



Moving Toward a Healthier Future

.....
St. Luke's Annual
Report 2014

THE PATIENT.
ABOVE ALL ELSE.®



TO OUR
COMMUNITY

Moving Toward a Healthier Future

Our commitment to moving toward a healthier future for our patients, communities and our region has never been stronger.

For more than 130 years, we've never stopped looking for ways to advance patient care and meet the health care needs of our community—always living our mission, The Patient Above All Else.

Two thousand fourteen was a full year in our unending pursuit of providing quality care. St. Luke's was recognized by several organizations for excelling in patient-centered initiatives, as well as earning and renewing accreditations. We became a Primary Stroke Center, and we partnered with eight other regional health care providers to form a new collaborative called Wilderness Health. And, at the end of the year, we announced our \$22.5 million surgical expansion in Campus Building A, where we will truly advance patient care with hybrid operating rooms and so much more in this space—as well as reworking the former surgery space—for a premier patient and family experience.

Throughout the year, everyone—from radiology techs to nurses to food service workers to physician assistants and registration staff—all worked together to make sure our patients, and their loved ones, encountered quality care, compassion and professionalism at every point in their health care experience at St. Luke's.

With our mission in mind and the continual changes in health care, our commitment to moving toward a healthier future for our patients, communities and our region has never been stronger.



Sincerely,

John Strange
President and CEO

Mark Emmel
Board Chair

Pictured on cover: The surgical expansion announcement event in December 2014 included: (from left) Catherine Carter Huber, St. Luke's Foundation executive director; Don Ness, Duluth mayor; Dr. Mark Eginton, St. Luke's vascular surgeon; Dr. Mark Monte, St. Luke's surgeon; Dr. Andrea Benson, St. Luke's anesthesiologist; Toni Schultz, St. Luke's director of surgical services; Dr. John Morrison, St. Luke's anesthesiologist; Dr. Scott Mikesell, St. Luke's cardiologist; and John Strange, St. Luke's President and CEO.

Our Mission

The Patient. Above All Else.

Our Values

The patient comes first.

Quality is our expectation.

People make it happen.

Everyone is treated with respect.

YEAR IN
REVIEW

A Look Back at 2014

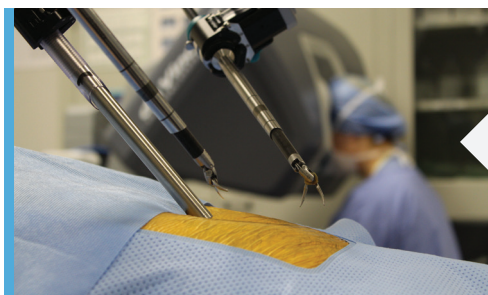


WILDERNESS
HEALTH

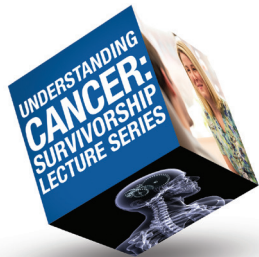
St. Luke's announced a partnership with eight other regional health care providers forming a new collaborative called Wilderness Health. The collaborative works to improve patient care, quality and outcomes. Members include: St. Luke's; Bigfork Valley Hospital, Bigfork; Community Memorial Hospital, Cloquet; Cook Hospital, Cook; Cook County North Shore Hospital, Grand Marais; Fairview Range, Hibbing; Lake View Hospital, Two Harbors; Mercy Hospital, Moose Lake; and Rainy Lake Medical Center, International Falls.



St. Luke's announced a \$22.5 million surgical expansion on Level 4 of St. Luke's Campus Building A. The 36,000-square-foot surgical space will put St. Luke's on the cutting edge of delivering health care with state-of-the-art technology in hybrid ORs, universal ORs, and special procedure and endoscopy rooms. Features also include private patient rooms for family to be with the patient before and after surgery, and bedside registration. This high-tech facility is the future of St. Luke's and will dramatically improve the way health care is delivered today and beyond.



St. Luke's hosted an open house to highlight our daVinci surgical robot. Attendees had the opportunity to 'test drive' the robot and learn more about robotic-assisted surgeries.



St. Luke's Regional Cancer Center began the Understanding Cancer: Survivorship Lecture Series, an ongoing educational offering open to everyone at no charge. Topics covered in 2014 included: "Chemotherapy's Impact" and "Managing the Legal and Financial Issues of Cancer Survivorship." The series continues in 2015.



