

Saint Luke's Hospital:
Leading the region in quality patient care

2010 Report to the Diocesan Convention

FROM

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SAINT LUKE'S HEALTH SYSTEM

saintlukeshealthsystem.org

2010 was a year marked by great progress at Saint Luke's Hospital, with the completion of highly anticipated projects and the expansion of services to further support our community's health care needs.

As we continue to forge ahead toward the debut of the new Saint Luke's Mid America Heart and Vascular Institute in 2011, two significant milestones within the New Saint Luke's project came to fruition this year with the unveiling of the Muriel I. Kauffman Women's Heart Center and the Ellen Hockaday Center for Women's Care. Both centers provide better access to comprehensive health care services tailored specifically to the needs of our female patients.

Our goal of providing more comprehensive services also led to the completion of our new, state-of-the-art Labor and Delivery Unit. Located in the Ellen Hockaday Center for Women's Care, the new unit offers the latest medical technology with the comfort of modern amenities for mothers and their babies.

This year we also celebrated a landmark anniversary for the Saint Luke's Transplant Program. Twenty-five years ago, the transplant team at Saint Luke's Hospital made an astounding innovative stride by giving a new heart to a patient for the first time. And after a quarter century of conducting heart transplants,

our program continues to be among the nation's best.

We also continue to seek new ways of enhancing our services to address the diverse spiritual needs of our patients. Through the newly created No One Dies Alone Program, dedicated staff members will stay with patients who are on the brink of dying and have no family or friends to comfort them. This program ensures that every Saint Luke's patient will have the warmth and delicate care they need during their final moments.

Because of the outstanding Saint Luke's staff and their commitment to providing the best patient care, Saint Luke's Hospital has been fortunate to consistently receive prestigious annual awards and recognitions – and 2010 was no different. For example, in September Saint Luke's Health System was honored to receive a Missouri Quality Award site visit, and in October we will receive a site visit for the Malcolm Baldrige National Quality Award.

From national accreditations and honors for multiple service lines to recognition of our forward-thinking integration of technology, Saint Luke's Hospital is proud to be the continued leader in quality patient care throughout the Kansas City region and beyond.

VOLUNTEER ASSISTANCE

- David Hendricks, Prairie Village, Kan., was named Saint Luke's Hospital's 2010 Volunteer of the Year. He was honored at the annual volunteer luncheon in April and Saint Luke's Health System employee recognition luncheon in May. Hendricks has volunteered at Saint Luke's for 12 years, accumulating more than 3,600 hours of service. He is a volunteer patient advocate, staffs the flower

receiving desk, and is an information desk representative, providing patient information, admitting registration and way-finding.

- Volunteers and auxiliaries at Saint Luke's Hospital contributed a total of 74,125 hours in 2009, the equivalent of 36.63 full-time employees valued at more than \$2.5 million in hospital savings.

Spiritual Wellness

- Through a new program called No One Dies Alone (NODA), Saint Luke's Health System is reaching out to patients who have no family or friends to be with them when they are dying. Saint Luke's Hospital's End of Life Committee raised the idea of offering the NODA program about a year ago. Data indicated that in some months as many as eight patients died with no family or friends present. Saint Luke's began recruiting volunteers at additional health system entities in 2010 to spend a few hours at the bedside of dying patients who have no one else to depend on for support. Nurses receive training in order to identify patients who may benefit from a NODA vigil. Once a patient is identified, a phone coordinator lines up volunteers to sit with the patient in two- or three-hour shifts around the clock until he or she has passed away.
- Saint Luke's Health System's sponsorship helped make possible the annual conference of the Association for Clinical Pastoral Education Inc. in Kansas City held at the Downtown Marriott in April 2010. This meeting of teaching chaplains from around the country focused on creativity and the arts in pastoral education. The Rev. John B. Pumphrey, director of Spiritual Wellness, was the chair of the national planning team.
- At the invitation of Spiritual Wellness, Dr. Farr Curlin, assistant professor of medicine at the University of Chicago, and associate faculty, MacClean Center for Clinical Medical Ethics, spoke to physicians on the topic: "Getting Below the Surface: Addressing Religious and Spiritual Issues in the Clinical Encounter" in October 2009.
- New Chaplains joined the Spiritual Wellness Department in 2009: Doug Overall with Saint Luke's Hospice, Jeff Timlick (part time) at Saint Luke's Northland Hospital - Barry Road, and Kathleen Knehans as P.R.N. chaplain at Saint Luke's South.
- Saint Luke's Clinical Pastoral Education (ACPE Inc.) program restarted Supervisory Education through a cooperative venture with Saint Luke's East-Lee's Summit and Saint Luke's South. The Rev. Scott Rash began his education in July 2010. As Rash moves through the certification process over the next three years, he will supervise students placed at both campuses.
- In September 2010, Chaplain MaryCay Armer retired after six years of service at Saint Luke's Hospital. In recent years, Chaplain Armer was lead Critical Care chaplain and also played a significant role in Palliative Care. Ever faithful as a real presence of care to our patients and families, she will be greatly missed.

