




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

# 2016 ANNUAL REPORT TO THE COMMUNITY

✝ St. Luke's Hospital  
 Celebrating  
**150** years  
 1866 - 2016

©2016 One 12th & Paul, St. Louis, MO 63103. Central Business District, St. Louis, MO. www.stlukehospital.com. Year of the 150th Anniversary of St. Luke's Hospital.



*150 years of history, growth and vision – from the first St. Luke’s Hospital in 1866 (shown in the photo held by Eugene M. Toombs, chairman of the St. Luke’s Hospital board of directors, and Christine M. Candio, president and CEO of St. Luke’s Hospital) to the latest construction on today’s St. Luke’s campus of a new 106,000-square-foot outpatient building.*

# 150 YEARS

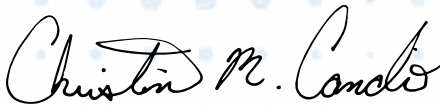
*This year marks a major milestone in St. Luke's history – our 150th anniversary. With it, we celebrate an amazing century and a half of providing exceptional care to our patients.*

*St. Luke's history is truly one of saluting those who envisioned St. Luke's and the possibilities, as well as the many people and organizations who have supported us along the way. There are numerous achievements of which to be proud, none of which would be possible without our team members – the employees, physicians and volunteers who have committed themselves to making a difference in the lives of those we serve.*

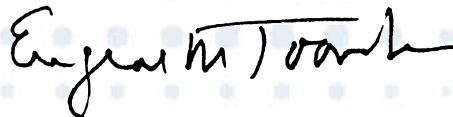
*St. Luke's has grown in size, scope and services from its humble beginnings in 1866 and has done so while remaining faithful to its heritage and charitable mission. As we reflect on our past and look to the future, we continue to:*

- *Expand services and facilities – including current construction of a new 106,000-square-foot outpatient facility on the west side of our Chesterfield campus, to be completed this year.*
- *Explore innovative treatments, best practices and new technologies – through such efforts as our affiliation this year with the Cleveland Clinic Heart & Vascular Institute.*
- *Evaluate and enhance the way we provide care – as evidenced by the national recognition we consistently receive for quality care and patient satisfaction.*
- *Invest in physicians, nurses and other healthcare professionals – through strong recruitment and training opportunities.*
- *Reinvest in resources for our patients and the community.*

*As we embark on the next 150 years, we look to a future of possibilities and finding new ways to improve the quality of life for our patients and the community.*



*Christine M. Candio, RN, FACHE  
President and Chief Executive Officer*



*Eugene M. Toombs  
Chairman, Board of Directors*



## **BUILDING UPON A FOUNDATION OF QUALITY**

*St. Luke's Hospital was founded in **1866** by a concerned group of Episcopalians who saw a need for healthcare access for the growing community of St. Louis.*

*The first hospital was a 25-room house in the Soulard neighborhood, staffed by eight physicians.*

*The first patient was admitted on February 28, 1866, suffering from spinalous, a back ailment.*

*The original registry from 1866 shows a fracture required a 2-month hospitalization in those days. Today, many orthopedic injuries and conditions are treated on an outpatient basis. Inpatient procedures such as knee replacements average a hospital length of stay of only three to four days.*

*The original home of St. Luke's Hospital was a 25-room house.*

*Today, St. Luke's offers an advanced network of care on the hospital campus and through 25 other locations throughout St. Louis and St. Charles Counties.*



**Today,** *St. Luke's Hospital remains an independent, nonprofit healthcare provider committed to improving the quality of life for its patients and the community.*

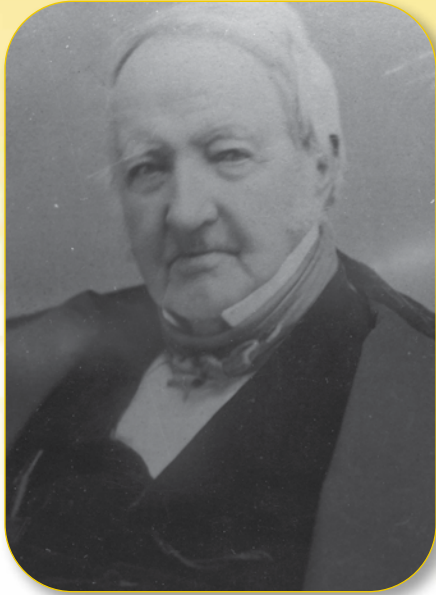
*In its 150-year history, St. Luke's has grown from a single hospital location to an advanced network of care. It provides personalized healthcare services in over 60 specialty areas at its 493-bed hospital in Chesterfield and offers 25 other locations throughout St. Louis and St. Charles Counties.*

**St. Luke's has remained committed to its mission:** *Faithful to our Episcopal-Presbyterian heritage and its ministry of healing, St. Luke's Hospital 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.*

*Philanthropist Henry Shaw donated land for a new hospital and served as hospital president from 1882 to 1889.*

*The stained glass windows from the hospital's first chapel, built in 1884, were preserved and recently installed in St. Luke's Surrey Place.*





# 1881

1882 1883 1884 1885

## PRESERVING A MINISTRY OF HEALING

*Between 1866 and 1881, St. Luke's Hospital moved four times – to larger facilities to accommodate the growing need for its services, and to locations that provided better access for the expanding population. In **1881**, St. Luke's constructed a brand new facility at 19th and Washington, which was then the western edge of the city. The land was a gift from philanthropist Henry Shaw and the first building fund was undertaken to finance the \$41,000 construction.*

*The new hospital also included a chapel for the first time. The Lindell Chapel was built in 1884.*