Jo Ann Hoag retired after 39 years of dedicated service to St. Luke's. After graduating from St. Luke's School of Nursing, Jo Ann joined St. Luke's as a registered nurse, rose to the challenges of head nurse, other nursing roles and to Administration as Chief Nursing Officer. Jo Ann retired as Vice President of Regional Development and President/CEO of Lake View in Two Harbors. Throughout her career she was a tireless advocate for the health and well-being of people of our region.

Physician One Call, a telephone consult and referral service for physicians, expanded services to make it easier for physicians and referring facilities to admit patients to St. Luke's Hospital. Calls to the Physician One Call phone number are immediately routed for consult and/or to assist with admits.

Gentle Yoga for Patients, a free yoga program offered weekly, started in July in St. Luke's Regional Cancer Center. Yoga offers many potential benefits for patients, including improved sleep, increased appetite, more energy, less pain, reduced anxiety and a sense of empowerment.

"No one dies alone" is the mantra of St. Luke's Hospice Duluth program called "The 11th Hour Vigil." The program provides a kind, knowledgeable volunteer to sit at the bedside of anyone who is dying who does not have family or friends available to be with them. Program volunteers are specially trained for Hospice and have more training in end-of-life symptoms. This service is available to all St. Luke's Hospice patients in homes or facilities, as well as anywhere within St. Luke's Hospital where a dying patient has no one to sit with them.

St. Luke's new Palliative Care Program started at the end of the year to support patients with serious and life-threatening illnesses like cancer, AIDS and dementia, as well as their families. Palliative Care offers patients assistance with care coordination, communication with family members, pain and symptom management, and safe and effective discharge planning.

Honors/Awards



The American Psychological Association recognized St. Luke's as one of four 2014 Psychologically Healthy Workplace Award winners for its efforts to create a healthy, high-performing work environment. The award recognizes St. Luke's low turnover rates, high productivity, workforce stability and outstanding safety record.

Marla Halvorson, St. Luke's Director of Human Resources, accepted the award on behalf of St. Luke's.
Photo Credit: Larry Canner Photography. Photos courtesy of the American Psychological Association. Used with permission.



St. Luke's received the Mission: Lifeline Silver Receiving Quality Achievement Award from the American Heart Association for implementing measures for the treatment of patients who suffer severe heart attacks. The program's goal is to streamline systems of care to quickly get heart attack patients from the 911 call to the hospital for appropriate treatment.



Professional Research Consultants (PRC) awarded St. Luke's Hospital and St. Luke's Home Care for excellent patient satisfaction. The Hospital received the 2014 PRC Five Star Excellence Award for scoring in the top 10 percent nationally for "excellent" responses in Inpatient Services—HCAHPS—Discharge Information. Home Care received the 2014 PRC Five Star Excellence Award for scoring in the top 10 percent nationally for "excellent" responses for Home Health Services—Overall Quality of Care.



St. Luke's was honored by the American Heart Association for its Heart Failure, STEMI and Stroke care at an awards presentation at St. Luke's Hospital. These awards demonstrate that patients are receiving care that is consistent with the latest scientific guidelines set by the American Heart Association.



Sonja Swenson, MD, St. Luke's Mariner Medical Clinic, was presented the Physician of the Year Award by the Lake Superior Medical Society. This award is given in recognition of consistently demonstrating qualities recognized as defining excellence in medical care delivery. Other awardees include: Christopher Delp, MD, St. Luke's Emergency Services—Thomas A. Stolee: Exceptional Dedication to the Practice of Medicine Award; and Kristan Wegerson, MD, St. Luke's Mount Royal Medical Clinic—John B. Sanford Community Service Award.

Accreditations



St. Luke's Inpatient Rehabilitation Program was re-accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). CARF accreditation is an indication of the program's dedication and commitment to improving the quality of the lives of persons served.



St. Luke's earned The Joint Commission's Gold Seal of Approval for accreditation. The accreditation award recognizes St. Luke's dedication to continuous compliance with The Joint Commission's state-of-the-art standards for health care quality and safety in hospitals.



**American Heart Association
American Stroke Association**
CERTIFIED
Meets standards for
Primary Stroke Center

St. Luke's was recognized by The Joint Commission, in conjunction with the American Heart Association/American Stroke Association, with Advanced Certification as a Primary Stroke Center. The certification acknowledges an organization's dedication to fostering better outcomes for patients and that it meets critical elements of performance to achieve long-term success in improving stroke patient outcomes.

