

Saint Luke's Hospital:
In the heart of a great city... is a great hospital

2011 Report to the Diocesan Convention

FROM

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In the heart of a great city...is a great hospital.

In October 2011, a new era in Saint Luke's history began with the opening of "The New Saint Luke's," a state-of-the-art facility constructed to provide cutting-edge, innovative care and treatment options to patients.

The New Saint Luke's includes the first phases of a large-scale renovation of the original hospital and a massive expansion offering an unparalleled patient experience, including private rooms, hybrid operating rooms for improved care, easier access, and a unique dining experience for patient guests.

More than 3,000 people helped usher in the new era of care during a grand opening celebration Oct. 9. The carnival-like celebration unveiled the new hospital to the community with health information, family fun, live entertainment, clinics for children, and free tours of the new building.

The facility is the new home to the Mid America Heart Institute, which celebrated yet another milestone in June 2011 when staff performed the 500th heart transplant in the institute's illustrious 25-year history.

While the hospital's addition signaled a new era in care for Saint Luke's, the health system also bid farewell to a dear friend and exceptional leader – and welcomed a new one.

In August 2011, G. Richard Hastings retired as president and CEO of Saint Luke's Health System. Hastings spent his entire health care career with Saint Luke's – spanning 35 years.

Hastings is credited with shaping Saint Luke's into the 11-hospital system it is

today. He was honored with a special tribute during the new Saint Luke's grand opening.

Saint Luke's Health System welcomed Melinda Estes, M.D., MBA, as its new president and CEO in September 2011. Dr. Estes brings a wealth of experience and knowledge as both a neurologist and health system leader. Prior to joining Saint Luke's, she was president and CEO at Fletcher Allen Health Care in Burlington, Vt., and Cleveland Clinic Florida in Weston and Naples, Fla.

As Saint Luke's Hospital moves into 2012 and beyond, we continue to forge significant relationships to strengthen our quality of care and services. For example, our new Liver Disease Management Center will offer many new services, including liver transplants. A team of talented physicians are building a program worthy of national recognition.

The outstanding Saint Luke's staff remains committed to exceptional care, and Saint Luke's Health System has been fortunate to consistently receive prestigious annual awards and recognitions. The health system was awarded the 2010 Missouri Quality Award (MQA) from the Excellence in Missouri Foundation. The MQA is the official state recognition for excellence in quality leadership.

From national accreditations and awards for multiple service lines to recognition of our forward-thinking integration of technology, Saint Luke's Hospital is honored to continue to be recognized a quality care leader. Most importantly, we are proud of our faith-based heritage and our ongoing commitment to providing the very best care to people of Kansas City and the region.

VOLUNTEER ASSISTANCE

- Sherralyn Craven, a retired math professor from Warrensburg, Mo., was named the 2011 Volunteer of the Year at Saint Luke's Hospital. Craven has volunteered at Saint Luke's for more than 20 years and makes the 100-mile roundtrip commute several times per month. She has contributed more than 8,400 hours of service.
- Volunteers and auxiliaries at Saint Luke's Hospital contributed a total of 84,735 hours in 2010, the equivalent of 42 full-time employees valued at more than \$3 million in hospital savings.

SPIRITUAL WELLNESS

- At the end of July 2011, the Rev. John B. Pumphrey resigned after six years of service as director of Spiritual Wellness at Saint Luke's Health System to serve as priest in residence at a parish in Delaware that is going through transition. The Rev. Dr. John W. Polk was named interim director of Spiritual Wellness at Saint Luke's Hospital and began his duties Aug. 1, and the Rev. Marshall Scott was named full-time director in late October.
- In February 2011, which was Heart Health Month, Chaplain Polk invited patients, visitors, and friends of Saint Luke's Hospital to several lunch and learn discussions centered on spirituality and heart health. A panel included current and former Mid America Heart Institute patients who shared personal stories of how their faith impacted their healing in positive and life-giving ways. Special speakers included several physicians from Saint Luke's Cardiovascular Consultants.
- Saint Luke's Clinical Pastoral Education (ACPE Inc.) program continues to thrive as a vital educational program, and its reach expands into the health system as a whole. The program supports five full-time residents and up to 11 interns. CPE Supervisory Education continues through a cooperative venture with Saint Luke's East Hospital and Saint Luke's South Hospital, both of which contribute funds to support the compensation package for the supervisory education student, the Rev. Scott Rash.
- The No One Dies Alone program (NODA) expanded services to Saint Luke's East Hospital, Saint Luke's South Hospital, Saint Luke's North Hospital – Barry Road, and Cushing Memorial Hospital in Leavenworth. Saint Luke's Health System's NODA program was recently featured in an article on the front page of the Faith section of *The Kansas City Star*. NODA reaches out to patients who have no family or friends to be with them when they are dying. Nurses receive training to identify patients who may benefit from a NODA vigil. Once a patient is identified, a phone coordinator lines up volunteers to be present with the patient in two- or three- hour shifts until the patient has passed away.