Awards and Recognitions

- The Saint Luke's Center for Surgical Weight Loss was named an American Society for Metabolic and Bariatric Surgery (ASMBC) Bariatric Surgery Center of Excellence®.
- Saint Luke's Brain and Stroke Institute was among the top 10 finalists in SharpBrains' first Brain Fitness Innovation Awards. Saint Luke's was selected for its efforts to extend healthy, independent living by addressing cognitive impairments through its Brain Fitness Center.
- Saint Luke's Hospital earned a Gold Seal of Approval for health care quality. The Joint Commission awarded Saint Luke's Hospital with its Disease-Specific Care Certification for Ventricular Assist Device recognition. To earn this distinction, a disease management program undergoes an extensive, unannounced, on-site evaluation by a team of Joint Commission reviewers every two years.
- Saint Luke's Health System was recognized as one of the nation's Most Wired according to the results of the 2010 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.

EDUCATION AND LEARNING

- In the fall of 2010, Saint Luke's College became a separate entity and was renamed Saint Luke's College of Health Sciences. This expansion is the first step in a broader initiative to spur future growth of the college, including plans for offering more robust degree options to students.
- The Saint Luke's College of Health Sciences also celebrated an outstanding pass rate, with the class of 2010 touting a 97 percent pass rate compared to the Missouri average of 88 percent.

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, were 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.

- The Saint Luke's Hospital Pharmacy Department served as hosts to two sets of visitors from Thailand and South Korea schools of pharmacy in mid-2010. The students from Khon Kaen University in Northern Thailand shadowed pharmacists, residents and other pharmacy students as they rounded with medical teams. Students from Ewha Women's University School of Pharmacy in South Korea spent time rounding with Saint Luke's Pharmacy staff in the internal medicine and nephrology services.

MILESTONES

- In June 2010, Saint Luke's Hospital opened the city's first collection point for donated milk from lactating women. The Kansas City Regional Human Milk Bank at Saint Luke's Hospital is recognized as a Developing Milk Bank by the Human Milk Banking Association of North America (HMBANA) and will serve as a collection point or "depot" for the Mother's Milk Bank of Denver until it is a fully functional milk bank in 2011.
- The Blood Bank at Saint Luke's Hospital was granted American Association of Blood Banks (AABB) accreditation for two more years. The accreditation follows an intensive on-site assessment by specially trained AABB assessors and establishes that the level of technical and administrative performance within the facility meets or exceeds the standards set by AABB.
- In April 2010, Saint Luke's Hospital unveiled its new women's centers – the Muriel I. Kauffman Women's Heart Center and the Ellen Hockaday Center for Women's Care. The facilities are part of Saint Luke's \$330 million expansion project.
- In June 2010, Saint Luke's Health System and Cardiovascular Consultants formalized a partnership that integrates the care delivered by Cardiovascular Consultants' 37 cardiologists at Saint Luke's Health System's four metropolitan hospitals and outlying regional facilities. The new entity is called Saint Luke's Cardiovascular Consultants.
- Saint Luke's Hospital implemented a new Geriatric Fracture Program to address the special needs of the geriatric fracture patients. The program launched in April and targets individuals age 65 and older with lower extremity fractures of the hip, leg and ankle.
- Saint Luke's Health System was one of three area companies profiled in a special presentation called "Proud to Call Kansas City Home" on KSHB-TV 41.
- Doug DeJong, R.Ph., M.B.A., F.A.S.H.P., SLHS senior director of Pharmacy, was invited to be the keynote speaker at the International Patient Safety Collaborative annual conference in Jerusalem, Israel, in June 2010.
- Margy Galloway of the Saint Luke's Hospital PICC team presented at the first World