*In 1948, the Presbyterians joined the Episcopalians to sponsor the hospital.*

**Today, St. Luke's ministry of healing continues to be central to its Episcopal-Presbyterian heritage.** *The Pastoral Care Department remains an integral part of the healthcare team, providing holistic care for patients and their families, visitors, physicians and employees of all faiths – at the hospital, as well as St. Luke's Surrey Place and St. Luke's Rehabilitation Hospital. Since 1977, the Pastoral Care Department has also invested in training and preparing future generations to serve in ministry as clergy and Clinical Pastoral Education (CPE) Educators through its accredited CPE program.*

**A visual reminder of the hospital's first chapel remains today.** *Last year, the original stained glass windows from the Lindell Chapel were installed in St. Luke's Surrey Place, the 120-bed skilled nursing facility just three miles west of the hospital. Surrey Place provides residential private rooms, assisted living, skilled nursing, long-term care, short-term rehabilitation, Alzheimer's and dementia care, therapy services and pastoral care. In 2015, it was recognized for the second year in a row as one of the Best Nursing Homes by U.S. News and World Report.*



## CULTIVATING AN EXCEPTIONAL TEAM

The St. Luke's School of Nursing was established in **1889**. Until it closed in 1988, it was the oldest school in continuous operation west of the Mississippi River and one of the 35 oldest in the country. Thousands credit St. Luke's School of Nursing with their entrance into the nursing profession.

**Today**, St. Luke's nurses are an integral part of the team of physicians, other clinical staff and employees, and volunteers that helps St. Luke's earn national recognition year after year for clinical quality and patient care.

### EMPLOYEES

Nearly 3,800 employees staff the hospital today, with more than 1,000 in nursing.

- 398 employees have dedicated more than 25 years of service.
- 37 employees have dedicated more than 40 years of service.

### MEDICAL STAFF

From an original staff of eight physicians at the first hospital in 1866, St. Luke's has greatly expanded, continually investing in its medical staff to recruit and retain the best. Today, patients have access to over 800 physicians in more than 60 specialties throughout St. Louis and St. Charles Counties. In 2016 alone, 34 physicians joined St. Luke's, representing primary care and 18 other specialties.

Within the medical staff, St. Luke's Medical Group is a physician organization of 125 physicians with specialists in bone health/endocrinology, breast surgery, cardiac surgery, cardiology, GI, general surgery, geriatrics, infectious disease, nephrology, neurosurgery, neurology, obstetrics and gynecology, oncology, orthopedics, pain management, primary care, pulmonary and rheumatology.

### AUXILIARY AND VOLUNTEERS

Since 1952, when a group of 38 women made up the first hospital auxiliary, the Auxiliary of St. Luke's has supported the hospital through countless hours of volunteer service, fundraising, community service projects and social events. Today, the Auxiliary is led by a 21-member board that directs the fundraising, manages the hospital Gift Shop and makes cough pillows for cardiac patients. The hospital volunteers serve in over 70 areas of St. Luke's, helping patients, employees and visitors. In 2015, these 420 volunteers contributed 85,000 hours of service.



# 1889

1890 1891 1892 1893 1894 1895 1896 1897 1898 1899



*Thousands of nurses got their start at the St. Luke's School of Nursing from 1889 to 1988.*

*Today, more than 1,000 nursing professionals provide exceptional patient care in the hospital and across St. Luke's network of services.*

## EXPANDING TO PROVIDE AN ADVANCED NETWORK OF CARE

In **1904**, St. Luke's relocated again. The completely modern hospital had 145 beds and was located on Delmar Boulevard. Over the next nearly 50 years new wings were constructed to increase capacity – eventually to 350 beds – and outpatient and new clinical services were added to meet the growing need. **It wasn't until 1975 that St. Luke's settled into its current home.** That year, St. Luke's West opened in Chesterfield at the hospital's current location as a seven-story, 300-bed facility. All operations were moved to the Chesterfield campus in 1985 and the hospital rapidly expanded to include medical office buildings and new services.

**St. Luke's continued growing to meet the need,** both with building expansions and the addition of services that extend well beyond the hospital campus to provide an advanced network of care, including:

1990 – **St. Luke's Surrey Place** was built just three miles west of St. Luke's Hospital, offering skilled nursing, assisted living, long-term care, short-term rehabilitation and therapy, and Alzheimer's and dementia care.

2008 – To extend the hospital's continuum of care and provide intensive inpatient rehabilitation services, **St. Luke's Rehabilitation Hospital** opened in 2008, adjacent to Surrey Place.

2009 – **St. Luke's Home Health Services** launched to provide a full range of in-home nursing, therapy, social work and aide services to adult patients in St. Louis, St. Charles and Jefferson Counties.

2010 – Recognizing a growing need for comprehensive end-of-life medical care and counseling, St. Luke's added **Hospice Services.**

**This year, St. Luke's expanded its urgent care services** to eight locations, opening a new urgent care center and physician office in Chesterfield.

**Also this year, St. Luke's will complete construction of a new five-story, 106,000-square-foot outpatient building** on the west side of the main campus, providing space for additional physician offices and allow for the expansion of outpatient services. It will adjoin the existing St. Luke's Desloge Outpatient Center, providing patients with convenient access to expanded services including physical therapy and cardiac rehabilitation, lab services, St. Luke's Wound Care and Hyperbaric Medicine services, and St. Luke's Nutrition Wellness & Diabetes Center.