Board of Directors

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Jeff Borling

John Cloutier

Marlene David

Mark Emmel
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Jesse Frye
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Edwin King Hall

Dave McMillan
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Dale Moe
Past Chair

Brian Murphy

Kathleen Nelson, EdD

Elisabeth Revoir, MD
Chief of Staff

John Strange

Marshall Watson, MD

Ruth Westra, DO

Executive Team

John Strange
President and Chief Executive Officer

Sandra Barkley
Vice President of Clinics

Ron Franzen
Vice President of Support Services

Sue Hamel
Vice President and Chief Nursing Officer

Eric Lohn
Vice President and Chief Financial Officer,
St. Luke's; Chief Financial Officer,
Lake View

Gary Peterson, MD
Vice President of Medical Affairs and
Chief Medical Officer

Jo Ann Hoag (Retired June 2014)
President and Chief Executive Officer,
Lake View; Vice President of Regional
Development, St. Luke's

Medical Staff Organization

Elisabeth A. Revoir, MD
Chief of Staff

Paul B. Sanford, MD
Immediate Past Chief of Staff

Linda L. Van Etta, MD
Chief of Staff Elect

Cynthia A. Weaver, MD
Secretary

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Nicholas J. Van Deelen, MD
Emergency Medicine

Noelle A. Westrum, MD
Pediatrics

Mary J. Boylan, MD
Surgery

Jennifer R. Boyle, MD
OB-GYN

Daniel G. Robinson, MD
Family Medicine

Juan R. Colareta, MD
Psychiatry

Timothy C. Kleinschmidt, MD
Medicine

NEW
MEDICAL
STAFF

Expanding our
medical staff to
advance the quality
of patient care



Homam Alkaied, MD

St. Luke's Oncology and Hematology
Associates



Shawn Brown, MD

Emergency Department



Robyn Gilbertson, MD

Mount Royal Medical Clinic



Matt Hansmeier, MD

Urgent Care



Claire Mallof, MD

St. Luke's Obstetrics & Gynecology
Associates



Laura Paulson, MD

Lake View Medical Clinic

NEW MEDICAL STAFF



Veronica Mesquida, MD
St. Luke's Rheumatology Associates



Andrew Nisbet, MD
St. Luke's Urology Associates



Mikhail Perlov, MD
St. Luke's Oncology & Hematology
Associates



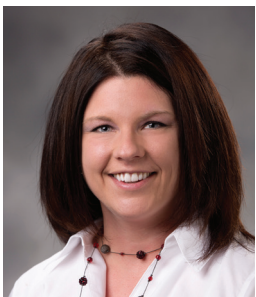
Stephen Turner, DO
Hibbing Family Medical Clinic



Kevin Dalpiaz, PA-C
St. Luke's Orthopedics & Sports
Medicine



Christine Dworzynski, CNP
Hibbing Family Medical Clinic



Elaine Hammond, PA-C
Laurentian Medical Clinic



Lisa Hebl, PA-C
Lester River Medical Clinic



Jennifer Marksteiner, BC-FNP
St. Luke's Internal Medicine Associates



Shawn Mullen, PA-C
St. Luke's Orthopedics & Sports
Medicine

NEW MEDICAL STAFF



Erin Thielbar, CNP

Laurentian Medical Clinic

Diagnostic, therapeutic and specialty services to better serve the growing needs of our community

Hospitals

-
- St. Luke's Hospital
 - Lake View Hospital
-

Regional Centers

-
- St. Luke's Regional Cancer Center
 - St. Luke's Regional Heart Center
 - St. Luke's Regional Trauma Center
-

Medical & Surgical Services

-
- Acute Inpatient Rehabilitation
 - Acute Renal Dialysis
 - Allergy and Immunology
 - Anesthesiology
 - Birthing Center
 - Cardiology
 - Cardiothoracic Surgery
 - Colorectal Surgery
 - Dermatology
 - Emergency Medicine/Trauma Care
 - Endocrinology
 - Gastroenterology
 - General Surgery
 - Infectious Disease
 - Internal Medicine
 - LASIK Surgery
 - Mental Health
 - Nephrology
 - Neurology
 - Neurosurgery
 - Obstetrics & Gynecology with da Vinci®
Surgery
(Minimally Invasive Robotic-Assisted Surgery)
 - Occupational Medicine
 - Oncology/Hematology
 - Ophthalmology
 - Oral and Maxillofacial Surgery
 - Orthopedic Surgery
 - Otolaryngology
 - Palliative Care
 - Pathology
 - Pediatrics
 - Physical Medicine and Rehabilitation
 - Plastic Surgery
 - Podiatry
 - Primary Care
 - Pulmonary Medicine
 - Radiation Oncology
 - Radiology
 - Rheumatology
 - Sports Medicine
 - Travel Medicine
 - Urology with da Vinci® Surgery *(Minimally Invasive Robotic-Assisted Surgery)*
 - Vascular Surgery
 - VATS *(Video Assisted Thoracoscopic Surgery)*
 - Weight Loss Essentials *(Medical and Surgical)*
 - Wound, Ostomy & Continence Services
-

