

K. Luke's 2013 Annual Report HOSPITAL 2013 to the Community

Healthcare has always been about caring for generations. From birth through every decade of life, and from one generation to the next, St. Luke's has been caring for our community for nearly 150 years.

Whether it is helping a family welcome a new baby into the world in our Birth Care Suites, performing emergency heart surgery to ensure a wife and mother is around to care for the next generation of her family, or helping a grandfather through therapy after a knee replacement so he can better enjoy time with his grandchildren, St. Luke's is privileged to be part of improving the quality of life for patients and our community.

We are equally focused on the future and making healthcare better for the generations yet to come, including:

- Investing in new technologies that improve treatment today and for future generations.
- Continuously evaluating and enhancing the way we provide care as an organization.
- Upgrading facilities to accommodate new technologies and provide an optimal healing environment.
- Dedicating resources to research efforts and clinical trials that help develop new standards and shape the future of medical treatment.
- Investing in the next generation of physicians, nurses and other healthcare professionals through professional training programs and strong recruitment efforts.
- Improving the health of future generations by evaluating our community's greatest health needs and developing ways to address them.

This report provides a glimpse of why many generations choose to receive and provide care at St. Luke's. As a community hospital, we have long prided ourselves on delivering personalized care. But having grown over the generations to more than 20 locations that offer the latest treatments and technologies in state-of-the-art facilities, St. Luke's is so much more than a community hospital. We are well positioned to be the healthcare choice for many generations to come.

Day Om

Gary Olson
President and CEO

Annie C. Schlafly Chairman, Board of Directors

Quein C. Schaffy



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FOOTPRINTS

Every birth is special, but when Dr. Carlton Pearse,

St. Luke's Chief of Obstetrics and Gynecology, helped

deliver Emily's first baby at St. Luke's in 2013, it was a true

celebration of generations. Dr. Pearse was also her mother's

obstetrician and, 23 years earlier, had helped welcome

Emily into the world at St. Luke's.

With a reputation for providing all the services and amenities of a larger hospital, but with a special level of personalized care, it's not surprising that moms return to St. Luke's for all their babies' births – or that families trust St. Luke's from one generation to the next.

Another reason Emily's family has to celebrate: Baby
Henry is the fifth living generation, which includes
Great-Great-Grandmother Henrietta (90 years old),
Great-Grandmother Eula, Grandmother Khristie, and
Mom Emily with Henry at 3 months old.



Nationally recognized heart services St. Luke's Hospital ranks best in the St. Louis region for overall cardiac

St. Luke's Hospital ranks best in the St. Louis region for overall cardiac services and cardiac surgery, according to a Healthgrades® study. The Robert Paine, MD Heart Institute offers state-of-the-art diagnostic, interventional and surgical cardiac procedures, electrophysiology procedures, heart disease prevention programs and cardiac rehabilitation programs.

New dimension of Cancer care

Having just completed a two-year \$6.2 million expansion, the St. Luke's Center for Cancer Care now offers one of the most comprehensive cancer programs in the region. New clinical initiatives include the first STAR™ certified (Survivorship Training and Rehab) Program in the St. Louis area, which focuses on the physical and emotional healing of cancer survivors.

Enhancing maternity services

To better meet the needs of premature babies and newborns with special medical needs, and advancements in neonatal medicine, in 2013 St. Luke's completed an extensive renovation of The Saigh Foundation Special Care Nursery, St. Luke's level II neonatal nursery. The expanded space integrates upgraded technology and state-of-the art design, including private rooms for families. This year St. Luke's also began a multi-year plan to remodel much of the labor, delivery and post-partum areas, including enhancements to patient rooms, family waiting areas and the on-site Lactation Center.

Advancements in sleep medicine Through collaborative research projects with Stanford, Harvard and

Through collaborative research projects with Stanford, Harvard and other large research institutions, St. Luke's Sleep Medicine and Research Center contributes to advances in the field of sleep medicine. In 2013, the Center expanded its capabilities with home sleep studies, making sleep testing more convenient for patients, where appropriate. While the Center evaluates and treats patients ages 6 months to 90 years, its pediatric patient volume continues to grow each year.