- Chapel gifts of a gold book of the Gospel (The McMullen family) as well as new flower vases and candles (The Weaver family) were blessed and dedicated into service.
- New chaplains joined the Spiritual Wellness Department: Leslie Stith at Saint Luke's East Hospital; Nancy Nevins at Saint Luke's South Hospital; and Ron Verhaeghe, Christyn Koschmann, and Vicki Penner at Saint Luke's Hospital of Kansas City. Chaplain Ron Verhaeghe's transition as a priest in the Roman Catholic Church to the Episcopal priesthood will be completed in December 2011.
- The No One Dies Alone Program was a key component of the health system's Missouri Quality Award application, which resulted in the health system winning the award in 2010. Teesha Miller, representing the Spiritual Wellness Department and NODA, was invited to accept the MQA award with then president and CEO G. Richard Hastings.
- Spiritual Wellness provided blessings of the new operating rooms, patient rooms, and clinical areas when the new Saint Luke's opened in October.

AWARDS AND RECOGNITIONS

- Saint Luke's Hospital in December 2010 was awarded the Medal of Honor for Organ Donation from the Department of Health and Human Services (HHS) for success in increasing the number of organs available for transplantation. This is the sixth consecutive year SLH has achieved the award.
- Saint Luke's Hospice was awarded a \$500,000 Challenge Grant from The J.E. and L.E. Mabee Foundation as part of a fundraising campaign for a freestanding, inpatient hospice facility. The award requires that \$1.5 million be raised by January 2012 to be eligible to receive the grant.
- Saint Luke's Imaging Center was awarded a three-year term of accreditation in breast magnetic resonance imaging (MRI) by the American College of Radiology (ACR) in March 2011.
- Saint Luke's Hospital's lactation program received the prestigious global Lactation Care Recognition Award from the International Board of Lactation Consultant Examiners and the International Lactation Consultant Association, given to programs that demonstrate excellence in staffing certified lactation consultants on the maternal/child health care team, and for sponsoring activities that promote, protect and support breastfeeding.
- In June 2011, Cabot Westside Health Center was presented a \$75,000 grant by the Health Care Foundation of Greater Kansas City to support Cabot's Saving Teeth Program.
- In August 2011, Saint Luke's Cancer Institute Center for Breast Care was designated as a Breast Imaging Center of Excellence by the American College of Radiology

(ACR). With this status, the ACR recognizes breast imaging centers that have earned accreditation in mammography, stereotactic breast biopsy, and breast ultrasound (including ultrasound-guided breast biopsy).

- In October 2011, Saint Luke's Hospital earned recognition for excellence in four major quality measures and was designated Consumer Choice Award winner for the Kansas City metropolitan area in a survey of consumers by the National Research Corporation (NRC).
- Saint Luke's Health System was the recipient of the 2010 Missouri Quality Award (MQA) from the Excellence in Missouri Foundation. The MQA is the official state recognition for excellence in quality leadership. Modeled after the prestigious Baldrige Performance Excellence Program, the MQA is recognized as one of the strongest state-level quality award programs in the country.
- In November 2010, Saint Luke's Cancer Institute's Cancer Registry was recognized by the state of Missouri for reporting 100 percent of cancer cases diagnosed and treated at Saint Luke's. No other cancer registry in Missouri has ever achieved a 100 percent rate. The cancer registry collects data each year on patients with a cancer diagnosis or reportable benign tumor.
- Saint Luke's Health System was named to the *Kansas City Business Journal's* inaugural Healthiest Employers awards program in April 2011 which spotlights area companies that have made wellness a priority. The program provides a benchmark against other Kansas City-area businesses. It also provides a prescription for better health by drawing attention to some of the best programs in the area.
- In May 2011, 12 nurses from the Saint Luke's Brain and Stroke Institute (SLBSI) earned Certified Neuroscience Registered Nurse (C.N.R.N.) certification through the American Board of Neuroscience Nursing, a prestigious honor for registered nurses.

EDUCATION AND LEARNING

- In April 2011, the Saint Luke's College of Health Sciences (SLCHS) announced it would offer an R.N. to B.S.N. program designed for the needs of working professionals. The new program began in the fall 2011.
- The Department of Rehabilitation Services presented Sarah Tappe-Keller and Marcy Riedel with Charles R. Kelly, M.D., Clinical Excellence Awards in July 2011. Now in its 11th year, this annual award offered through the Saint Luke's Hospital Foundation provides therapists a \$600 stipend to attend a continuing education course of their choosing.
- Saint Luke's College of Health Sciences will start 2012 in a state-of-the-art facility – a renovated building within walking distance of Saint Luke's Hospital at 624 Westport Road, Kansas City, Mo.

