



THE PATIENT. ABOVE ALL ELSE.®



A Year of Accomplishments

St. Luke's Annual Report 2015

Since our beginning, everyone at St. Luke's has worked together to ensure our patients and their loved ones experience exceptional care and professionalism.

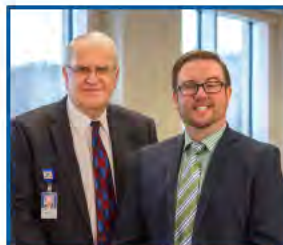
Throughout St. Luke's—on our inpatient units, in the clinics, through services and programs—our mission, *The Patient Above All Else*, was evident in 2015. It unfolded into a banner year with everyone in the organization diligently working to meet the health care needs of our patients and loved ones.

Our most visible and exciting accomplishment was the opening of St. Luke's Surgical and Procedural Care on August 10, 2015. This \$22.5 million, 36,000-square-foot surgical expansion, located in St. Luke's Building A, is where our exceptional medical staff utilize the most technologically advanced equipment to dramatically improve the way we deliver health care—now and into the future. The new space has 42 private pre-op and post-op rooms, including space for family; bedside registration; a hybrid operating room with the most advanced imaging equipment available; 4 endoscopy suites; 4 universal operating rooms and a special procedures room. All this supports St. Luke's delivery of a premier patient and family experience.

Also in 2015, St. Luke's was honored as the only Minnesota hospital to receive the Mission: Lifeline STEMI Receiving Center Gold® Award from the American Heart Association for care of patients suffering severe heart attacks. We were also recognized with the Stroke Silver Plus Award for stroke care. Both awards confirm that St. Luke's provides care consistent with the latest scientific guidelines.

Thanks to the incredibly hard work and dedication of our employees—combined with high patient volumes across the board—St. Luke's had a financially successful year. As a non-profit organization, all proceeds generated are re-invested in our employees, providers, medical equipment, facilities and repayment of funds borrowed for organizational growth, such as the surgical expansion. Although 2015 included many milestones, it was the incredible teamwork and commitment to our mission that drove our achievement in caring for patients and in delivering a positive bottom line.

We look forward to another vibrant year of serving our patients, their families and our communities with quality health care, compassion and professionalism. Each of us is committed to living our mission—*The Patient. Above All Else*.



Sincerely,

John Strange
President and CEO

Jesse Frye
Board Chair

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.



In January, St. Luke's Neurology Associates opened, and Neurologist Dr. Douglas Kaplan was welcomed to lead the new clinic. In September, Dr. Rebecca Meyerson joined the practice and together the physicians provide a full spectrum of neurological care. St. Luke's Neurology Associates is located in St. Luke's Building A.



St. Luke's Regional Cancer Center continued its Understanding Cancer: Survivorship Lecture Series with three programs in 2015. These well-attended educational offerings are available at no charge. Topics in 2015 were: "The Power of Nutrition," "A Never Before Seen Look at Cancer Survivorship" and "The Importance of Physical and Holistic Care." Held at Marshall School to accommodate larger audiences, programs are for everyone touched by cancer—survivors, families, friends and health care workers.

St. Luke's Primary Care Clinics were Health Care Home certified or recertified in 2015, including Bay Area Medical Clinic, Chequamegon Clinic, Denfeld Medical Clinic, Lake View Medical Clinic, Lester River Medical Clinic, Mount Royal Medical Clinic, Mariner Medical Clinic, P.S. Rudie Medical Clinic, St. Luke's Pediatric Associates and St. Luke's Internal Medicine Associates. Health Care Home was enacted in the 2008 legislature and, although beneficial to all patients with overall health outcomes and quality of life, it's especially beneficial to those patients with chronic medical conditions or with barriers to maintaining an optimum level of health. A foundation of the program is the work of care coordinators at each clinic, who are health care professionals responsible for the overall coordination of a patient's medical care.



In April, St. Luke's launched a media campaign for St. Luke's Orthopedics & Sports Medicine. The campaign included TV, print and radio ads, billboards and St. Luke's website. Emphasizing the amazing and powerful human body, ads showcased athletes in action in basketball, hockey, soccer and running.