Number one in

neurosurgery and neurosciences

Providing surgical and non-surgical treatment options for various neurological diseases and injuries to the nervous system, the Orthwein Brain and Spine Center at St. Luke's Hospital was the first of its kind in St. Louis. St. Luke's continues to offer the latest in neurological care, ranking number one in Missouri for neurosurgery and neurosciences (neurosurgery and stroke treatment combined), according to a 2013 independent study by Healthgrades[®].

Increased demand in orthopedics

As baby boomers age, demand has increased for total joint and orthopedic procedures. St. Luke's Stride to Success pre-operative orthopedic educational class also continues to grow. Working closely with Therapy Services to provide the most complete patient care, our orthopedic surgeons continue to help generations return to an active lifestyle or improve quality of life at any age.

Excellence in women's health

St. Luke's is the only hospital in the St. Louis area to be part of the national Spirit of Women Health Network. Knowing women often care for multiple generations of the family, including children, grandchildren and parents, the St. Luke's Spirit of Women membership program, which grew to 10,000 members this year, offers health education, community outreach and resources specifically designed to empower women and their families to take action for better health. To help them do that, St. Luke's offers a full range of women's services for care at every stage of life.

Urgent Care continues to expand

Seeing a need for more convenient and prompt minor emergency care serving all ages, more than 30 years ago St. Luke's opened one of the first urgent care centers in the St. Louis area. Today, board-certified physicians, nurse practitioners, registered nurses, and X-ray and lab technicians staff six St. Luke's Urgent Care Centers, with a seventh scheduled to open in Ladue in fall 2013. In another new model of convenience for patients and innovation in care, last year St. Luke's opened its first *Convenient Care* inside the new Dierbergs Des Peres.

Impacting next generation pulmonary care With the goal of advancing care for the next generation and beyond, St. Luke's pulmonary

With the goal of advancing care for the next generation and beyond, St. Luke's pulmonary research center is on the forefront of improving pulmonary medicine. For example, St. Luke's is part of a research study for a new diagnostic test to make treatment of asthma more effective. In another effort, St. Luke's is on the forefront of helping develop a standard to improve diagnosis of pulmonary fibrosis and other traditionally hard-to-diagnose pulmonary conditions.





Pediatric Care Center ensures access to quality care When St. Luke's made the decision more than 60 years ago to dedicate a facility

to providing preventive healthcare and treatment to medically underserved and underinsured children, it ensured that generations of children would thrive and have access to the quality healthcare they deserved. Continuing that commitment, the St. Luke's Pediatric Care Center located in North St. Louis County offers care for children from birth to age 18, with nearly 6,000 patient visits last year.

Comprehensive Services for seniors Over the past few years, St. Luke's has developed a full complement of services to address

the health and wellness needs of older adults.

St. Luke's added *Home Health Services* in 2009 and the program has continued to grow, from 14,000 visits in its first year to nearly 34,000 this year. It offers a full range of nursing, therapy, social work and aide services that enable individuals to recover and stay safe and healthy in their homes.

A year later, St. Luke's added *Hospice Services* to provide comprehensive end-of-life care at any age. The care team includes registered nurses, medical social workers, spiritual care chaplains, grief counselors, aides and a medical director, as well as therapists and dietitians, as needed.

Since 1990, St. Luke's *Surrey Place* has offered assisted living and skilled nursing facility services to the community, as well as residential private rooms, long-term care, Alzheimer's and dementia care, and short-term rehabilitation and therapy.

The most recent addition to St. Luke's senior offerings is Senior Solutions, a joint program of St. Luke's Hospital and St. Andrew's Resources to offer care and services to older adults. It provides a wide range of customized services including personal care, transportation, medication management and more, to assist seniors and their caregivers.

Maximizing recovery through rehabilitation When someone suffers a severe injury or illness, oftentimes their care falls to a family

member – one generation caring for another. St. Luke's Rehabilitation *Hospital* provides intensive inpatient rehabilitation programs and services to patients with severe illnesses and injuries with the goal of helping them return to independent living and regain their quality of life.



A commitment to recruiting and retaining physicians
For generations, St. Luke's physicians have been providing medical care for

For generations, St. Luke's physicians have been providing medical care for the community – from primary care and emergency care to cancer care and neurosurgery, and everything in between. Today, patients have access to more than 1,000 physicians at St. Luke's in over 60 specialty areas. More than 300 of those physicians were named to the *St. Louis Magazine* Best Doctors List, published in August 2013.

