a state-of-the-art hybrid operating room. This advancement in medical care provides surgeons with the ability to treat patients with complex medical conditions using new technology that combines minimally invasive techniques with traditional surgical procedures, all in the same room. This provides much lower risk to patients, resulting in faster recoveries and leading to more efficient medical care.

Successful fundraising initiatives and the generosity of donors provided \$4.2 million in funding for the hybrid operating room. The project included construction of the innovative operating room and a specialized angiography system – presently, the only one of its kind in Missouri. This high-tech imaging equipment helps physicians see the inside of organs and blood vessels and provides real-time, moving, three-dimensional images from all angles. It also produces optimal imaging quality with lower doses of radiation, an important safety benefit for both patient and surgeon.

St. Luke's is fortunate to benefit from the generosity of so many friends and supporters in our community. Individual donors and foundation grants made funding for this important project possible, helping St. Luke's provide leading medical care to our community.



Susan Miller  
Director  
Surgical Services

Sue A. Adams  
Executive Director  
Development

# A Commitment to Stewardship

## Operating Results

St. Luke's gain from operations for the fiscal year that ended June 30, 2010, was **\$16,108,000**, representing an operating margin of **3.9** percent. Based on the hospital activity shown to the right, total operating revenue grew to **\$414 million**, a **3.1** percent increase over the prior fiscal year. St. Luke's spends approximately **55** percent of each dollar collected on salaries and benefits for its healthcare workers.

## Community Benefit

As a not-for-profit hospital, St. Luke's is committed to being a good steward of our resources. We measure our success not only in our financial results, but also by how well we are serving the greater good of the community. Each year we invest considerable dollars and resources to improve the health, wellness and quality of life in our community.

In fiscal year 2010, St. Luke's provided **\$22 million** in charity care, helping individuals in our community access medical care regardless of their ability to pay.

In response to identified needs, each year St. Luke's also benefits the community through:

- **Health Professionals Education**, including training opportunities for a variety of health professionals; an accredited continuing medical education program for physicians; a medical residency program; and a fully accredited program for chaplains.
- An extremely active **Community Outreach** program that provides more than 1,000 health education opportunities, prevention programs, health screenings, special events, support groups and classes each year to area schools, companies and the broader community.
- **Free online health risk assessments** for a number of health conditions, including personal follow-up for those found at risk for heart disease and stroke.
- The **St. Luke's Pediatric Care Center**, which provides primary and preventive care to medically underserved and uninsured children in North St. Louis City and County. There were more than 6,500 visits to the clinic in 2010.
- St. Luke's partnership with **Meals on Wheels** provides more than 1,000 meals to elderly and disabled individuals in the West County area.

<b>Utilization Summary</b>	<b>Fiscal Year 2009</b>	<b>Fiscal Year 2010</b>
Admissions	17,802	17,004
Observation Patients	2,246	2,287
Average Length of Stay (days)	4.6	4.4
Average Daily Census	224	206
Surgeries	17,512	17,305
Births	2,063	2,049
Outpatient Registrations	186,037	191,067
Emergency Department visits	31,020	30,162
Urgent Care Center visits	82,903	82,252
Surrey Place Average Residents Per Day	124	120

# \$22 million in care

In 2010, St. Luke's provided **\$22 million** in charity care, the most in the hospital's history. At St. Luke's, providing medical care to people regardless of their ability to pay is part of our mission and daily practice.

That's why this past year St. Luke's created a full-time financial counselor position dedicated to helping people understand and apply for St. Luke's financial assistance or Medicaid while still in the hospital. Alicia Acklin meets with people every day who find themselves in challenging situations – an independent business owner who can't afford health insurance; a young father whose job loss also cut health benefits for his infant daughter; an elderly patient on a fixed income unaware of potential resources to assist with her medical bills.

Alicia sits with individuals in their hospital rooms to review options and help them make sense of the paperwork. We look at our charity care each year just like we do the individuals who benefit from it – so much more than just a number.

