

humanity from the inside out

St. Luke's
Annual Report
2010

 St. Luke's

2010
FEATURE

St. Luke's state-of-the-art cardiac cath lab



Among the many milestones and accomplishments of 2010, St. Luke's was most proud of its new state-of-the-art cardiac cath lab. Funded in part by St. Luke's Foundation, the redesigned facility was developed with input from a team of cardiologists, electrophysiologists, a nurse manager, cardiac care nurses and technicians.

“It’s truly among the most advanced cath labs in the nation. We now have the capacity to perform peripheral vascular interventions, coronary procedures and electrophysiology studies, all at the same time.”

Lee Giorgi, MD, Cardiologist
St. Luke’s Regional Heart & Vascular Center

Expansion of Services

From a single cath lab dedicated to coronary interventions, the new space features three individual cath labs, sophisticated technology and workflow design, and vastly expanded capabilities. “It’s truly among the most advanced cath labs in the nation,” said cardiologist Lee Giorgi, MD, at St. Luke’s Regional Heart & Vascular Center. “We now have the capacity to perform peripheral vascular interventions, coronary procedures and electrophysiology studies—all at the same time.”

St. Luke’s interventional cardiologist Scott Mikesell, DO, led the expansion of Cath Lab services into the peripheral vascular arena. “In order to support procedures like peripheral angioplasty, transradial access and peripheral arterial stenting, we needed to upgrade the current technology, software and X-ray equipment,” said Dr. Mikesell. “Our new detector, for example, significantly enhances image quality and, at the same time, produces less radiation.”

Framework for Collaboration

Julie Clark, nurse manager for cardiac services, was also involved in planning and development. Using her Lean (process improvement) training, Julie helped influence floor plan designs to streamline workflow and create consistency from room to room. “Open communication and collaboration were extremely important throughout the process,” she said. “Before redesigning the control booth and storage area, we asked the staff about barriers that prevent efficiency and workflow.” Their feedback influenced the end result: a space that allows physicians and technicians to work together seamlessly and interchangeably.

Patient Experience

Dr. Giorgi and his team also wanted to improve the experience for patients and families. “We chose a color palette and lighting that is warm, calming and inviting, both in the cath lab and the new family waiting area,” he said, adding that patient feedback has been very positive.

“Thanks to the support of St. Luke’s and St. Luke’s Foundation, coupled with the professionalism and experience of our medical, technical and nursing staff, St. Luke’s Regional Heart & Vascular Center delivers the highest level of patient care.”

TO OUR
COMMUNITY

2010 is best characterized by our commitment to growth

In 2010, St. Luke's focused on strengthening its commitment to better serve our communities through growth, partnerships and new technology.

Growth

P.S. Rudie Medical Clinic moved from its space in the Medical Arts Building to the Wieland Building in downtown Duluth to better accommodate the clinic's growing practice. We also opened Lester River Medical Clinic, a brand-new family medicine clinic located on the east side of Duluth, just across the street from Lake Superior. And plans for a new medical office building on the St. Luke's campus further cemented our commitment to expand needed health care services for our community.

Partnerships

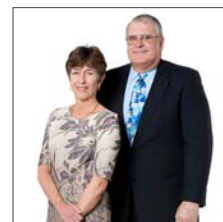
We also strengthened our regional partnerships to support plans for future growth. Lake View Hospital in Two Harbors became a solely-owned subsidiary of St. Luke's, and we formalized a partnership with Cook County North Shore Hospital & Care Center in Grand Marais to provide executive hospital management and support services.

Technology

To meet the growing needs of St. Luke's Regional Heart & Vascular Center, we remodeled and expanded our cardiac catheterization lab, which virtually tripled our diagnostic and procedural capabilities, streamlined workflow and greatly enhanced the patient and family experience.

Staying committed to the communities we serve by providing new facilities, services and technology positions us for the future. On behalf of St. Luke's leadership team, we offer our thanks to the outstanding medical professionals and support staff who continue to put our patients above all else.

Sincerely,
John Strange
President and CEO
Melinda Machones
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.

YEAR IN
REVIEW

A month-by-month look back at the highlights of 2010

JAN

Two Harbors, One Organization

Lake View Hospital and Clinic, located in Two Harbors, Minnesota, becomes a solely-owned subsidiary of St. Luke's, following a long-term partnership. Like St. Luke's, Lake View offers inpatient, outpatient and specialty care services, and shares our belief that the patient always comes first.

[VISIT THE HOSPITAL WEBSITE](#)



FEB

[LEARN ABOUT HIE-BRIDGE](#)

Networked Through HIE-Bridge™

St. Luke's becomes one of the founding members of HIE-Bridge, a web-based Health Information Exchange system that links more than 47 hospitals, clinics and long-term care facilities throughout Minnesota and Wisconsin. Using this secure network, emergency health care providers can quickly locate critical health information on a specific patient in the event of an emergency.