St. Luke's dedicated a Wall of Heroes memorial honoring organ, tissue and eye donors at a ceremony with families, friends and St. Luke's staff. This is the first Wall of Heroes memorial in northern Minnesota. The memorial was handcrafted by Pete Boyechko and Jeremy Nelson, and project coordinator was David Johnson. All are Intensive Care Unit nurses who have worked closely with patients and their loved ones through the donation process. The tree symbolizes the tree of life and the stained glass leaves honor donors who gave the gift of life and sight.

St. Luke's Regional Heart Center opened a Complex Valve Clinic in the spring. Advances in surgical and catheter-based treatment options for complex valve patients have allowed dramatic improvement in management of symptoms, the quality, and sometimes quantity of life for patients previously deemed inoperable or as having high/excessive risk for more traditional valve intervention or replacement. St. Luke's Complex Valve Clinic allows cardiologists and cardiothoracic surgeons to simultaneously coordinate, evaluate and treat patients.



St. Luke's launched a birthing continuum marketing campaign focused on all St. Luke's providers who deliver babies and St. Luke's Birthing Center. The campaign, called About Baby, was designed to engage with women who are thinking about getting pregnant or recently pregnant. The campaign included billboards, TV, print, radio and online ads. The campaign introduces St. Luke's About Baby Birth Plan, a customizable birth plan that women develop in partnership with their providers, to allow them to have the birth experience that they want.



St. Luke's acquired the Discovery™ NM 530 advanced nuclear cardiology imaging system that provides highly detailed pictures of the heart to enable physicians to assess the location, extent and severity of heart disease quickly and accurately. This is the first imaging system of its kind north of the Twin Cities. The GE Healthcare system uses revolutionary Alcyone technology to improve scanning speed and diagnostic accuracy. It has the opportunity to improve image quality, allowing medical providers to be even more confident in their diagnosis.



First Perk by Valentini's opened in Building A, Level 3, to serve patients, families and staff. Protein shakes, coffee, teas and smoothies are its specialties, with salads, sandwiches and desserts also available. The beautiful space offers a comfortable place for all to relax.



Our Surgical Expansion open house on August 5 amazed the many people who toured St. Luke's bright and shiny, technologically advanced, surgical expansion, located in Building A, Level 4. Detailed tours were provided by physicians and surgery staff, as well as directors and other staff. Visitors had the opportunity to see the hybrid operating room, the private patient rooms, what would soon become sterile areas and learned about the newest technologies. St. Luke's Surgical & Procedural Care opened for patients on August 10, 2015.



St. Luke's sponsored the 2015 Bridge to Health Survey, which seeks to answer the all-important question "How Healthy is the Northland?" St. Luke's has sponsored the initiative since the first survey in 1995 and every five years since then. Over 60 health and community organizations in the region work together to conduct the survey. Hospitals, clinics, public health, community organizations and others depend on the information collected in this survey to understand local health needs and develop services to improve the health of people in their community.



St. Luke's welcomed its first employed midwife to St. Luke's Obstetrics & Gynecology Associates. Mary Johnson, Certified Nurse Midwife, offers yet another option for women who want a lower-intervention approach in the safety of the hospital setting at St. Luke's. A midwife's model of care focuses on providing the mother with education, counseling and continuous hands-on assistance during labor and delivery, as well as postpartum support.

Certifications/Awards



St. Luke's received the Mission: Lifeline® Gold Receiving Quality Achievement Award for implementing specific quality improvement measures outlined by the American Heart Association for the treatment of patients who suffer severe heart attacks.



St. Luke's was recognized with a Stroke Silver Plus award for stroke care by the American Heart Association and the American Stroke Association. The award confirms that patients are receiving care consistent with the latest scientific guidelines.

St. Luke's received the Workplace for Life Gold Award from Lifesource in support of organ, tissue and eye donation. St. Luke's is among a select group of hospitals nationwide recognized by the Department of Health and Human Services for conducting activities that promote enrollment in state organ donor registries by participating in the Workplace for Life Hospital Campaign.