Congress of Vascular Access held in June 2010 in Amsterdam, Netherlands. Galloway was asked to participate on a panel speaking to "Zero CRBSI—Can we do it? Yes we can!" where she discussed "Building Bundles for the Peripheral IV" (infection prevention).

- Mark Woods, Pharm.D., F.A.S.H.P., B.C.P.S., visited Riyadh Military Hospital in May 2010 in Riyadh, Saudi Arabia. Woods spent three days reviewing drug distribution and clinical pharmacy services in an attempt to prepare the hospital staff members for their international pharmacy residency accreditation survey later next year.
- Gary M. Gaddis, M.D., Ph.D., Missouri Endowed Chair for Emergency Medicine, Saint Luke's Hospital, presented two talks at the 2010 Winter Symposium of Emergency Medicine and Intensive Care in Karpacz, Poland.
- Mary Stahl, R.N., M.S.N., A.C.N.S.-B.C., C.C.N.S.-C.M.C., C.C.R.N., was appointed to a one-year term as president-elect of the American Association of Critical-Care Nurses (AACN).
- In September 2010, Saint Luke's Hospital opened its new Labor and Delivery Unit. At 23,300 square feet, the unit is nearly double the size of the former space. Located on the second floor of the new Ellen Hockaday Center for Women's Care, the unit will offer women and their families an inviting, comfortable and technically advanced setting aimed at providing an exceptional birth experience.
- Saint Luke's Mid America Heart and Vascular Institute performed the first successful implant in the region of the C-pulse heart assist device in July 2010. The patient was the 10th in the nation to receive the device as part of a 20-person clinical trial approved by the U.S. Food and Drug Administration (FDA). Saint Luke's is the only heart center in the region participating in the trial.

OUR PEOPLE: RECOGNITION AND HONORS

- Julie Quirin, Saint Luke's Hospital CEO, was elected to serve a three-year term on the United Way of Greater Kansas City's Board of Trustees. Her term will expire in 2013.
- Denise Mogg, director of Emergency Services, was spotlighted in the March issue of the *Missouri Organization of Nurse Leaders* newsletter.
- Saint Luke's Community Education program now offers nearly 50 programs annually, attracting hundreds of senior citizens to hear Saint Luke's physicians and clinicians speak on a wide variety of health topics.
- Debbie White, R.N., M.S.N., M.S.A., A.C.N.S.-B.C., N.E.A.-B.C., was named chief nursing officer for Saint Luke's Health System. In her expanded role, White is accountable for the nursing care delivered by more than 2,100 registered nurses employed at Saint Luke's 11 hospitals and oversees the operational performance of multiple inpatient

and outpatient clinical areas.

