

# ST. LUKE'S EPISCOPAL-PRESBYTERIAN HOSPITALS

## Mission Impact Report

September 9, 2024

Founded in St. Louis in 1866 by the Episcopal Church and joined in faith sponsorship by the Presbyterian Church in 1948, St. Luke's continues to thrive as an independent, nonprofit healthcare provider dedicated to providing exceptional care to every patient, every time. Our network of care offers services in more than 60 medical specialties across our 493-bed hospital in Chesterfield and 143-bed hospital in Des Peres, Missouri, and more than 30 other locations of care in the greater St. Louis community.

The *One St. Luke's* Strategic Plan integrates and brings forward the operating foundation through which we fulfill our mission: "We are dedicated to providing exceptional care to every patient every time," as well as our vision that "St. Luke's will be an integrated, nationally recognized, award-winning health system." We are one team, with one purpose and one passion across all our care locations, focused on the plan's pillars of:

- A Winning Culture focused on a patient-centered work environment that fosters commitment, a passion for excellence and a strong sense of belonging.
- Clinical Brilliance through which our team assures exceptional quality, outcomes and patient experience that make St. Luke's a great place to receive and provide care.
- Operational Excellence as a disciplined organization that enhances performance by being nimble, efficient and committed to continuous improvement.
- Targeted Growth in pursuing opportunities that enhance St. Luke's market relevance, facilitate access and ensure a positive return on investment.

Work is well underway in developing the strategies, programs and actions to achieve the goals in each of these pillars so that we expand patients' access to high quality, compassionate healthcare, continue to be an employer of choice for healthcare professionals, strengthen St. Luke's financial and market position, and are even more responsive to the needs of the communities we serve.

St. Luke's supports the human spirit as part of our faith-based heritage. Chaplains from a variety of faith traditions provide spiritual care to patients, their families/loved ones, and team members. Worship and prayer services, sacraments and spiritual support are offered 24/7/365. The Spiritual Care team is integrated and engaged throughout our healthcare system leading programs to promote safety and wellness as well as providing community outreach events.

In keeping with our tradition of educating clergy for healthcare ministry, St. Luke's Spiritual Care Services has developed the first of its kind two-year Fellowship Program for chaplains who have completed four units of Clinical Pastoral Education to serve in full-time ministry while preparing to become board certified. We successfully closed our exemplary accredited CPE program of 40+ years and welcomed two new chaplain fellows in September of 2023. Our ACPE

Certified Educator retired the end of October 2023, having been with St. Luke's Hospital for 22 years.

St. Luke's extends its mission in the broader community each day through complimentary health and wellness programs on our hospital campuses, in workplaces, community centers, and virtually. Most of these programs are offered at little or no cost to participants. This year Spiritual Care led a community-based Book Club focusing on mental and emotional wellbeing as well as community-based discussions on understanding grief and practicing Mindfulness Based Stress Reduction techniques.

Steadfast in our faith-based mission, St. Luke's offers significant levels of charity care to underserved populations in our region. One of many examples is St. Luke's Pediatric Care Center. The Center is a mission-based agency of our health system that provides primary care services to underinsured and uninsured children in St. Louis City and St. Louis County

Operating as a private practice with two board-certified pediatricians, the Center offers sick and well visits, annual school physicals, immunizations, vision and hearing screenings, lab services, health and wellness education, and social services referrals. In addition, St. Luke's Spiritual Care team members assist the families served by the Center through our workplace donation drives to collect school supplies, coats and other cold weather clothing items. We also sponsor a Little Patriots Toy Drive, benefiting military families.

For the past 15 years, St. Luke's has also provided staffing and support for the Healing Grace Clinic in Eureka, which offers charity care to uninsured patients. St. Luke's is committed to providing charity care and helping patients find inexpensive prescription drugs across our network of care.

St. Luke's has again been recognized as a **2024-2025 Best Hospital in 14 categories by U.S. News & World Report**. In addition to ranking 5<sup>th</sup> in Missouri and 4<sup>th</sup> in the St. Louis Metro area in Best Regional Hospitals, St. Luke's Hospital received "High Performing" ratings in 13 Frequently Treated Procedures & Conditions, including: Aortic valve surgery, Chronic obstructive pulmonary disease (COPD), Colon cancer surgery, Heart attack, Heart bypass surgery, Heart failure, Hip replacement, Kidney failure, Knee replacement, Leukemia, lymphoma & myeloma, Lung cancer Surgery, Pneumonia, and Stroke. St. Luke's Des Peres Hospital received "High Performing" ratings in Spinal Fusion.