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Psychiatry

Anne B. Whitworth, MD
Family Medicine

NEW
MEDICAL
STAFF

Expanding our
medical staff to
advance the quality
of patient care



Brian Aebly, DO
St. Luke's Pulmonary Medicine
Associates



Charlie Ahrens, MD
Miller Creek Medical Clinic,
Ophthalmology



Nils Arvold, MD
St. Luke's Radiation Oncology
Associates



Jenna Clappier, MD
P.S. Rudie Medical Clinic



Steven Clappier, MD
P.S. Rudie Medical Clinic



Mehdi Dastrange, MD
St. Luke's Hospitalist



Dan Freeman, MD
St. Luke's Emergency Services



Lauren Giammar, MD
Mariner Medical Clinic



Brandon Hankey, MD
St. Luke's Emergency Services



Elizabeth Johnson, MD
St. Luke's Urology Associates



Timothy Kufahl, MD
St. Luke's Medical Arts Clinic



Rebecca Meyerson, MD
St. Luke's Neurology Associates



Brian Midboe, MD
St. Luke's Anesthesia Associates



Luke Midlo, MD
St. Luke's Internal Medicine
Associates



Josephine O'Gara, MD
St. Luke's Internal Medicine Associates



John Ryden, MD
Laurentian Medical Clinic



Kelsey Schultz, MD
Lake View Medical Clinic



Michael Stellmaker, MD
St. Luke's Surgical Associates



Kathryn Thompson, MD
St. Luke's Anesthesia Associates



Aistis Tumas, MD
Chequamegon Clinic



Brock Urie, MD
St. Luke's Emergency Services



Nicole Granberg, NP
St. Luke's Psychiatry Associates



Camille Ingle, PA-C
Q Care



Mary Johnson, CNM
St. Luke's Obstetrics & Gynecology Associates



Brittany Kuehn, PA-C
St. Luke's Cardiothoracic Surgery Associates



Callie Kunze, PA-C
St. Luke's Surgical Associates



Erica Williams, CNP
St. Luke's Occupational Health



Jennifer Prom, PA-C
Q Care



Kaitlyn Proulx, PA-C
St. Luke's Emergency Services



Sara Simonson, PA-C
St. Luke's Neurosurgery Associates



Katie Sorensen, PA-C
St. Luke's Surgical Associates



Karen Lilyquist, NP
Q Care

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
 - Complex Valve Clinic
 - Dermatology
 - Emergency Medicine/Trauma Care
 - Endocrinology
 - Gastroenterology
 - General Surgery
 - Hybrid Operating Room
 - 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 Program
 - 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, Low Dose for Lung Cancer Screening
- CT Scanning
- 3D and 4D Conformal Radiation
- Diabetes Care
- Electrophysiology
- Endoscopic Vein Harvesting
- Endoscopy/Proctoscopy/Colonoscopy
- EEC* (*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
- Pelvic Floor Therapy
- 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 for patients
- 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 for patients

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®
- 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
- 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)

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 Medical Arts Clinic, 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 Interventional Pain Management
- St. Luke's Interventional Radiology
- 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	\$926,302	\$21,777
Deductions from Revenue:		
Contractual/Other	\$539,368	\$7,306
Patient Financial Assistance	\$2,831	\$105
Bad Debt	\$5,330	\$293
Other Revenue	\$20,626	\$552
Total Revenues Received	\$399,399	\$14,625

Summary of Revenue Uses (in thousands)

	St. Luke's	Lake View
Salaries/Benefits	\$235,301	\$6,990
Depreciation & Interest	\$14,315	\$940
Other Operating Expenses & Reinvestment	\$149,783	\$6,695
Total Revenue Uses	\$399,399	\$14,625

2015 Statistical Highlights

	St. Luke's	Lake View
Admissions	10,998	261
Births	735	–
Patient Days	54,370	2,337
Emergency/Urgent Care Visits	77,889	4,121
Outpatient Registrations	141,588	6,270
Occupancy Percentage	52.2%	40%
Number of Surgeries	10,116	19
Home Health/Hospice Visits	27,055	–
Clinic Visits	590,023	22,674