St. Luke's continues to expand its medical staff, recruit new physicians, and provide a practice environment that fosters retention of quality medical staff. Last year, 30 new physicians joined St. Luke's medical staff.

To help patients more easily connect with a physician, St. Luke's provides a Physician Referral Service staffed by registered nurses. The service offers referrals to physicians based on a patient's specific preferences and needs, and can assist with appointment scheduling.

Training the next generation

Recognizing the importance of investing in the next generation of physicians,

Recognizing the importance of investing in the next generation of physicians, St. Luke's offers an Internal Medicine Residency Program that provides critical training and mentoring for medical school graduates. The program has trained more than 450 residents during the past 35 years and is fully accredited by the Accreditation Council on Graduate Medical Education. Residents gain three years of intensive, real-world experience under the supervision of attending physicians and chief residents. They provide primary care in an urban public health clinic and care for hospitalized patients in the ICU and other units at St. Luke's Hospital.

Residency programs are highly competitive and St. Luke's is no exception. Each year more than 2,800 medical school graduates apply for the 14 available spots.

Implementing electronic medical records

As part of the next generation of patient/provider communication and efforts to enhance patient safety and care, St. Luke's is well into a multi-year plan to implement a comprehensive electronic medical record system. Currently, electronic records are utilized by physicians for all inpatient stays, tests and procedures.

Exceptional employees deliver exceptional care More than 3,500 employees provide the

More than 3,500 employees provide the personalized care and create the family environment for which St. Luke's is known. It's not hard to find mutiple members of the same family that work at St. Luke's, including many generations.

St. Luke's is proud to have more than 400 employees with 25 years or more of service. Of those, more than 250 have celebrated 30 years, more than 100 have celebrated 35 years, and more than 10 have achieved 40 years of service. A couple of employees have been with St. Luke's for as long as 45 years.

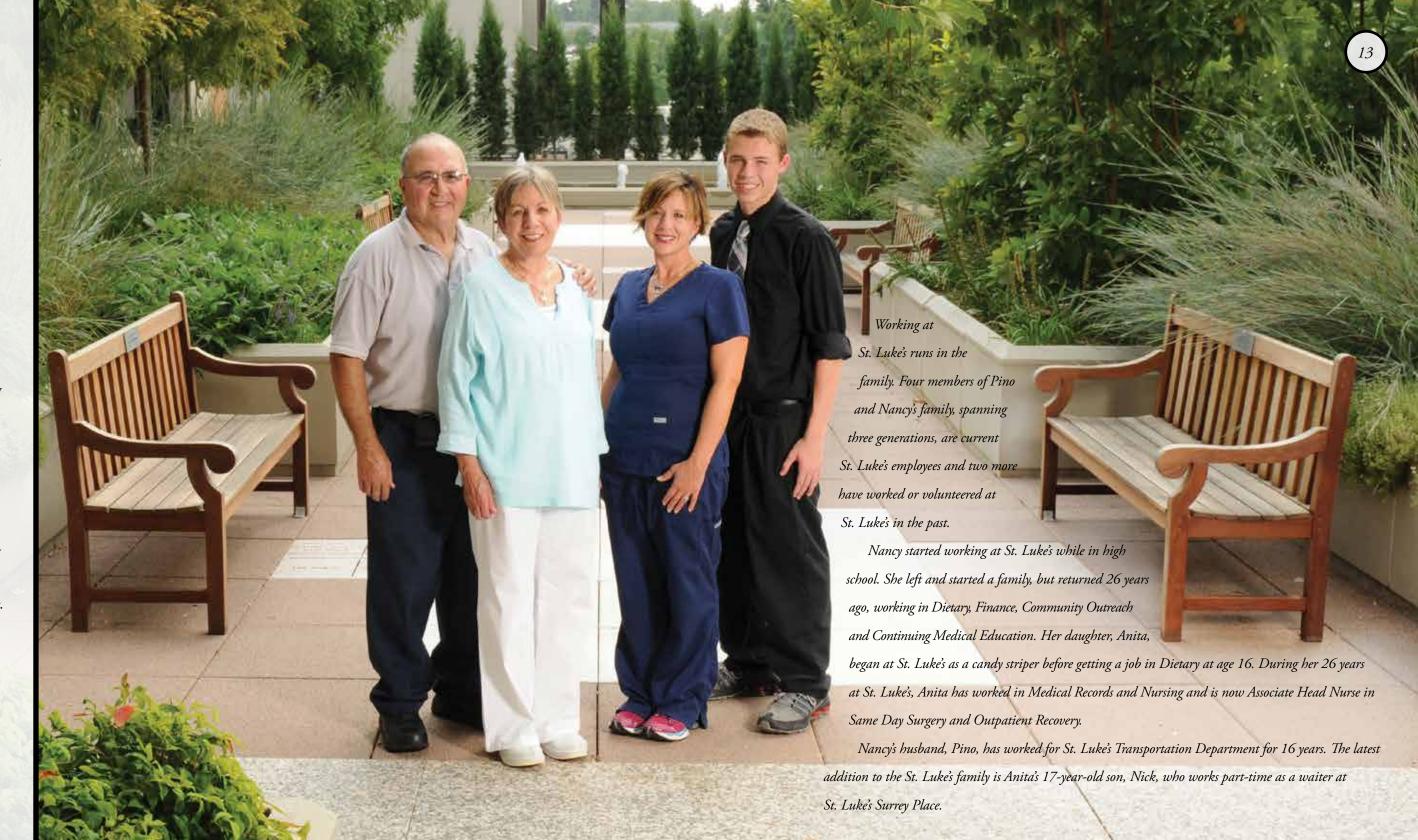
The dedication employees have to St. Luke's also is reflected in the care they provide. St. Luke's consistently reports outstanding patient satisfaction scores.