- An article describing Saint Luke's Hospital's long-running pneumococcal vaccination program was published in the Jan. 15 edition of the *American Journal of Health-System Pharmacy*. The article, which is titled "A Decade of Experience with an Inpatient Pneumococcal Vaccination Program," was written by Jill Robke, Pharm.D., B.C.P.S., F.A.S.H.P., and Mark Woods, Pharm.D., F.A.S.H.P., B.C.P.S., who are members of the Saint Luke's Hospital Pharmacy Department.
- Becky Renard was surprised with the Spirit of Life award at a gathering in the Mid America Heart and Vascular Institute in February. Renard is married to Mike Dempsey, a transplant recipient. The award is given annually by a committee to a person involved with or who were the recipient of a heart transplant.
- Diana Dark, M.D., director of Medical Education, Saint Luke's Hospital, was one of 34 women leaders featured in *KC Business* magazine honoring Kansas City's Influential Women. Dr. Dark has contributed to journals, books and abstracts, and she is a nationally recognized speaker on pulmonary-related topics.
- Kimala Small, B.S.N., C.M.S.R.N., director of Patient Care Services, was surprised when a representative from the Employer Support of the Guard and Reserve agency presented her with a certificate of special recognition in front of co-workers. The award honors employers and supervisors who support employees serving in the National Guard and Reserve.
- Jason Purcell, R.N., B.S.N., C.C.T.N., was the first nurse at Saint Luke's Hospital to receive the Certified Clinical Transplant Nurse (C.C.T.N.) certification. The designation represents a standard of competence for clinical transplant nurses and is granted after successful completion of a rigorous examination.
- Danny Jefferson, cardiovascular clinical support tech, CVOR, was named the 2009 Employee of the Year. The Employee of the Month committee unanimously selected Jefferson from all of the 2009 Employee of the Month honorees.
- Cardiologist Tracy Stevens, M.D., was appointed to the Scientific Advisory Board for WomenHeart, a national coalition based in Washington, D.C., dedicated to promoting women's heart health through advocacy, community education and patient support.
- Robert H. West was the 2010 Saint Luke's Hospital Foundation Fellow award recipient for his lifelong support of Saint Luke's Hospital. The award recognizes individuals who have given time, expertise and charitable support to advance research, education and medical programs at Saint Luke's.
- Harry E. Wilkins, III, M.D., M.H.C.M., F.A.C.S., was voted Outstanding Surgical Attending and Educator of the Year. The award was given every year by the surgical residents of the University of Missouri - Kansas City's Department of Surgery to the surgeon who most demonstrates a dedication to surgical education and commitment to the surgical residents.

- Peggy Boylan, occupational therapist, and Jill Jones, speech therapist, were selected as the 2010 recipients of the Charles R. Kelly Rehabilitation Services Clinical Excellence Awards at Saint Luke's Hospital.
- Jamie Galaz-Johnson, R.N., was the first Saint Luke's Hospital recipient of the DAISY Award. The DAISY Award was established by the DAISY Foundation in memory of J. Patrick Barnes, who died at 33 of ITP, an auto-immune disease. The Barnes family was awestruck by the clinical skills, caring and compassion of the nurses who cared for Patrick, so they created this national award to say thank you to nurses everywhere.
- The Saint Luke's Health System Management Council named Jan Scott, executive administrative assistant at the system office, the 2010 Global Health Volunteer of the Year. Tammy Neblock-Beirne, M.D., breast surgeon at Saint Luke's Hospital, earned the 2010 Global Health Physician Volunteer of the Year award.
- William Holloway, M.D., neurointerventional radiologist at Saint Luke's Hospital, became one of only a few physicians in the nation to treat patients using a new FDA-approved liquid embolic system for treating wide-necked brain aneurysms. The treatment method immediately seals off blood flow to the aneurysm and reducing the pressure and likelihood of rupture.
- In 2010, the Saint Luke's Transplant Program marked 25 years of conducting heart transplants.

EXAMPLES OF OUR COMMITMENT TO CARING

- After a major earthquake devastated Haiti in early 2010, many Saint Luke's Hospital employees and physicians joined mission trips to provide services to the residents of the effected areas. Services they provided included treating an array of medical needs as well as offering much-needed basic provisions such as food, water and shelter.
- Saint Luke's Hospital hosted its annual Neonatal Intensive Care Unit (NICU) Reunion on June, at the downtown Marriott. Nearly 500 NICU graduates and their families attended this annual event.
- Schwartz Center Rounds returned to Saint Luke's Hospital in September 2010. The program provides an open, HIPAA-compliant forum for hospital employees to discuss the complex challenges of providing health care.
- Saint Luke's popular Brain Fitness Center – introduced at Saint Luke's Hospital of Kansas City in 2008 – expanded to a second location in 2010 with services at the Jewish Community Center Overland Park, Kan. Like a personal trainer at a gym, the Brain Fitness Center is a version of a health club for people who want to assess and improve brain fitness.