- On Sept. 16, 2011, Saint Luke's School of Radiologic Technology signed an official partnership agreement with Northwest Missouri State University to offer a new radiologic sciences degree program, which culminates with a bachelor of sciences degree in radiologic sciences and a certificate in radiology technology from Saint Luke's.
- Saint Luke's College of Health Sciences named Dean L. Hubbard, Ph.D., as president. He was formally inaugurated during a ceremony held at the college Sept. 16.
- James A. Hauschildt, Ed.D., M.A., B.S.N., R.N., B.C., was appointed academic dean for Saint Luke's College of Health Sciences in June. Dr. Hauschildt most recently was director of education and training at Dearborn Advisors, a corporate clinical consulting firm in Illinois.

COMMITMENT TO DIVERSITY

- The 14 National Standards for **Culturally and Linguistically Appropriate Health Services (CLAS)**, developed by Health and Human Services' Office of Minority Affairs, continued to be deployed by Saint Luke's Health System entities. These standards address the specific cultural and language needs of patients and the elimination of health care disparities. An audio/visual tool about CLAS was developed to be used in new hire diversity education.

MILESTONES

- In October 2011, Saint Luke's Hospital unveiled the New Saint Luke's, a new wing and expansion to Saint Luke's Hospital. The new facility is home to Saint Luke's renowned Mid America Heart Institute. More than 3,000 people attended a grand opening celebration to officially open the new hospital.
- Saint Luke's Hospital opened its state-of-the-art labor and delivery unit in September 2010, located on the second floor of the Ellen Hockaday Center for Women's Care.
- On the 25th anniversary of its cardiac transplantation program, Saint Luke's cardiac transplant program set a new record in 2010 with 43 heart transplants in one year. Brenton Tiede, of Wichita, Kan., received the transplant at Saint Luke's Mid America Heart Institute.
- Saint Luke's cardiac transplant program joined an exclusive list as one of 27 hospitals nationwide to record 500 adult heart transplants. Michael Lynch, a 50-year-old father of four from Kansas City, Kan., received his new heart on June 15 at Saint Luke's Mid America Heart Institute.

- Saint Luke's cord blood donation program collected its 2,000th cord blood unit in March 2011.
- Saint Luke's Hospital added liver transplantation services after receiving approval from the United Network for Organ Sharing (UNOS) – the organization that manages the nation's organ transplant system under a federal government contract – in May 2011.
- Saint Luke's Midwest Ear Institute performed its 1,000th cochlear implant in September 2011. The procedure was performed by Charles Luetje, M.D., who founded the Ear Institute in 1980.

OUR PEOPLE: RECOGNITION AND HONORS

- Following a national search, Saint Luke's Health System selected Melinda L. Estes, M.D., MBA, as president and CEO in September. Dr. Estes previously was president and CEO of Fletcher Allen Health Care in Burlington, Vt., and Cleveland Clinic Florida in Weston and Naples, Fla. Dr. Estes replaced G. Richard Hastings, who retired in August.
- In August 2011, noted gastroenterologist and hepatologist John Helzberg, M.D., joined Saint Luke's Hepatology, Liver, and Transplant Specialists, part of the new Liver Disease Management Center. Dr. Helzberg offers more than 20 years of clinical experience in the treatment of liver, gallbladder, bile duct, and gastrointestinal disorders.
- Michael Weaver, M.D., medical director of the Forensic Care Program, was one of only two national medical experts invited to address sexual violence and prevention programs in October at the Department of Justice's first round table discussion.
- Tracey Stevens, M.D., Kevin Bybee, M.D., Stephanie Lawhorn, M.D., and Michelle Dew, M.D., of Saint Luke's Cardiovascular Consultants published *Cardiovascular Disease in Women Essentials*, written to illustrate how cardiovascular disease impacts women.
- Kim Smolderen, M.D., a postdoctoral fellow at Saint Luke's Mid America Heart Institute, was awarded the Veni-grant, valued at more than \$420,000. The Veni-grant is a prestigious award that is part of the Innovational Research Incentives Scheme "Veni, Vidi, Vici" developed by The Dutch Minister of Education, Culture and Science, the Royal Netherlands Academy of Arts and Sciences (KNAW), the Association of Dutch Universities (VSNU) and the Netherlands Organization for Scientific Research (NWO) to promote innovation in the field of academic research.
- Terry J. Wall, JD, M.D., FACLM, FACR, from Saint Luke's Cancer Institute, was named a Fellow of the American Society for Radiation Oncology, a prestigious cancer

organization with more than 10,000 members who specialize in treating patients with radiation therapy.