Volunteers offer invaluable service

Even volunteering at St. Luke's is often a family tradition. Multiple generations within a family serve as volunteers, many employees and physicians have family members who volunteer, and there are 29 sets of married couples who volunteer.

In 2013, more than 400 volunteers collectively provided 84,000 hours to St. Luke's.

The Auxiliary of St. Luke's Hospital, which currently has 218 members, is a major source of support for the hospital through volunteer hours and fundraising efforts. In December 2012, the Auxiliary donated \$150,500 to St. Luke's.





A ministry of presence

Central to St. Luke's Episcopal-Presbyterian heritage, St. Luke's *Pastoral Care Department* offers a ministry of presence through various services and resources. Chaplains are available around the clock at St. Luke's Hospital, Surrey Place and the Rehabilitation Hospital to provide pastoral care to patients, families, visitors, staff and physicians of all faiths.

St. Luke's also offers an accredited *Clinical Pastoral Education* (*CPE*) *Program*, providing ministry students of various faith traditions with a valuable learning opportunity to enhance the quality of their ministry and pastoral care. St. Luke's CPE Learning Center offers a 1- and 2-year Residency Program, an 11-week Summer Program, a 16-week Extended Program and a 2- to 3-year Supervisory CPE Program.

Mission in the community

The concept of mission extends far beyond the Pastoral Care Department. The St. Luke's *Mission Outreach Committee*, comprised of employees across the organization, coordinates efforts throughout the year in which employees, patients and physicians generously support such initiatives as:

- Winter clothing drives to help clothe families of the St. Luke's Pediatric Care Center and Isaiah 58 Ministries during the colder months.
- Food drives to benefit Operation Food Search in their work to feed hungry families in our communities.
- School supply drives to provide backpacks and school supplies to children of the Pediatric Care Center.

The hospital also sponsors and participates in numerous charitable events and nonprofit health organizations.

Setting a healthy example Understanding the important health example hospitals need to set for

the community, this year St. Luke's was the first hospital in Missouri to join the National Hospital Healthy Food

Initiative, part of the Partnership for a Healthy America. With a goal to end the childhood obesity epidemic within a generation, St. Luke's is committed to ehancing on-site food offerings. The multi-phase plan entails offering more nutritious food options for staff, patients and visitors, including lower priced wellness meals, better nutrition labeling and phasing out fried foods over the next few years.

A culture of giving Generations of care, leadership and philanthropy

The bright future of St. Luke's Hospital is built on the vision to grow more extraordinary healthcare programs and services for patients and their families. Philanthropic support enables St. Luke's to expand and enhance its services and facilities, such as the newly renovated Saigh Foundation Special Care Nursery and the St. Luke's Center for Cancer Care.