- For the second year, Saint Luke’s Hospital funded the summer Student Scholarship Program. The program is designed to provide an opportunity for eight college undergraduates with an interest in health care to spend six weeks in a clinical or research area of emphasis at Saint Luke’s.
- In March 2010, Saint Luke’s launched a collaborative effort with “Artists Helping the Homeless” — a local nonprofit with a record of successfully getting the homeless off the street — to better serve homeless people. Saint Luke’s assisted in securing a grant to pay for a one-year pilot to support this project. Just in its first month, the Be the Change van provided a total of 44 rides to 17 homeless individuals in the community. Sixty-six percent of these rides were initiated by Saint Luke’s to provide the needed transportation to a shelter, detox unit and mental health facilities.
- As sponsor of the Child Safety Initiative “Making a Difference” program, Saint Luke’s Health System invited nurses, health care providers, social workers and other children’s advocates to attend a day-long event in March 2010 to discuss the latest information related to child maltreatment and unintentional childhood injuries.

TECHNOLOGY AND RESEARCH HIGHLIGHTS

- Saint Luke’s was recognized as one of the nation’s Most Wired according to the results of the 2010 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.
- In December 2009, Saint Luke’s Health System began providing pulmonary specialty care services to inmates at Crossroads Correctional Center in Cameron, Mo., and Jefferson City Correctional Center via telemedicine technology for CMS and the Missouri Department of Corrections (DOC). Telemedicine uses electronic communication to link patients and doctors in remote locations via dedicated phone lines or the Internet.
- In July 2010, Saint Luke’s Health System announced a new partnership with Healthagen® to offer the free iTriage® application for iPhone®, Android™, Palm®, and BlackBerry smartphones and for all other web-enabled devices. Developed by emergency room physicians who wanted to put more health care information into their own patients’ hands, iTriage offers unprecedented convenience for those who need medical information anywhere and at any time.
- In a study published in the Jan. 11, 2010, *Archives of Internal Medicine*, Paul S. Chan, M.D., MSc., and colleagues conducted a systematic review and meta-analysis of rapid response team studies published from Jan. 1, 1950, through Nov. 31, 2008. Eighteen studies were identified, involving nearly 1.3 million hospital admissions. When the results from all these studies were collectively pooled together, the Chan study did not find that rapid response teams had improved overall hospital survival.
- Saint Luke’s physicians had an integral role in developing landmark research

findings unveiled at the American Heart Association Stroke Conference in February 2010. Saint Luke's is one of just two hospitals in the Kansas City area selected as a trial site based on its expertise in carotid stenting and surgery.

- The middle of March marked one full month of a successful surgical research study titled "Single Incision Laparoscopic Cholecystectomy Versus Traditional Laparoscopic Cholecystectomy: A Randomized, Prospective Trial." This leading-edge prospective study is the first of its kind for Saint Luke's Surgical Specialists and looks to provide significant information to the medical community. The research study was led by Kim Brown, M.D. Dan Margolin, M.D., B. Todd Moore, M.D., and Brent Sorensen, M.D., were the operating surgeons conducting the study.
- In May 2010, the Saint Luke's Health System Information Services Department launched Mobile Portal, a program that allows physicians to conveniently access patient information by using smartphones and Internet tablets.
- Doctors at Saint Luke's Mid America Heart and Vascular Institute continued research that led to the creation of a vastly improved patient consent form called PREDICT (Patient Refined Expectations for Deciding Invasive Cardiac Treatment) Led by John Spertus, M.D., M.P.H., director of Cardiovascular Outcomes Research, the new form aims to help better inform patients of their treatment options by presenting the information at an eighth-grade reading level with graphics. PREDICT is the world's first customized patient consent form.
- Amber Chitwood, R.R.T., Respiratory Care Services, was selected to present her poster presentation abstract "Correlation of the Sentec Digital Monitor Transcutaneous CO2 Measurement to Arterial CO2 Using Alternate Site Placement Probes" at the American Association of Respiratory Care's 55th International Respiratory Congress. In addition, Chitwood and her coauthors' research was published in the November 2009 issue of *Respiratory Care*, the journal for the American Association for Respiratory Care.
- Saint Luke's Health System launched a redesigned website in August 2010. The new site features a completely overhauled look and several enhanced features. Saint Luke's new website began hosting the A.D.A.M. online health library. A.D.A.M. is the leading provider of consumer health information and has the world's largest web-enabled consumer health library.