# 1904

1905 1906 1907 1908 1909 1910 1911 1912



*St. Luke's Hospital on Delmar Boulevard opened in 1904 with 145 beds.*

*Construction of a new five-story, 106,000-square-foot outpatient building will be completed this year, providing additional physician offices and expansion of outpatient services.*



## PIONEERING NEW TECHNOLOGY AND INNOVATIVE PRACTICES

In **1958**, St. Luke's installed the first cobalt treatment facility of its kind in the St. Louis area. At the time, cobalt therapy was a revolutionary advance in radiotherapy used to treat cancer.

St. Luke's has remained committed to providing the best in patient care through technology advances, new practice standards, innovative partnerships and clinical trials, such as:

1973 – St. Luke's introduced the first hyperbaric chamber in St. Louis. Today, **St. Luke's Division of Hyperbaric Medicine** continues to provide a valuable medical service to the community.

1984 – St. Luke's opened the first **hospital-based breast center** to provide complete care for the detection of breast cancer. Still committed to providing women every advantage in the fight against breast cancer, in 2015 St. Luke's was the first in the area to offer **3D mammography**, the most advanced breast cancer screening tool, on its **mobile mammography unit**.

1987 – St. Luke's opened the first area **labor, delivery, recovery and postpartum (LDRP) suites**. Today, maternity patients still benefit from the convenience of staying in one room for their entire hospital stay. For babies born prematurely or with medical needs, St. Luke's offers specialized care in its state-of-the-art Saigh Foundation Special Care Nursery.

2006 – When it opened in 2006, **The Orthwein Brain and Spine Center at St. Luke's** was the first of its kind in the region, providing surgical and non-surgical treatment options and a multidisciplinary approach to care for various neurological diseases and injuries to the nervous system.

2014 – St. Luke's Hospital and St. Luke's Center for Diagnostic Imaging began offering the state's only **Open Upright MRI** scanner.



*Operating room photo circa 1904.*

*At St. Luke's today, the hybrid operating room provides surgeons more options and greater efficiencies when treating patients with complex medical conditions.*

*Today's state-of-the-art technology like the Trilogy™ Linear Accelerator provides patients of the St. Luke's Center for Cancer Care access to the latest cancer treatments.*

# 1958

1959 1960 1961 1962 1963 1964 1965 19

**This year, the St. Luke's Hospital Heart & Vascular Institute** became the exclusive St. Louis affiliate of the Cleveland Clinic's Sydell and Arnold Miller Family Heart & Vascular Institute, ranked #1 in the nation for heart care since 1995 by U.S. News & World Report. This unique affiliation builds upon St. Luke's rich history of excellence in heart care by offering patients in the region the highest level of cardiac and vascular care available in the country, including greater access to new treatments, clinical trials and second opinions.

**St. Luke's Emergency Department** continually evaluates practice standards and collaborates closely with other areas of the hospital to ensure patients receive life-saving care. Examples include St. Luke's recent recognition as a Designated Stroke Center by the State of Missouri and a certified Primary Stroke Center by the Joint Commission, as well as the American Heart Association's Mission: Lifeline® Receiving Center Silver Recognition Award in 2016 for achievement in the care of heart attack patients.

In the area of cancer care, St. Luke's has advanced well beyond the revolutionary treatments of 1958. **Today, the St. Luke's Center for Cancer Care**, which completed a \$6.2 million expansion a few years ago, offers one of the most comprehensive cancer programs in the region. It includes the Trilogy™ Linear Accelerator, equipped to provide image-guided radiation therapy, one of the most precise and powerful cancer treatment technologies.



1953 1954 1955 1956 1957 1958 1959 1960

1961

*Early photo of the baby nursery. St. Luke's has been helping to welcome new babies into the world for a century and a half.*

*St. Luke's Pediatric Care Center in north St. Louis County is a mission-based agency of St. Luke's Hospital that provides healthcare to medically underserved and underinsured children in a private practice setting staffed by board-certified pediatricians.*



## INVESTING IN THE HEALTH OF THE COMMUNITY

### FINANCIALS

*In 1961, St. Luke's 95th anniversary, 12,000 patients were admitted to the hospital and St. Luke's provided 110,000 days of care. In that same year, the hospital had 6,800 surgeries and 1,700 births. The hospital's operating budget was \$4 million.*

### Utilization Summary: Fiscal Year 2016

<b>Inpatient and Observation Patients</b>	<b>Outpatient Registrations</b>	<b>Home Health Visits</b>
19,296	330,682	37,027
<b>Surgeries</b>	<b>Emergency Visits</b>	<b>Hospice Days of Service</b>
17,125	32,086	22,051
<b>Births</b>	<b>Urgent Care Center Visits</b>	<b>Surrey Place Average Residents Per Day</b>
1,901	102,567	106



## COMMUNITY INVESTMENT

### COMMUNITY BENEFIT

According to hospital records, in its first 12 years St. Luke's treated nearly 7,000 patients free of charge.

**As a nonprofit organization, St. Luke's remains committed to its mission** of improving the health of the community. In fiscal year 2016, St. Luke's provided unreimbursed services costing \$13 million in the form of charity care and Medicaid discounts for uninsured and underinsured 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 care for medically underserved and underinsured children in the St. Louis region through the **St. Luke's Pediatric Care Center** in north St. Louis County. For more than 60 years, the center has provided families with access to primary care physicians and preventive care and treatment in a private practice setting. In 2016, there were more than 5,700 visits to the center. St. Luke's Hospital funds the center, with operating costs exceeding \$1 million annually.