Charitable gifts to the Friends of St. Luke's annual fund and from grateful patients provide significant financial support to St. Luke's Hospital, greatly assisting and ensuring its sustainability.

Total Charitable Giving

In fiscal year 2013 (July 1, 2012 – June 30, 2013), St. Luke's received over \$3.3 million in philanthropic giving. This includes more than \$1.5 million in unrestricted giving from individual donors, corporations and estates.

Friends of St. Luke's

The Friends of St. Luke's are families, physicians, community members and business leaders who promote philanthropic support to enhance the mission and strategic vision of St. Luke's Hospital for the health of the community.

The Friends of St. Luke's contributed \$639,660 this year through the generous gifts of more than 400 donors, surpassing their \$575,000 goal. The leadership, commitment and involvement of the Friends of St. Luke's set a wonderful example in the community and reinforce St. Luke's dedication to medical excellence.

Young Friends of St. Luke's

The Young Friends of St. Luke's is a dynamic group of young professionals, volunteers and physicians dedicated to:

- Promoting a healthy lifestyle in the community.
- Providing social and business networking opportunities.
- Supporting St. Luke's Hospital by increasing awareness and raising funds.

Recently formed in 2012, The Young Friends hosted a number of fundraising events and participated in community health programs this year.



When Cindy was selected President of the Friends of St. Luke's this year, it only strengthened her family's multi-generational connection to St. Luke's – through leadership, volunteer and philanthropic support and as patients.

Cindy's mother, Ann, has volunteered at the hospital and her father, James A. Maritz, Jr.

(deceased), served as President of the St. Luke's

Hospital Board of Directors from 1974 through 1976.

"I remember some of his happiest memories were working with St. Luke's," says Cindy of her father.

"He instilled in us the value of working hard for an organization that you believe in."

Cindy's sister-in-law, Michele, is actively involved on the St. Luke's Gala Committee, volunteering significant time and creative energy to make the St. Luke's Office of Development's fundraising gala a success.

The family also trusts St. Luke's with its healthcare needs. Most of Cindy's doctors, as well as Ann's, Cindy's brother, Jim's, and Michele's, are at St. Luke's.

"As the new President of the Friends of St. Luke's,

I am eager to let people know how St. Luke's Hospital

improves the quality of life for patients and the

community," adds Cindy.

Stewardship

Fiscal Year 2013 Utilization Summary

Admissions	15,337
Observation patients	2,604
Surgeries	17,446
Births	1,869
Outpatient registrations	308,451
Emergency Department visits	30,137
Urgent Care Center visits	96,147
Home Health visits	33,840
Hospice days of service	17,374
Surrey Place average residents per day	109

Operating results

St. Luke's operating revenue in excess of expense for the fiscal year that ended June 30, 2013 was \$16,948,000, representing an operating margin of 3.7 percent. Based on the hospital activity shown above, total operating revenue grew to \$458 million, a 5 percent increase over the prior fiscal year.

Community benefit

As a nonprofit organization, St. Luke's Hospital is committed to its mission of improving the health of the community. In fiscal year 2013, St. Luke's provided unreimbursed services costing \$11 million in the form of charity and Medicaid discounts to uninsured and underinsured patients, helping individuals in our community access medical care regardless of their ability to pay.



St. Luke's regularly invests in its facilities, upgrading and renovating to accommodate new technologies and provide care to patients in state-of-the-art spaces. The nonprofit hospital is located just off Highway 40/I-64 at Highway 141 in Chesterfield, but St. Luke's services are accessed through more than 20 locations from Midtown to St. Charles County and North County to South County.

Over the past few years, St. Luke's has expanded its presence in growing St. Charles County to meet the community's needs, including primary and specialty care services, imaging, therapy, nutrition counseling and pharmacy services, as well as an Urgent Care Center and Sleep Medicine Center. St. Luke's newest facility will open this fall – an Urgent Care Center in Ladue.

Addressing community health needs

The St. Luke's vision truly reflects our commitment to community outreach: St. Luke's will be a premier regional healthcare provider serving St. Louis Metro, portions of Eastern Missouri and Southwestern Illinois. We will actively reach out to the public, physicians, employees, referring providers and the communities we serve, offering a wider range of health services than a traditional hospital.