Diagnostic & Therapeutic Services

-
- Anticoagulation Clinic
 - Biofeedback/Neurofeedback
 - Breast Center
 - Capsule Endoscopy
 - Cardiac Angioplasty
 - Cardiac Diagnostics
 - Cardiac Rehabilitation
 - Cardiology Device Clinic
 - Cardiology Lipid and Cardiometabolic Disorders Clinic
 - Chemotherapy
 - Coronary CT Angiography
(Computed Tomography)
 - CT Scanning
 - 3D and 4D Conformal Radiation
 - Diabetes Care
 - Electrophysiology
 - Endoscopic Vein Harvesting
 - Endoscopy/Proctoscopy/Colonoscopy
 - EECP® (Enhanced External Counterpulsation)
 - Guided Imagery
 - Hand Therapy
 - Hearing Assessments – Lake View Medical Clinic
 - Heart Failure Clinic
 - Hypnosis
 - IMRT (Intensity-Modulated Radiation Therapy)
 - Infusion Therapy
 - Laboratory
 - Lithotripsy
 - Lymphedema Services
 - Mammography (Digital and BSGI)
 - Mental Health
 - MRI (Magnetic Resonance Imaging)
 - Neurological Screening/Diagnostics
 - Neuromuscular Electrical Stimulation (NMES)
 - Nutrition Counseling
 - Occupational Therapy (Adult and Pediatric)
 - Osteoporosis Screening
(DEXA Scan and Heel Ultrasound)
 - Ostomy/Continence/Wound Care
 - PACE (Professionally Assisted Customized Exercise)
 - Pain Management
 - PET Imaging (Positron Emission Tomography)
 - Pharmacy
 - Physical Therapy (Adult and Pediatric)
 - Psychological Services
 - Pulmonary Rehabilitation
 - Radiation Therapy
 - Radio-Frequency Ablation
 - Radiology
 - Rehabilitation (Inpatient and Outpatient)
 - Respiratory Therapy
 - Saebo Rehabilitation
(Stroke and Neurological Injury)
 - Sleep Disorders Center
 - Speech Therapy (Adult and Pediatric)
 - Spring Forest Qigong
 - Stereotactic Radiosurgery
 - Stroke Program
 - TMD Services
 - Ultrasound
 - Vascular Services
 - Vestibular Rehabilitation Therapy
 - Vision Rehabilitation Program
 - VNUS Closure for Varicose Veins
 - Women's Heart Clinic
 - Yoga
-

Community & Regional Services

- Childbirth Education
- Child Car Seat Safety Clinics
(Partnership with the Duluth Fire Department and Northland's NewsCenter)
- Clinical Experience Affiliations
- Community Health Education
- Continuing Education Programs
(Health Professionals, Physicians and EMS)
- CPR Training
- Diabetes Education
- Employee Assistance Program
- Fall Prevention Program
- Family Practice Residency Program
(Joint Sponsorship)
- First Aid Classes
- Home Care
- Home Telemonitoring
- Hospice Duluth®
- I Can Cope
- Injury Prevention Programs
(TraumaRoo, EN CARE, Think First)
- Joint Replacement Pre-Surgery Class
- Kids Can Cope
- Life Link III Air Medical Transport
- Living Well with Chronic Conditions Workshop
- Medical Home
- Osteoporosis Program
- Outpatient Surgery Center – Mariner Medical Clinic
- Outreach Education
- Pavilion Surgery Center
- Physician Outreach Education
- Physical Therapy & Fitness Center
(Partnerships with St. Ann's Residence, Duluth, MN, and William Kelly High School, Silver Bay, MN)
- Pilates
- Speaker's Bureau
- Spring Forest Qigong
- St. Luke's Driving Evaluation and Training Program
- Support Groups
- Telemedicine
- Whiteside Institute for Clinical Research
(In collaboration with the University of Minnesota Medical School, Duluth)
- Yoga