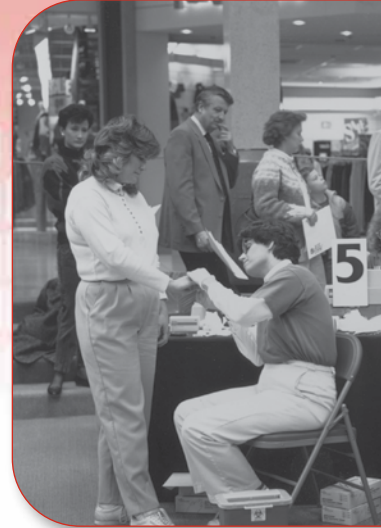
### OPERATING RESULTS

St. Luke's operating revenue in excess of expense for the fiscal year that ended June 30, 2016, was \$14,644,000, representing an operating margin of 2.9 percent. Total revenue was \$513 million.

St. Luke's reinvests 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 progressively making changes required by healthcare reform.

1977 1978 1979 1980 1981

# 1982





## IMPROVING HEALTH AND WELLNESS THROUGH OUTREACH

*In the early 1970s, St. Luke's began taking health services into the community. Screenings and wellness programs became so popular that classes were added and later offered at the hospital.*

**In 1982, St. Luke's established the Community Outreach Department.**

**Today**, St. Luke's continues to be a leader in clinical and community education, dedicated to improving the health of the community. It offers a wide range of health and wellness education opportunities to the community, with many free and low-cost programs available. Each year, more than 40,000 people participate in healthy living classes and events, screenings, worksite wellness programs and clinical education through St. Luke's.

Since St. Luke's first began partnering with area employers to offer worksite wellness services in 2005, its **Passport to Wellness Program** has grown and now brings health screenings and education to more than 100 St. Louis area employers, ranging in size from 30 to 4,500 employees.

St. Luke's also maintains a commitment to providing **leading women's health services and education**. As the region's exclusive **Spirit of Women** hospital since 2008, St. Luke's is part of an elite network of hospitals nationwide focused on empowering women to improve their health and the health of their families.

*St. Luke's has long been offering screening and wellness programs to the community.*

*Each year, more than 40,000 people participate in healthy living classes and events like St. Luke's Hospital Day of Dance.*



## MAKING A DIFFERENCE THROUGH PHILANTHROPY

Over the years, generous philanthropic support has contributed to the expansion of St. Luke's Hospital and its core services.

The Friends of St. Luke's was established in **2005** to lead St. Luke's philanthropic outreach in the community. Since that time, the Friends have raised more than \$5 million to support St. Luke's ongoing operating, capital and special needs.

### TOTAL CHARITABLE GIVING

In fiscal year 2016 (July 1, 2015 – June 30, 2016), St. Luke's Hospital received more than \$3.2 million in charitable gifts for operating, capital and endowment needs. An additional \$1.8 million was raised in pledges to the Advancing Excellence with Exceptional Care Campaign, a \$40 million fund drive to support St. Luke's capital and endowment needs.

### FRIENDS OF ST. LUKE'S

The Friends of St. Luke's are families, physicians, community members and business leaders whose annual gifts support the hospital's mission of improving the health of our community. Friends' giving initiatives raised nearly \$790,000 of the hospital's total philanthropic support in fiscal year 2016, including:

#### St. Luke's Society

Members of the St. Luke's Society set the pace in giving for the Friends of St. Luke's, making annual gifts of \$1,000 and above. The Society's 186 members received special recognition for their leadership in giving at the annual summer garden party and autumn reception.

Friends membership gifts are essential in providing for the hospital's annual operating needs. More than 600 individuals provided contributions through the Friends of St. Luke's in fiscal year 2016, and 243 were new Friends members.

#### Friends Membership Gifts



# 2005

1998 1999 2000 2001 2002 2003 2004

*Annual gifts from the Friends of St. Luke's provide essential support for the hospital's mission.*

*Proceeds from the 2016 St. Luke's Hospital Tour de Wellness support health and wellness community outreach programs at St. Luke's.*



## **TRIBUTE GIFTS**

*St. Luke's received 259 honorarium and memorial gifts totaling \$162,000. Several of these tribute gifts were received through the Honor Your Physician and Tribute to Nursing programs that offer grateful patients, their families, friends and colleagues a special way to acknowledge healthcare professionals at St. Luke's for their exceptional, compassionate, patient-centered care.*

## **EVENTS**

### **Tour de Wellness**

- Presented by the Friends of St. Luke's
  - May 22, 2016 at Chesterfield Amphitheater
  - 450 cyclists, nearly 100 volunteers
  - Presenting sponsor: Hogan Transportation
  - Event in partnership with City of Chesterfield Parks, Recreation and Arts, Trailnet and 106.5 The Arch
- Proceeds from sponsorships, cyclist registration fees and other contributions to the event totaled \$25,000 to support St. Luke's health and wellness community outreach programs.*

### **Young Professionals Holiday Celebration**

- Event sponsored by St. Luke's Young Professionals
- November 15, 2015 at Anheuser-Busch Biergarten
- 200 guests
- Presenting sponsors: Dr. Kelly and Michael Ott

*Proceeds from ticket sales, sponsorships, raffle and auction items totaled more than \$12,000 to support the Albert Pujols Wellness Center for Adults with Down Syndrome.*

## STRIVING FOR EXCELLENCE: HONORS AND RECOGNITION

### WOMEN'S CHOICE AWARD®

#### ONE OF AMERICA'S BEST HOSPITALS FOR HEART CARE, CANCER CARE, OBSTETRICS AND ORTHOPEDICS; ONE OF AMERICA'S BEST BREAST CENTERS

*Women's Choice Award program – WomenCertified Inc.  
These honors are based on clinical quality data and patient satisfaction.*

### WOMEN'S HEALTH EXCELLENCE AWARD™

*Healthgrades®*

*This recognition distinguishes St. Luke's as a top-performing hospital in women's health services, including cardiac care, vascular surgery, stroke care, respiratory services, orthopedic surgery and spine surgery. This is the seventh consecutive year that St. Luke's has received this award (2009-2015). St. Luke's is the only Missouri hospital to achieve this distinction for 2015.*