St. Luke's Hospital has a strong commitment to the health of the community. Beyond delivering inpatient and outpatient care, St. Luke's has an *active community outreach offering* that provides thousands of educational and preventive health opportunities, including health screenings, special events, classes and support groups, each year to our community. Additionally, St. Luke's partners with nearly 200 employers across the area to bring health education and screenings to worksites as part of its extensive *worksite wellness program*.

As part of the Patient Protection and Affordable Care Act, all nonprofit hospitals are conducting *Community Health Needs Assessments* to evaluate the community needs and ensure they are offering programming and services to meet these needs. St. Luke's embarked on an 18-month process to identify and assess the full scope of needs of the West St. Louis County (West County) population through input solicited from area health experts and community leaders, and selected primary and secondary survey sources of input to identify target areas for improvement.

With this information, St. Luke's is developing an implementation plan with ways to enhance our education and partner with community organizations to improve the quality of life in our community, specifically in the areas of:

- Obesity and Sedentary Lifestyle
- Cancer Screenings and Support Services
- Management of Chronic Conditions

The full Community Health Needs Assessment Report is available on the St. Luke's website at stlukes-stl.com.

Awards and honors

America's 50 Best Hospital,™ Healthgrades® 2007-2013

St. Luke's Hospital was named one of America's 50 Best Hospitals in 2013 for the seventh year in a row, making it the only hospital in St. Louis to achieve the designation since the inception of this Healthgrades list. As one of America's 50 Best Hospitals, St. Luke's ranks among the top 1 percent of hospitals in the nation for clinical excellence based on survival and complication rates.

Best in St. Louis: Cardiac

According to a 2013 Healthgrades study, St. Luke's Hospital ranks best in the St. Louis region* for overall cardiac services and cardiac surgery. The study evaluated the performance of more than 4,500 hospitals nationwide across nearly 30 of the most common conditions and procedures.

Number 1 in Missouri

The same Healthgrades quality study also named St. Luke's number one in Missouri for:

- Neurosurgery and neurosciences (neurosurgery and stroke treatment combined)
- Overall Pulmonary Services
- Critical Care
- Gastrointestinal Medical Treatment

Outstanding Patient Experience Award

St. Luke's Hospital is a recipient of the Outstanding Patient Experience Award™, 2011-2013 by Healthgrades. This distinction ranks St. Luke's among the top 5 percent of hospitals nationwide based on an analysis of patient satisfaction data.

Women's Health Excellence Award

St. Luke's Hospital received the Women's Health Excellence Award™ in 2009 through 2013 from Healthgrades. The recognition distinguishes St. Luke's as a top-performing hospital in women's health, which includes care provided to women for common conditions treated and procedures performed in the hospital such as heart care, vascular surgery, stroke care, respiratory services, orthopedic surgery and spine surgery.

Best Places to Work, St. Louis Business Journal

St. Luke's Hospital was again named one of the Best Places to Work by the *St. Louis Business Journal*.