MAR

Lakeside Welcomes Lester River Medical Clinic

Lester River Medical Clinic opens its doors, increasing our network of family medicine clinics to 11. The new clinic serves communities on the eastern edge of Duluth and along the North Shore, offering convenient access to exceptional health care and a full spectrum of family medicine services. Areas of expertise include OB/GYN, pediatric, adult and geriatric medicine, physical therapy, lab and radiology services.

[LEARN ABOUT THE CLINIC](#)



Management Support for Cook County North Shore Hospital & Care Center

St. Luke's enters into an agreement with Cook County North Shore Hospital & Care Center to provide executive hospital management and support services. Since opening for business in 1958, the Grand Marais-based facilities have served residents of Cook County and visitors to the North Shore and Boundary Waters Canoe Area (BWCA).

[VISIT THE HOSPITAL WEBSITE](#)



APR

Laurentian Medical Clinic Hosts Open House

Laurentian Medical Clinic celebrates its new home in Mountain Iron, Minnesota, with an open house for members of the community. The new 10,000-square-foot facility features pediatric, adult and geriatric medicine, physical and occupational therapy, lab and digital radiology.

[LEARN ABOUT THE CLINIC](#)



St. Luke's Earns 2010 Premier Partner Award

St. Luke's is honored with the 2010 Premier Partner Award from SFM, St. Luke's workers' compensation insurer. The award recognizes St. Luke's outstanding performance in promoting and improving employee safety, return-to-work practices and injury reduction. St. Luke's is one of only five recipients among more than 13,000 eligible employers to receive this award.

MAY

P.S. Rudie Medical Clinic Moves

P.S. Rudie Medical Clinic relocates to the Wieland Building in downtown Duluth, just four blocks from its previous home in the Medical Arts Building. The clinic offers a full spectrum of family medicine services, including OB/GYN, pediatric, adult and geriatric medicine, physical therapy, lab and x-ray.

[LEARN ABOUT THE CLINIC](#)



JUNE

State-of-the-Art Cardiac Cath Lab

St. Luke's Regional Heart & Vascular Center proudly opens its new state-of-the-art cardiac cath lab, featuring three rooms equipped for coronary and peripheral angiography and a newly designed family waiting area. The lab greatly expands our diagnostic and interventional capabilities, and enables the team to treat multiple emergencies at the same time.

[TAKE THE TOUR](#)



Bariatric Surgery Accreditation

St. Luke's receives accreditation from the American College of Surgeons Bariatric Surgery Center Network (ACS BSCN) Accreditation Program after completing an independent, voluntary peer evaluation. The accreditation process promotes nationally recognized bariatric surgical standards and supports continuous improvement.

JULY

Duluth Air Show

Once again, St. Luke's proudly supports the Duluth Air and Aviation Expo as a major sponsor of the medical tent. The theme for this year's event is "Generations," paying tribute to the men and women of the U.S. Air Force. Featured performers include the Thunderbirds, Air Force F-15 and F-4s, and the Navy F/A-18 Super Hornet.

[LEARN ABOUT THE CLINIC](#)



AUG

TV Spots Win Telly Award

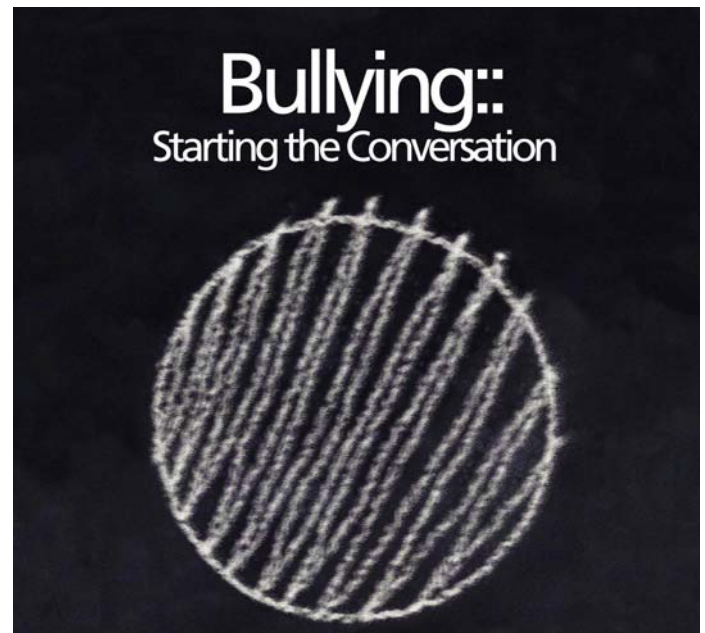
St. Luke's State-of-the-Art Humanity television campaign is honored with a Bronze Telly Award. Launched in 1978, the Telly Awards recognize the best local, regional and cable television commercials and programs, video and film productions, and web-based efforts.