St. Luke's Hospital has achieved the **Healthgrades 2024 Outstanding Patient Experience Award™** and is the **only hospital in Missouri to achieve the Outstanding Patient Experience Award for 14 years in a row** (2011-2024). This distinction places the hospital among the top 5 percent of hospitals nationwide for patient experience, according to Healthgrades, the leading marketplace that connects people with the right doctor and hospital.

St. Luke's Des Peres Hospital is also a 2024 Outstanding Patient Experience Award recipient.

**St. Luke's Hospital was also recognized by Healthgrades for the following 2024 Quality Achievements:**

- One of Healthgrades America's 50 Best Hospitals for Cardiac Surgery™ for 6 Years in a Row (2019-2024)
- One of Healthgrades America's 50 Best Hospital for Vascular Surgery in 2024
- Recipient of the Healthgrades Cardiac Surgery Excellence Award™ for 6 Years in a Row (2019-2024)
- Named Among the Top 5% in the Nation for Cardiac Surgery for 4 Years in a Row (2021-2024)
- Named Among the top 10% in the Nation for Cardiac Surgery for 6 years in a Row (2019-2024)
- Five-Star Recipient for Coronary Bypass Surgery for 6 Years in a Row (2019-2024)
- Five-Star Recipient for Valve Surgery for 8 Years in a Row (2017-2024)
- Recipient of the Healthgrades 2024 Vascular Surgery Excellence Award
- Named Among the Top 10% in the Nation for Vascular Surgery for 2024
- Five-Star Recipient for Repair of Abdominal Aorta for 2 years in a row (2023-2024)
- Five-Star Recipient for Carotid Procedures in 2024
- Five-Star Recipient for Peripheral Vascular Bypass in 2024
- Five-Star Recipient for Upper Gastrointestinal Surgeries for 3 Years in a Row (2022-2024)
- Five-Star Recipient for Colorectal Surgeries for 11 Years in a Row (2022-2024)
- Recipient of the Healthgrades 2024 Surgical Care Excellence Award
- Named Among the Top 10% of Hospitals in the Nation for Surgical Care in 2024

**St. Luke's Hospital has also been recognized as follows:**

- Medicare Quality 5-Star Rating, Centers for Medicare & Medicaid Services, Surrey Place
- *2024 Newsweek* America's Best Cancer Hospitals
- Strategic Healthcare Programs SHPBest™ 2023 Home Health Patient Satisfaction
- Castle Connolly, *St. Louis Magazine*, "Top Doctors, 2024"
- Women's Choice Award®, WomenCertified Inc. recognized St. Luke's in 2024 as one of America's 100 Best Hospitals Patient Experience, Best Hospital for Comprehensive Breast Care, Cancer Care, Heart Care, Mammogram Imaging, Minimally Invasive Surgery, Obstetrics, Orthopedics, Patient Safety, Stroke Care, Bariatric Surgery, Orthopedics, and

Women's Services.

**Total inpatient and outpatient encounters, surgeries and emergency care visits:** 1,393,288

**Medical staff and employees:** 4,601 total, including 906 physicians of which 355 are employed as members of the St. Luke's Medical Group

**Volunteers:** Number of Volunteers: 230, Number of Hours: 47,801

**Surgical cases:** 17,789

**Births:** 1,160

**Charity care, discounts and other unreimbursed services:** \$15 million

**Philanthropic contributions:** \$2.7 million

**Spiritual care visits:** 21,365 patients and visitors, as well as team member support. Conducted 252 worship services, held 469 morning and evening prayer services, and distributed Communion to 4,753 Roman Catholic patients as well as many Protestant patients.

**Community outreach encounters:** More than 17,500 community members were connected to St. Luke's service through outreach programs, health screenings and health education classes.

**Board of Directors:**

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**Executive Team for Fiscal Year 2024:**

Andrew Bagnall, MHA, FACHE, President & Chief Executive Officer, St. Luke's Health Corporation  
Diane Ray, RN, FACHE, Senior Vice President, & Network Chief Nursing Officer  
Scott Johnson, Chief Strategy Officer  
Nathan Bigler, Chief People Officer  
Ryan Miller, Chief Operating Officer  
Samuel Flanders, MD, Executive Vice President - Quality, Safety & Population Health  
Jon Vitiello, Senior Vice President & Chief Financial Officer  
Maged Haikal, MD, FACC, FACP, Network Physician Liaison & St. Luke's Hospital Chief of Medicine  
Darren Haskell, MD, Chief Medical Officer, St. Luke's Physician Network  
Tammy Lett, Senior Vice President, St. Luke's Physician Network  
Sharon Mertzluft, Vice President & Executive Director - Network Development & Community Affairs

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