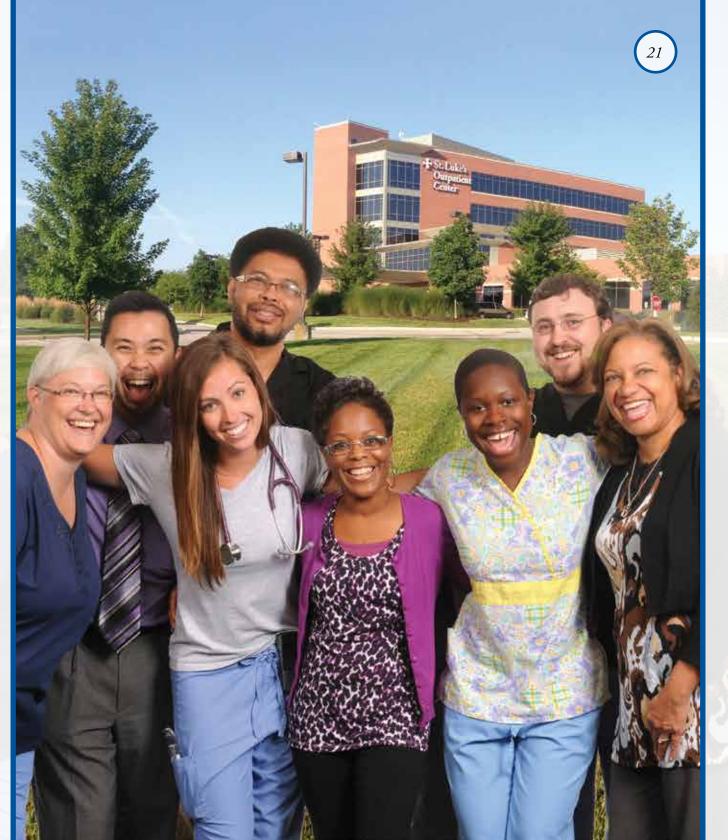
Top Workplaces, St. Louis Post-Dispatch

St. Luke's Hospital was named on the 2013 list of the *St. Louis Post-Dispatch* Top Workplaces, which is a list of the best places to work in the greater St. Louis area. The Top Workplaces are determined based solely on employee feedback.

Cultivating Good Health from the Inside, Out

In 2013, St. Luke's was recognized as a Platinum-Level Fit-Friendly Worksite by the American Heart Association for helping its employees achieve good health.

*Region is St. Louis, MO-IL defined by the federal government's Office of Management and Budget



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- * Ex officio, President, Friends of St. Luke's, term concluded May 2013
- ** Ex officio, President, Friends of St. Luke's, term effective May 2013

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Serving the community from more than 20 locations

St. Luke's Hospital

2 The Mr. and Mrs. Theodore P. Desloge, Jr. Outpatient Center

3 Surrey Place Skilled Nursing/Residential Care

4 St. Luke's Urgent Care on Clarkson Road

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®

3 St. Luke's Urgent Care in Kirkwood

9 St. Luke's Urgent Care in Creve Coeur

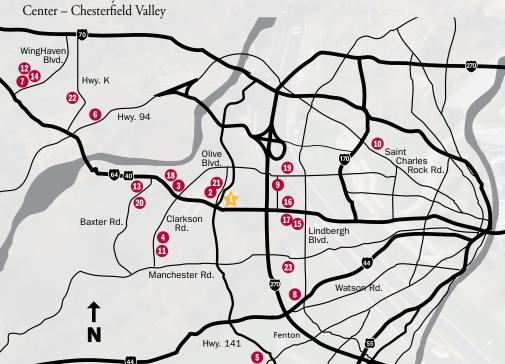
10 St. Luke's Pediatric Care Center

① St. Luke's Medical Offices and Therapy Services in Ellisville

② St. Luke's Medical Offices and Therapy Services at WingHaven®

3 St. Luke's Center for Diagnostic Imaging – Chesterfield Valley and St. Luke's Women's

- 1 St. Luke's Center for Diagnostic Imaging Wing Haven*
- **1** St. Luke's Center for Diagnostic Imaging Frontenac
- 16 Midwest Breast Care an affiliate of St. Luke's CDI
- 1 St. Luke's Vascular Access Center
- 18 St. Luke's Rehabilitation Hospital
- 19 St. Luke's Therapy at the Jewish Community Center – Creve Coeur
- 20 St. Luke's Therapy and Massage Therapy Services at the Jewish Community Center – Chesterfield
- 21 St. Luke's Home Health & Hospice Services
- 22 St. Luke's Sleep Medicine Center O'Fallon
- 3 St. Luke's Convenient Care at Dierbergs Des Peres







Mr. & Mrs. Theodore P. Desloge, Jr. Outpatient Center



St. Luke's Surrey Place



St. Luke's Rehabilitation Hospital

On the cover: When Art suffered a heart attack in June 2012, he was rushed to St. Luke's Emergency Room and then to the Cardiac Catheterization Lab. He went through St. Luke's Early Outpatient Cardiac Rehabilitation Program and found it so beneficial that he continues in the Supervised Exercise Program a few days a week in St. Luke's Wellness Center, which is located in the Mr. & Mrs. Theodore P. Desloge, Jr. Outpatient Center just across Highway 141 from the hospital. At 71, Art is committed to fitting in time for exercise and keeping himself active. Not only does he like to travel, garden and still keep his fingers in the business he runs with his son, but he has nine other good reasons to take care of his health: spending time with his nine grandchildren, ranging in age from three to 15, including 6-year-old Jack.



Our specialty is you.

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