SEPT

Anti-Bullying Education Sponsorship

St. Luke's sponsors the DVD distribution of *Bullying: Starting the Conversation* for 180 schools in Minnesota and Wisconsin. Produced by Spirit Valley Media, the documentary reveals the scope and consequences of school bullying, as experienced by students, teachers and parents.

[VIEW THE TRAILER](#)



OCT

Pharmacy Receives Five-Year Accreditation

St. Luke's Pharmacy receives a five-year accreditation from the American Society of Health-System Pharmacists for the Post-Graduate Year One (PGY1) Pharmacy Residency Program. Pharmacy residents benefit from real-world, hands-on experiences, including rounding with interdisciplinary teams and interactions with physicians, nurses and patients.

NOV

St. Luke's Home Care Named to 2010 HomeCare Elite™

St. Luke's Home Care is named to the 2010 HomeCare Elite, joining the nation's top 25 percent of home health agencies as ranked by OCS HomeCare and DecisionHealth, a home care outcomes research and benchmarking organization. Performance metrics include quality of care, quality improvement and financial performance.



DEC

Joint Replacement Pre-Surgical Classes

St. Luke's launches pre-surgical classes for patients undergoing total hip or knee replacement surgery. Taught by an interdisciplinary team, participants learn how to prepare for surgery, what to expect during and after surgery, and how to identify their needs for recovery.

[LEARN ABOUT THE PROGRAM](#)

Total Joint Replacement Pre-Surgery Class
For patients and family members

St. Luke's invites you to attend a free 90-minute pre-surgical session taught by nurses, physical and occupational therapists, and case managers. The class provides information on what to expect before, during and after surgery, and includes the following topics:

Treatment for Pediatric Depression

St. Luke's Pediatric Associates launches a collaboration with the Human Development Center (HDC) to facilitate early and rapid treatment for depression in children and teens. Funded by a grant from the Minnesota Department of Human Services Children's Mental Health Division, the initiative serves the needs of children and adolescents ages 6 to 17 who are patients at St. Luke's Pediatric Associates.

Depression Care Program

What is Depression?
Depression is a medical condition, not a weakness. Though all people have periods of feeling sad, depression may be more than just feeling sad for more than a few weeks and may interfere with daily life and work.

What Causes Depression?
Many factors, including genetics, environment and stress, can lead to depression. There are many different types of depression, but all are serious. Depression is a medical condition that may be treated with medication and therapy.

Quick Facts
Depression is a medical condition, not a weakness. Though all people have periods of feeling sad, depression may be more than just feeling sad for more than a few weeks and may interfere with daily life and work.

How Can We Help?
St. Luke's offers a variety of services to help children and teens with depression. Our services include individual and group therapy, medication management, and support groups. We also offer a 24-hour crisis line and a telehealth service.

St. Luke's Pediatric Associates and **HDC** are proud to partner on this important initiative.

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LAKE VIEW HOSPITAL
(TWO HARBORS, MINNESOTA)

Medical Staff Organization

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Maria Kundel, MD
PEDIATRICS

Elisabeth Revoir, MD
OB/GYN

Tracy Tomac, MD
PSYCHIATRY

NEW
MEDICAL
STAFF

Expanding our medical staff to enhance patient care throughout the region



David Fogarty, MD

St. Luke's Orthopedics & Sports
Medicine



**Douglas Forgit,
MD**

Mariner Medical Clinic



**David Hutchinson,
MD**

Lester River Medical Clinic



Brad Irwin, MD

St. Luke's Gastroenterology
Associates



Eric Kirchner, MD

Lester River Medical Clinic



Meghan Kutz, MD

Chequamegon Clinic

NEW MEDICAL STAFF



Scott Mikesell, DO

St. Luke's Cardiology Associates



Max Miranda, MD

St. Luke's Gastroenterology
Associates



**Brigid Pajunen,
MD**

P.S. Rudie Medical Clinic



**Amery Robinson,
MD**

St. Luke's Emergency Services



Jeffrey Speer, MD

St. Luke's Anesthesia Associates



**James Vodvarka,
DO**

Hibbing Family Medical Clinic
Laurentian Medical Clinic



**Meghan Ceynowa,
CNP**

St. Luke's Psychiatry Associates



**Kelly Higgins,
PA-C**

St. Luke's Pulmonary Medicine
Associates

NEW MEDICAL STAFF



**Margaret Maddox,
PA-C**

St. Luke's Cardiothoracic Surgery
Associates



**Steven Sachs,
PA-C**

Q Care, St. Luke's Express Clinic

humanity from the inside out

Regional Centers

St. Luke's Regional Cancer Center
St. Luke's Regional Heart & Vascular Center
St. Luke's Regional Trauma Center