Primary Care

- Bay Area Medical Clinic, Silver Bay, MN*
 - Chequamegon Clinic, Ashland, WI*
 - Denfeld Medical Clinic, Duluth, MN*
 - Hibbing Family Medical Clinic, Hibbing, MN
 - Lake View Medical Clinic, Two Harbors, MN
 - Laurentian Medical Clinic, Mountain Iron, MN
 - Lester River Medical Clinic, Duluth, MN*
 - Mariner Medical Clinic, Superior, WI*
 - Miller Creek Medical Clinic, Hermantown, MN*
 - Mount Royal Medical Clinic, Duluth, MN*
 - P.S. Rudie Medical Clinic, Duluth, MN*
 - St. Luke's Duluth Internal Medicine Associates, Duluth, MN
 - St. Luke's Internal Medicine Associates, Duluth, MN*
 - St. Luke's Pediatric Associates, Duluth, MN*
- * Certified Health Care Home

Specialty Care

All specialty clinics are located in Duluth, Minnesota. Many of the specialists visit St. Luke's primary care clinics on a consulting basis.

- St. Luke's Allergy & Immunology Associates
 - St. Luke's Anesthesia Associates
 - St. Luke's Cardiology Associates
 - St. Luke's Cardiothoracic Surgery Associates
 - St. Luke's Dermatology Associates
 - St. Luke's Emergency Services
 - St. Luke's Endocrinology Associates
 - St. Luke's Gastroenterology Associates
 - St. Luke's Infectious Disease Associates
 - St. Luke's International Travel Health Center
 - St. Luke's Neurology Associates
 - St. Luke's Neurosurgery Associates
 - St. Luke's Obstetrics & Gynecology Associates
 - St. Luke's Occupational Health Clinic
 - St. Luke's Oncology & Hematology Associates
 - St. Luke's Ophthalmology Associates
 - St. Luke's Orthopedics & Sports Medicine
 - St. Luke's Pavilion Surgical Associates
 - St. Luke's Physical Medicine & Rehab Associates
 - St. Luke's Plastic Surgery Associates
 - St. Luke's Psychiatry Associates
 - St. Luke's Pulmonary Medicine Associates
 - St. Luke's Radiation Oncology Associates
 - St. Luke's Rheumatology Associates
 - St. Luke's Urology Associates
-

Urgent Care

Urgent Care services for minor, but urgent, injuries and illnesses are offered at six locations.

- St. Luke's Hospital, Duluth, MN
 - Denfeld Medical Clinic, Duluth, MN
 - Lake View Hospital, Two Harbors, MN
 - Laurentian Medical Clinic, Mountain Iron, MN
 - Mariner Medical Clinic, Superior, WI
 - Miller Creek Medical Clinic, Hermantown, MN
-

Q Care

St. Luke's Express Clinic

Q Care, located in the Duluth Cub Foods, offers convenient, walk-in care for minor health concerns for people of all ages. Staffed by a physician assistant or nurse practitioner, the clinic provides basic diagnostic services and prescriptions for treatment, as well as some on-site lab testing.

Pharmacies

-
- Lake View Pharmacy
 - Northland Pharmacy
-

Summary of Revenues

(in thousands)

	St. Luke's	Lake View
Patient Services Revenue	\$845,397	\$20,867
Deductions from Revenue:		
Contractual/Other	\$489,055	\$6,565
Patient Financial Assistance	\$4,313	\$121
Bad Debt	\$6,605	\$310
Other Revenue	\$22,318	\$901
Total Revenues Received	\$367,742	\$14,772

Summary of Revenue Uses

(in thousands)

	St. Luke's	Lake View
Salaries/Benefits	\$224,153	\$7,392
Depreciation & Interest	\$13,374	\$979
Other Operating Expenses & Reinvestment	\$130,215	\$6,401
Total Revenue Uses	\$367,742	\$14,772

2014 Statistical Highlights

	St. Luke's	Lake View
Admissions	10,845	252
Births	779	–
Patient Days	50,156	2,460
Emergency/Urgent Care Visits	77,322	4,378
Outpatient Registrations	144,138	5,907
Occupancy Percentage	48.21%	40%
Number of Surgeries	9,782	14
Home Health/Hospice Visits	20,435	–
Clinic Visits	564,456	21,197
Occupancy Percentage Assisted Living	–	0