### FIVE-STAR RATINGS FOR QUALITY

*Healthgrades*

*St. Luke's Hospital has achieved five-star ratings for the quality of its heart attack, heart failure, cranial neurosurgery, stroke, pneumonia, peripheral vascular bypass, colorectal surgeries, bowel obstruction, sepsis and respiratory failure services, according to a national hospital quality study published by Healthgrades. A five-star rating indicates that a hospital's clinical results are significantly better than expected.*

### OUTSTANDING PATIENT EXPERIENCE AWARD™

*Healthgrades*

*St. Luke's was among nearly 4,000 hospitals nationwide evaluated for this award based on patient experience surveys submitted to the Centers for Medicare & Medicaid Services. St. Luke's has received this award from 2011 to 2016.*

### PATIENT EXPERIENCE AWARD

*Avatar Solutions*

*St. Luke's was named a 2015 HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) Best Performer in three areas: overall rating, willingness to recommend and communication with doctors. St. Luke's is the only area hospital to earn an Avatar award. The Avatar HCAHPS survey is a national, standardized and publicly-reported survey of patients' perspectives on hospital care.*

### BEST PLACES TO WORK

*St. Louis Business Journal*

*This is the sixth consecutive year St. Luke's has received this honor (2010-2016).*

### TOP WORKPLACES

*St. Louis Post-Dispatch*

*St. Luke's has made the list every year since the award's inception in 2013.*

### MAP AWARD FOR HIGH PERFORMANCE IN REVENUE CYCLE

*Healthcare Financial Management Association*

*The 2016 award honors St. Luke's as having excelled in meeting industry standard revenue cycle benchmarks. It also recognizes the hospital as having implemented the patient-centered recommendations and best practices embodied in HFMA's Healthcare Dollars and Sense initiatives, and having achieved a high level of patient satisfaction.*



*As the exclusive St. Louis affiliate of the Cleveland Clinic Heart & Vascular Institute, St. Luke's Hospital Heart & Vascular Institute offers patients greater access to new treatments and clinical trials.*

*St. Luke's is recognized as One of America's Best Breast Centers. Comprehensive breast health services include the latest 3D mammography technology on the St. Luke's mobile mammography unit, the first mobile unit in the area to offer it.*





*Patient ward at St. Luke's circa 1930.*

*Today, spacious patient rooms provide greater privacy and comfort.*



## LEADING THE WAY: QUALITY AND PATIENT SATISFACTION

Year after year, St. Luke's is nationally recognized for superior clinical quality and patient care. For the past two years, it has earned the Women's Choice Award as One of America's Best Hospitals in multiple specialties based on clinical quality data and patient satisfaction, and has received multiple five-star ratings, the highest possible rating, in a national hospital quality study published by Healthgrades.

Specific quality data measured and reported to state and federal government further demonstrate St. Luke's commitment to quality.

### VALUE-BASED PURCHASING

Value-Based Purchasing is a program for the Centers for Medicare & Medicaid Services to reimburse acute-care hospitals based on the quality of care they provide. St. Luke's score is significantly better than state and national averages.

#### The scores are based on:

Clinical care (mortality and other clinical measures)

Patient satisfaction

Patient safety (infection rates)

Hospital efficiency

### INFECTIONS

St. Luke's infection rates are statistically better (lower) than the U.S. benchmark for the following hospital-acquired infections:

- Central line associated blood stream infections
- Catheter associated urinary tract infections
- Clostridium Difficile (C. Diff)
- Methicillin-resistant Staphylococcus aureus (MRSA)

### READMISSIONS

St. Luke's continues to be a leader in preventing readmissions, as evidenced by its 30-day readmission rate of Medicare patients being statistically better (lower) than the national rate. In addition, St. Luke's 30-day readmission rates for heart attack, heart failure, pneumonia, chronic obstructive pulmonary disease, and after coronary bypass and total hip and knee replacement procedures are all less than the national average. As such, St. Luke's is the only St. Louis area hospital that has not incurred readmission penalties associated with the national Readmissions Reduction Act for the past two years.