Medical and Surgical Services

Acute Inpatient Rehabilitation
Acute Renal Dialysis
Allergy and Immunology
Anesthesiology
Cardiology
Cardiothoracic Surgery
Colorectal Surgery
Dermatology
Emergency Medicine/Trauma
Care
Endocrinology
Family Medicine
Gastroenterology
General Surgery
Infectious Disease
Internal Medicine
LASIK Surgery
Mental Health
Nephrology
Neurology
Neurosurgery
Obstetrics/Gynecology
Occupational Medicine
Oncology/Hematology
Ophthalmology
Oral and Maxillofacial Surgery
Orthopedic Surgery
Otolaryngology
Pathology
Pediatrics
Physical Medicine and
Rehabilitation
Plastic Surgery
Podiatry
Pulmonary Medicine
Radiation Oncology
Radiology
Rheumatology
Sports Medicine
Urology
Vascular Surgery
VATS
(Video Assisted
Thoracoscopic Surgery)
Weight Loss Essentials
(Medical and Surgical)

Diagnostic and Therapeutic Services

Anticoagulation Clinic

Biofeedback/Neurofeedback

Breast Center

Capsule Endoscopy

Cardiac Angioplasty

Cardiac Diagnostics

Cardiac Rehabilitation

Cardiology Device Clinic

Chemotherapy

Coronary CT Angiography
(Computed Tomography)

CRRT
(Continuous Renal Replacement Therapy)

CT Scanning

Diabetes Care

Electrophysiology

Endoscopic Vein Harvesting

Endoscopy/Proctoscopy/Colonoscopy

EECP®
(Enhanced External Counterpulsation)

Guided Imagery

Hand Therapy

Heart Failure Clinic

Infusion Therapy

IMRT
(Intensity-Modulated Radiation 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)

Stereotactic Radiosurgery

Stroke Program

TMJ Services

Ultrasound

Vascular Services

Vestibular Rehabilitation Therapy

Vision Rehabilitation Program

VNUS Closure for Varicose Veins

Women's Heart Clinic

EECP is a registered trademark
of Vasomedical, Inc.

Community and 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 Health Care

Home Telemonitoring

Hospice Duluth®

I Can Cope

Injury Prevention Programs
(TraumaRoo, EN CARE,
Think First)

Kids Can Cope

Life Link III Air Medical Transport

Medical Home

Osteoporosis Program

Outpatient Surgery Center at
Mariner Medical Clinic

Outreach Education

Pavilion Surgery Center

Physician Outreach Education

Physical Therapy &

Fitness Center
(Partnerships with Mount Royal Pines and
St. Ann's Residence, Duluth, MN, and
William Kelly High School, Silver Bay, MN)

Pilates

St. Luke's Driving Evaluation and
Training Program

St. Luke's International Travel
Health Center

Speaker's Bureau

Support Groups

Whiteside Institute for Clinical
Research
(In collaboration with the University of
Minnesota Medical School, Duluth)

Family Medicine

Bay Area Medical Clinic, Silver Bay, MN
Chequamegon Clinic, Ashland, WI
Denfeld Medical Clinic, Duluth, MN
Hibbing Family Medical Clinic, Hibbing, MN
Lake View 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

Specialty Care

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 Duluth Internal Medicine 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 Internal Medicine Associates
St. Luke's Neurosurgery Associates
St. Luke's Occupational Health Clinic
St. Luke's Oncology & Hematology Associates
St. Luke's Orthopedics & Sports Medicine
St. Luke's Pavilion Surgical Associates
St. Luke's Pediatric 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 Surgical Associates
St. Luke's Urology Associates

Urgent Care

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

St. Luke's Hospital, Duluth, MN

Denfeld Medical Clinic, Duluth, 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.

Summary of Revenues

(in thousands)

Revenues from Patients/Others	\$666,153
Deductions from Revenues	\$357,355
Total Revenues Received	\$308,798

Summary of Revenue Uses

(in thousands)

Salaries/Benefits	\$188,065
Interest	\$3,716
Other Operating Expenses	\$104,390
Capital Equipment Purchases/Debt Repayment	\$12,627
Total Revenue Uses	\$308,798

2010 Statistical Highlights

Admissions	11,501
Births	958
Patient Days	46,614
Emergency/Urgent Care Visits	58,654
Outpatient Registrations	154,870
Occupancy Percentage	47.8%
Number of Surgeries	10,380
Home Health/Hospice Visits	17,540
Clinic Visits	434,965