- Advanced practice nurse Debbie Summers, M.S.N., A.C.N.S.-B.C., C.N.R.N., C.C.R.N., F.A.H.A., of Saint Luke's Brain and Stroke Institute, was honored in November 2010 with the Excellence in Cardiovascular Nursing Clinical Practice Award presented by the American Heart Association's Council on Cardiovascular Nursing.
- Saint Luke's Brain and Stroke Institute earned the American Heart Association/American Stroke Association's *Get With The Guidelines® Stroke Gold Plus Performance Achievement Award*, recognizing Saint Luke's commitment to implementing excellent care for stroke patients, according to evidence-based guidelines.
- Debe Gash, vice president and chief information officer, was named an IDG *Computerworld* 2011 Premier 100 IT Leader, an honor given to 100 technology leaders for exceptional leadership, innovative ideas to business challenges, and effectively managed information technology strategies.
- Mark Woods, Pharm. D., B.C.P.S., FASHP, clinical coordinator for the Pharmacy Department at SLH, was appointed to the Drug Safety and Risk Management Advisory Committee for the Food and Drug Administration.
- Nancy Seelen, vice president Public Affairs, was elected to the Missouri Chamber of Commerce and Industry Board of Directors. She was one of five new members elected and will serve a three-year term.
- David Cohen, M.D., director of cardiovascular research at Saint Luke's Mid America Heart Institute, published "Quality of Life after PCI with Drug-Eluting Stents or Coronary-Artery Bypass Surgery," in the *New England Journal of Medicine*. Dr. Cohen's study suggests certain heart patients will fare about the same whether they have heart bypass surgery or a less-invasive procedure that uses drug-coated stents to prop open clogged arteries.
- Amber Lucas, Pharm.D., B.C.P.S., F.A.S.H.P., SLH, spent four days in Washington, D.C., in October 2010 serving as the vice chair of the American Society of Health-System Pharmacists (ASHP) Council on Public Policy. The Council on Public Policy is concerned with ASHP professional policies related to laws and regulations that have a bearing on the practice of pharmacy in hospitals and health systems.

EXAMPLES OF OUR COMMITMENT TO CARING

- Following disastrous flooding in Pakistan in August 2011, employees and volunteers from across Saint Luke's Health System banded together to donate money and supplies to the nation in an effort to stave-off starvation and the spread of disease.
- Saint Luke's Hospital hosted its annual Neonatal Intensive Care Unit (NICU) Reunion in June, at the downtown Marriott. Nearly 500 NICU graduates and their families

attended this annual event.

- In January, volunteers from Saint Luke's Health System reconstructed two Kansas City homes as part of Habitat for Humanity.
- Saint Luke's Home Care and Hospice started a program in 2011 dedicated to honoring veterans. While in care, patients were provided with special certificates to commemorate years of service in the United States military.

TECHNOLOGY AND RESEARCH HIGHLIGHTS

- Saint Luke's was recognized as one of the nation's Most Wired according to the results of the 2011 Most Wired Survey released in the July issue of *Hospitals & Health Networks* magazine. This is the 10th time Saint Luke's has been named to *Hospitals & Health Networks'* Most Wired list, more than any other Kansas City area hospital.
- Cardiologists at Saint Luke's Mid America Heart Institute in April 2011 became the first in the region to offer the Arctic Front® Cardiac CryoAblation Catheter system, the first and only cryoballoon in the United States indicated to treat drug refractory recurrent symptomatic paroxysmal atrial fibrillation (PAF), a serious heart rhythm disorder that affects millions of Americans.
- Saint Luke's Brain and Stroke Institute introduced the advanced patient care O-arm® Multidimensional Imaging System, which provides complete multi-dimensional, intra-operative surgical imaging. The system provides surgeons with real-time, 3-D images, multi-plane, 2-D and fluoroscopic imaging, which can view the patient's anatomy in the operative position, monitor the status of the surgery and verify the surgical changes with a 3-D volumetric image prior to the patient leaving the surgical suite.
- Saint Luke's Brain and Stroke Institute in July 2011 became one of the first hospitals in the nation to evaluate Trevo® Retrieval System, a novel device for removing clots from the brain in patients experiencing an acute ischemic stroke.
- Saint Luke's Hospital becomes the first in the nation to implant a novel heart assist device, C-Pulse, which provides circulatory support without the need for blood-thinning medications.
- In September 2011, Saint Luke's Mid America Heart Institute is one of only 17 centers in the United States to participate in an investigative trial evaluating the success of the Edwards SAPIEN transcatheter aortic heart valve in patients with severe aortic stenosis (a narrowing of the valve that severely restricts blood flow).
- Electronic nursing charting utilizing Horizon Expert Documentation (HED) and bedside barcode medication administration (AdminRX) went live at Saint Luke's Hospital in May 2011.