Alicia Acklin  
Financial Counselor

# Excellence in Leadership

## Board of Directors

Ned O. Lemkemeier, Chairman of the Board  
Annie Schlafly, Vice Chairman  
James G. Forsyth, III, Treasurer  
Daniel K. Stegmann, Secretary  
Stuart L. Bascomb  
John B. Buettner, M.D.  
William Cornelius  
John F. Eilermann, Jr.  
The Rev. Terry Epling  
Kathleen Higgins  
Paul LaPointe, M.D.  
Jefferson L. Miller, Jr.  
John A. O'Rourke  
Jerome G. Piontek, M.D.  
Jerrie House Plegge  
David B. Price, Jr.  
The Rev. Dr. Paul T. Reiter  
Hugh Scott, III  
Joseph A. Sheehan  
The Rt. Rev. G. Wayne Smith

## Senior Staff

Gary Olson  
President & Chief Executive Officer  
Brian Spillers  
Executive Vice President – Finance  
Gail Wagner  
Senior Vice President – Patient Services  
Jan Hess  
Vice President  
Brenda Kelly  
Vice President  
Don Miller  
Vice President – Operations  
Janette Taaffe  
Vice President – Human Resources  
Sue Adams  
Executive Director – Development  
Bill Meyer  
Chief Information Officer  
Maged Haikal, M.D.  
Robert Y. Kanterman, M.D.  
David Krajcovic, M.D.  
Paul Mennes, M.D.  
Carlton Pearse, M.D.