### PATIENT SATISFACTION

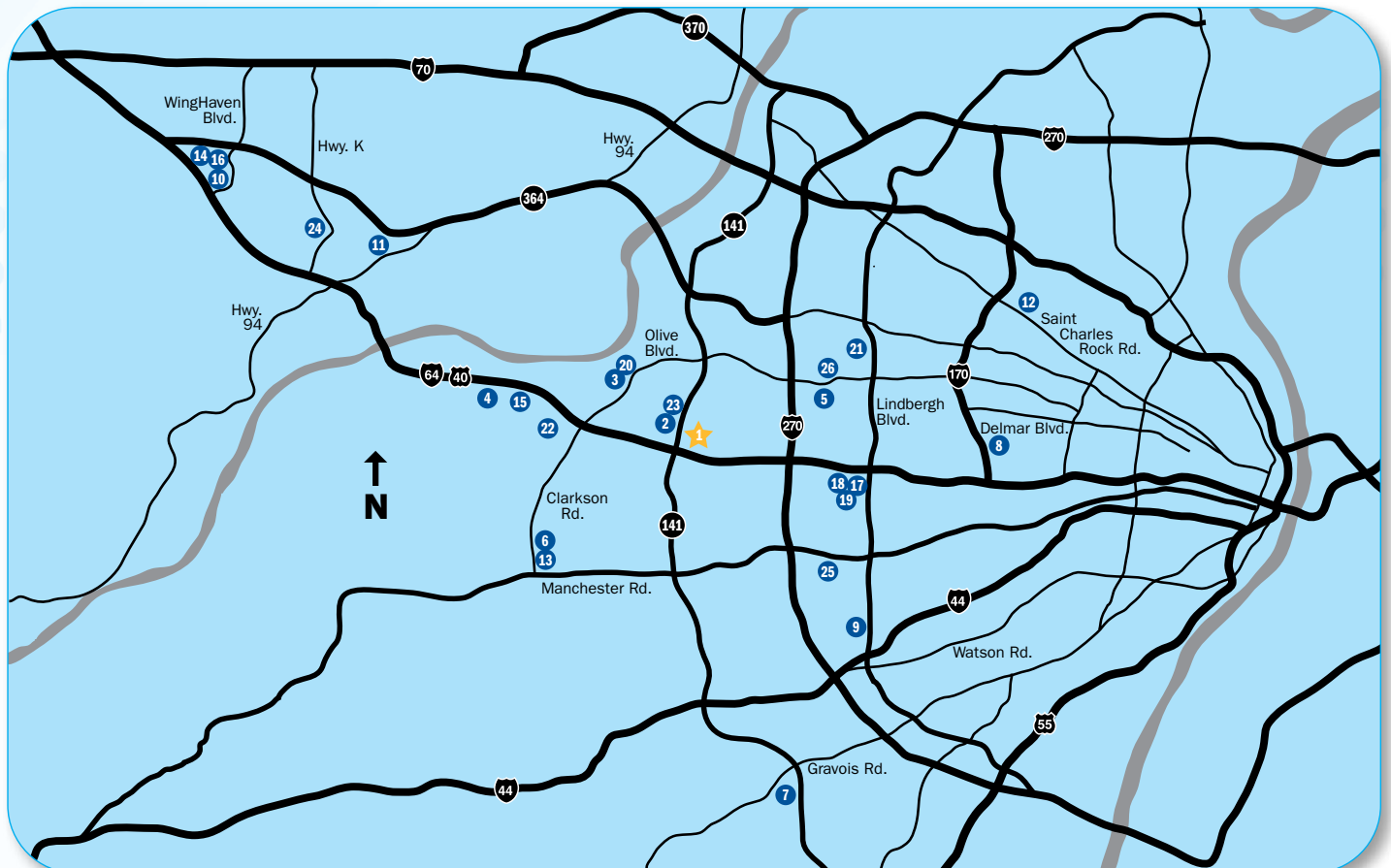
Based on Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) data, St. Luke's has received an overall star rating of 4 (on a 5 point scale) for patient satisfaction. Only 28 percent of hospitals in the nation received a 4 star rating or better. Patients scored St. Luke's at 5 star levels in both the "overall rating of the hospital" and the "would you recommend" categories.

### MEDICARE QUALITY STAR RATINGS

Medicare has devised a method using results from over 60 measures in seven categories to assign a quality rating to hospitals on a scale of 1 to 5 stars. St. Luke's placed in the top 28 percent of hospitals nationally, receiving a 4 star rating. Fewer than 3 percent of hospitals received a 5 star rating. St. Luke's had results statistically better than national performance in five of the seven categories evaluated, including mortality and readmission rates, patient satisfaction, timeliness of care and imaging efficiency.

# OFFERING AN ADVANCED NETWORK OF SERVICES AND LOCATIONS

- 1 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 Chesterfield
- 5 St. Luke's Urgent Care in Creve Coeur
- 6 St. Luke's Urgent Care in Ellisville
- 7 St. Luke's Urgent Care in Fenton
- 8 St. Luke's Urgent Care in Ladue
- 9 St. Luke's Urgent Care in Kirkwood
- 10 St. Luke's Urgent Care in O'Fallon
- 11 St. Luke's Urgent Care in Weldon Spring
- 12 St. Luke's Pediatric Care Center
- 13 St. Luke's Medical Offices and Therapy Services in Ellisville
- 14 St. Luke's Medical Offices and Therapy Services at WingHaven®
- 15 Chesterfield Valley: St. Luke's Women's Center and St. Luke's Center for Diagnostic Imaging
- 16 St. Luke's Center for Diagnostic Imaging – WingHaven®
- 17 St. Luke's Center for Diagnostic Imaging – Frontenac
- 18 St. Luke's Center for Diagnostic Imaging – Midwest Breast Care Center
- 19 St. Luke's Vascular Access Center
- 20 St. Luke's Rehabilitation Hospital
- 21 St. Luke's Therapy Services at the Jewish Community Center – Creve Coeur
- 22 St. Luke's Therapy Services at the Jewish Community Center – Chesterfield
- 23 St. Luke's Home Health & Hospice Services
- 24 St. Luke's Sleep Medicine Center - O'Fallon Location
- 25 St. Luke's Convenient Care at Dierbergs Des Peres
- 26 Open Upright MRI of Missouri







With the fall 2016 opening of an urgent care center in Chesterfield, St. Luke's now offers eight convenient urgent care locations.

With the recent Cleveland Clinic Heart & Vascular Institute affiliation, Craig Reiss, MD, FACC, was appointed division chief of cardiovascular medicine and Ronald D. Leidenfrost, MD, FACS, was appointed chairman of St. Luke's Heart & Vascular Institute.