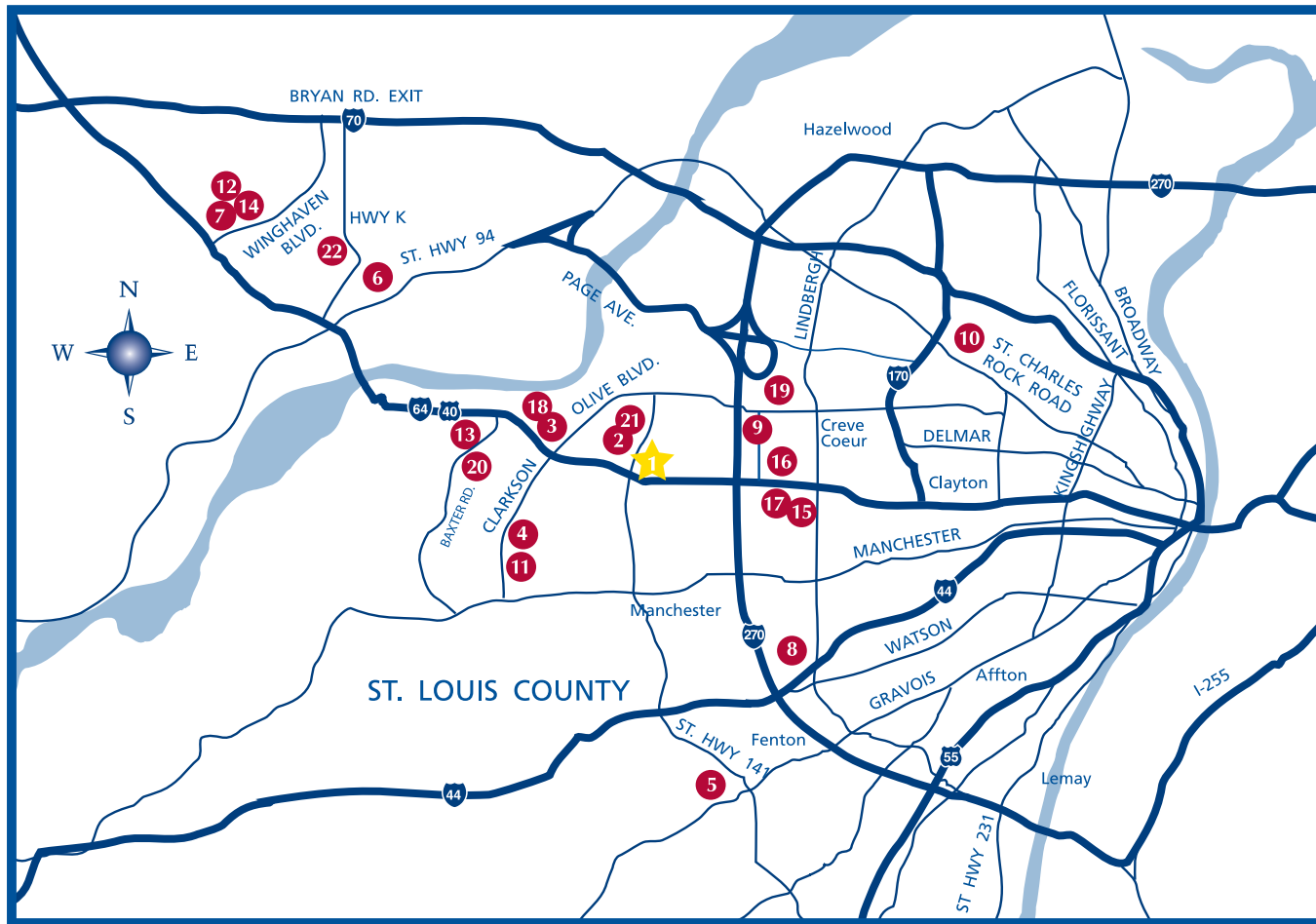
## Chiefs of Service

Mohammad Bashiti, M.D.  
Chief, Department of Anesthesiology  
David Butler, M.D.  
Chief, Department of Radiation Oncology  
Robert Y. Kanterman, M.D.  
Chief, Department of Radiology  
David Krajcovic, M.D.  
Chief, Department of Surgery  
Horacio Maluf, M.D.  
Chief, Department of Pathology  
Paul Mennes, M.D.  
Chief, Department of Medicine  
Carlton Pearse, M.D.  
Chief, Department of OB/GYN  
Janet Ruzycki, M.D.  
Chief, Department of Pediatrics

# Scope of Services

Allergy and Immunology  
Alzheimer's Services  
Anesthesiology  
Albert Pujols Wellness Center  
for Adults with Down Syndrome  
Brain and Spine Center  
Cardiology  
Cardiothoracic Surgery  
Cancer Care  
Centers for Diagnostic Imaging  
Cleft Palate  
Colon and Rectal Surgery  
Continuing Medical Education Courses  
Dental Medicine  
Dermatology  
Emergency Department  
Employer Wellness Programs  
Endocrine Surgery  
Endocrinology  
Executive Health Program  
Family Medicine  
Gastroenterology  
Genetic Counseling Services  
Geriatric Medicine  
Gynecologic Oncology  
Health Services at WingHaven®  
Hematology and Oncology  
Home Health Services  
Hospice Services  
Hyperbaric Medicine  
Imaging/Radiology  
Infectious Disease  
Infertility Services  
Institute for Health Education  
Internal Medicine  
Lab Services  
Long-Term Nursing Care  
Mammography Services  
Maternal and Fetal Medicine  
Maternity Services/Special Care Nursery  
Nephrology  
Neurology  
Neurosurgery  
Nutrition Counseling Services  
Obstetrics and Gynecology  
Ophthalmology  
Oral and Maxillofacial Surgery  
Orthopedics  
Osteoporosis Center  
Otolaryngology (Ear, Nose and Throat)  
Otology and Neurotology  
Pain Management Center  
Palliative Care  
Pastoral Care/Chaplaincy Program  
Pathology  
Pediatric Care Center  
Pediatrics  
Pharmacies  
Physical Medicine and Rehabilitation  
Physician Referral Service  
Plastic Surgery  
Psychiatry  
Pulmonary Services  
Radiation Oncology  
Rehabilitation Hospital  
Reproductive Endocrinology  
Residency Training in Medicine  
Rheumatology  
Sleep Medicine & Research Center  
Speakers Bureau  
Surgical Services  
Surrey Place  
The Robert Paine, MD Heart Institute  
Therapy Services  
Urgent Care Centers  
Urogynecology  
Urology  
Vascular Access Center  
Vascular Surgery  
Women's Services  
Wound Care

# Serving the community from more than 20 locations across the greater St. Louis area



- ★ St. Luke's Hospital**
- 2 The Mr. and Mrs. Theodore P. Desloge, Jr. Outpatient Center**
  - Cardiology Services
  - Laboratory Draw Station
  - Radiology and Imaging Services
  - Therapy Services and Cardiac Rehabilitation
  - Vascular Services
  - Albert Pujols Wellness Center for Adults with Down Syndrome
- 3 Surrey Place Skilled Nursing/Residential Care**
- 4 St. Luke's Urgent Care in Ellisville**
- 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 – opening fall 2010**
- 10 St. Luke's Pediatric Care Center**
- 11 St. Luke's Medical Offices and Therapy Services in Ellisville**
- 12 St. Luke's Medical Offices and Therapy Services at WingHaven®**
- 13 St. Luke's Center for Diagnostic Imaging – Chesterfield Valley / St. Luke's Women's Center**
- 14 St. Luke's Center for Diagnostic Imaging – WingHaven®**
- 15 St. Luke's Center for Diagnostic Imaging – Frontenac**
- 16 St. Luke's Center for Diagnostic Imaging – Midwest Breast Care Center**
- 17 St. Luke's Vascular Access Center**
- 18 St. Luke's Rehabilitation Hospital**
- 19 St. Luke's Therapy and Nutrition Counseling Services at the Jewish Community Center – Creve Coeur**
- 20 St. Luke's Therapy and Nutrition Counseling Services at the Jewish Community Center – Chesterfield**
- 21 St. Luke's Home Health & Hospice Services**
- 22 St. Luke's Sleep Medicine Center - O'Fallon location**