## LEADERSHIP

### SENIOR STAFF

Christine M. Candio, RN, FACHE  
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Vice President & Chief Financial Officer

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Jan Hess  
Vice President – Quality/Marketing

Sharon Mertzlufft  
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Diane Ray  
Vice President/Chief Nursing Officer – Patient Services

Janette Taaffe  
Vice President – Human Resources

Maged Haikal, MD  
David Krajcovic, MD  
Ronald Leidenfrost, MD  
Carl A. Mazzola, MD  
Carlton Pearse, MD

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Amit Bhatt, MD  
Chief, Department of Radiation Oncology

Maged Haikal, MD  
Chief, Department of Medicine

David Krajcovic, MD  
Chief, Department of Surgery

Carl A. Mazzola, MD  
Chief, Department of Radiology

Jeffrey Melnick, MD  
Chief, Department of Pathology

Carlton Pearse, MD  
Chief, Department of OB/GYN

Janet Ruzycki, MD  
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Caroline A. Morgan, MD  
Robert W. Reeg  
Hugh Scott, III  
The Rt. Rev. G. Wayne Smith  
Ann M. Sullins  
Daniel G. Wagner, MD  
Clifford G. Adkins, ex officio

**MEDICINE**  
 Founded in our Episcopal Parsonage  
 building, and in the care of leading  
 St. Luke's Hospital is dedicated to improving  
 the health of the community.  
 Living values and resources, responsibility, 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.

"Compared to the hours  
 of those who save the world,  
 how small these offerings that save  
 the individual can grow.  
 Named for those whose time is without price,  
 Add strength to Britain by those  
 who strive to serve the Lord."  
 Frank V. Hamner  
 President of the Board of Directors  
 1912

**CORB VILLAGE**  
 Human Dignity  
 Compassion  
 Justice  
 Excellence  
 Brotherhood

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





- 21 Article about the eagle lectern in the chapel.
- 22 Reflex hammer representing national recognition for orthopedic care and our comprehensive orthopedic services.
- 23 Fall Family Fun Day.
- 24 St. Luke's has long-standing tradition of employee events celebrating our staff's dedication.
- 25 Schedule of room rates in 1907.
- 26 Miniature replica of shovel used at groundbreaking with inscription on the shovel. Same shovel was used for the groundbreaking of the Delmar and Chesterfield locations.
- 27 Cover of Partnership in Service to Humanity. The Presbyterians join the Episcopalians in sponsoring St. Luke's. Together they provide the hospital with new strength and raise \$4 million for hospital expansion.
- 28 St. Luke's 100 Club pin (first peer recognition program at St. Luke's).
- 29 1969 photo of sterilization process.
- 30 Stethoscope belonging to Paul A. Mennes, MD (Chief of Medicine 1989 - 2014).
- 31 Kitchen. Before World War II, nurses are the primary employees of St. Luke's. They are physical therapists, cleaners, cooks and secretaries. After the war ends, many departments, such as dietary, begin to emerge.
- 32 Babies born at St. Luke's hospital having a party on the lawn in 1924.
- 33 Development brochure outlining expansion plans at Delmar location.
- 34 Nurses' cap. Design is unique to St. Luke's Hospital School of Nursing – the three points are believed to be symbols for the head, heart and hand.
- 35 1952 article in the St. Louis Post-Dispatch about hospital remodeling.
- 36 Nursing class of 1958 posed in front of the Delmar hospital location.
- 37 Time capsule box with mallet (both were placed the in cornerstone of the Delmar hospital location.)
- 38 In April 1972, the cornerstone is laid at St. Luke's West. A gift from St. Luke's Hospital School of Nursing Alumnae, the cornerstone contains various documents in a stainless steel time capsule.
- 39 Brochure commemorating St. Luke's Hospital's centennial year.
- 40 1973: The first division of hyperbaric medicine in St. Louis City & County opens at St. Luke's.
- 41 Site plan of the Chesterfield location.
- 42 Photo of first baby born at St. Luke's Hospital.
- 43 Maltese cross pin.
- 44 Cover from the dedication program for the Chesterfield location on Oct. 12, 1975.
- 45 Article on the groundbreaking of the Chesterfield location from the St. Louis Globe Democrat dated June 24, 1975.
- 46 Maltese cross pin.
- 47 Cover from 2012 Ladue News magazine showing St. Luke's Hospital as one of America's 50 Best Hospitals.

Created by Lawrence M. Romorini. www.oneofakindinc.com Size of the art: 49" wide x 49" high x 3.5 deep"

- 48 In 2008, the Mr. and Mrs. Theodore P. Desloge, Jr. Outpatient Center opens expanding outpatient services.
- 49 In the early 1970s, St. Luke's begins taking health services into the community. Screenings and wellness programs become so popular that classes are added and later offered at the hospital. Today, St. Luke's continues to take pride in being a leader in clinical and community education.
- 50 In 1977, St. Luke's joins Approved Residency Program.
- 51 In 1986, the hospital opens its first Urgent Care Center in Ballwin.
- 52 The hospital's emphasis on providing quality care for older family members results in the opening of St. Luke's Surrey Place, a skilled nursing and residential care facility.
- 53 Early St. Luke's brochure.
- 54 In 1998, St. Luke's becomes the first hospital in St. Louis to feature a labyrinth. The 28-by-30-foot portable canvas labyrinth is intended to help visitors, patients and employees relieve stress.
- 55 West County News article on St. Luke's 120th anniversary.
- 56 In 1987, Emerson Auditorium is added.
- 57 In 1977, Clinical Pastoral Education begins.
- 58 Miniature replica of mammogram van. In 1986, St. Luke's takes a valuable medical service on the road with its Mobile Mammography Unit.
- 59 St. Luke's is named among the nation's top hospitals for respiratory and geriatric care in U.S. News & World Report's America's Best Hospitals.
- 60 At St. Luke's, newborns are traditionally dressed in themed baby buntings for the holidays.
- 61 Early photo of baby nursery.
- 62 Miniature replica of heart representing national recognition for heart care.
- 63 St. Luke's Electrophysiology Lab opens in 2006.
- 64 In 2012, Mary Ann Lee Healing Garden opens.
- 65 Trilogy Linear Accelerator offers image-guided cancer treatment for patients.
- 66 Miniature replica of lungs representing national recognition for pulmonary care.
- 67 Miniature replica of t-shirt given out in 2010 for Healthcare Week.
- 68 Employee Anniversary Pin.
- 69 As the region's exclusive Spirit of Women hospital since 2008, St. Luke's is focused on providing exceptional women's services, education and community outreach programs that help women take action for better health.
- 70-71 Red high heel and logo for Day of Dance, an annual community event.
- 72 Certification for Clinical Pastoral Education.
- 73 Healthgrades trophies for multiple clinical achievements.
- 74 Replica of spine representing the Brain and Spine Center at St. Luke's, the first of its kind in the region.
- 75 Miniature replica of brain representing our Emergency Department and our recognition as a designated stroke center by the state of Missouri and certification as a Primary Stroke Center by the Joint Commission.
- 76 Miniature replica of volunteer's vest. Over 78,000 hours are contributed annually by our volunteers.
- 77 1950s photo of members of the St. Luke's Hospital Women's Auxiliary.
- 78 FACES peer recognition program honors those who are Friendly, Accessible, Caring, Efficient and Safe.
- 79 Volunteer patch.
- 80 64-slice CT Scanner representing our state-of-the art imaging services across St. Louis and St. Charles counties.
- 81 St. Luke's establishes Employee Crisis Fund to help employees who have experienced a loss of income due to hospitalization, illness, accident, death or natural disaster.
- 82 Early hospital room.
- 83 Da Vinci Robotic surgical system.
- 84 Operating room photo circa 1960s.
- 85 Early operating room photo.
- 86 Modern day hospital room.
- 87 St. Luke's Rehabilitation Hospital, which opened in 2008.
- 88 Early hospital room.
- 89 Aerial view of the hospital.
- 90 St. Louis Gateway Arch.
- 91-92 St. Luke's Hospital named One of America's 50 Best Hospitals for ninth year (2007 - 2015), one of 11 hospitals nationally to achieve this honor for nine years.
- 93 St. Luke's Hospital recognized in national hospital quality study.
- 94 Cornerstone featuring the hospital's mission statement: Faithful to our Episcopal-Presbyterian heritage, and its ministry of healing, St. Luke's Hospital 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.
- 95 Cornerstone: "Conceived in the hearts of those who saw the need, born under those influences that only the tenderhearted can give. Nurtured by those whose time is without price, and brought to fruition by those who desire to serve the Lord." - Frank V. Hammar, President of the Board of Directors - 1928.
- 96 Cornerstone: Core values - human dignity, compassion, justice, excellence, stewardship.
- 97 Cornerstone: 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 150 years. 1866 - 2016.

# ST. LUKE'S HOSPITAL'S 150TH ANNIVERSARY DISPLAY



- 1 Stained glass windows from St. Luke's Hospital chapel on Delmar and chapel from current St. Luke's Hospital.
- 2 Episcopal Bishop Cicero Hawks, the first to point out the need for a hospital.
- 3 The eight-pointed Maltese cross is adopted as the emblem of the new hospital.
- 4 St. Luke's Association rents the Roberts Mansion, a 25-room house in Soulard for \$2,000 a year. The house is remodeled for hospital use and staffed by eight physicians. Nursing care is provided by family and friends.
- 5 First annual report.
- 6 Register of Patients: B. Burton, first patient admitted on Feb. 28, 1866. Suffering from spinalus, a back ailment.
- 7 Hazel Kirke ticket: Fundraising event (\$5).
- 8 Early photo of nurses.
- 9 Paten and chalice.
- 10 Henry Shaw, former president of St. Luke's, donated \$5,000 and land for hospital at 19th and Washington.
- 11 In the 1920s, St. Luke's nursing students lived at the Edward Mallinckrodt Memorial Home. This residence accommodates 109 students and includes spacious reception and dining rooms, a recreation room, a library, classrooms, a laboratory, a study, a sewing room and a laundry.
- 12 19th and Washington building - second hospital location.
- 13 Admitting Office.
- 14 Dr. Harvey Mudd, Chief of Staff from 1900-1913, with patients.
- 15 Nursing pin given to graduates of St. Luke's Hospital School of Nursing (established in 1889). Pin was designed by Mrs. William Thomson, wife of the President of the Board at that time. Miss Margaret Holland was the first nurse to receive the pin at the service held in the chapel of the old hospital at 19th and Washington.
- 16 Patient ward. In 1930, room and board in a ward costs \$3 per day. A private room costs \$21 per day. In the days before insurance, if you can pay, you can stay - regardless of medical necessity. Beds are not in great demand. One stroke victim stays for 16 years.
- 17 Glass syringe, the type used before the days of disposable syringes.
- 18 Nightingale lamp. The lamp was a symbol of the care and devotion the nurse administers to the sick and injured in the practice of nursing. The lamp was carried by the students as they processed into the capping ceremony. After nurses were capped, they would light the lamp and pass the flame to each nurse as they said the Nightingale Pledge. The capping ceremony was held during the freshman year, prior to beginning clinicals in the hospital to care for patients.
- 19 Photo and article on the laying of the Delmar building cornerstone.
- 20 1904 photo of hospital on Delmar (third hospital



*The same shovel was used at the groundbreaking of St. Luke's Hospital's Delmar and Chesterfield locations, in 1902 and 1972, respectively, as well as at the 2015 groundbreaking of the new outpatient center on the west side of the Chesterfield campus.*



Our specialty is you.