humanity from the inside out

St. Luke’s Annual Report 2010
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.
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.”
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.

humanity from the inside out
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

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.

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).
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.

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.

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.
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.

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.
**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.

**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

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.
Board of Directors

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VICE PRESIDENT AND CEO LAKE VIEW HOSPITAL (TWO HARBORS, MINNESOTA)

Medical Staff Organization

Mark A. Monte, MD
CHIEF OF STAFF

Paul Sanford, MD
CHIEF OF STAFF ELECT

Stephen Hadley, MD
SECRETARY
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<tr>
<th>Medical Staff Department Chairs</th>
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<tr>
<td>Brian Bergeron, MD</td>
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<tr>
<td>EMERGENCY MEDICINE</td>
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<td>Mary Boylan, MD</td>
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<td>SURGERY</td>
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<td>David Kirby, MD</td>
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<td>FAMILY MEDICINE</td>
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<td>Timothy Kleinschmidt, MD</td>
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<td>MEDICINE</td>
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<td>Maria Kundel, MD</td>
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<td>PEDIATRICS</td>
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<tr>
<td>Elisabeth Revoir, MD</td>
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<td>OB/GYN</td>
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<td>Tracy Tomac, MD</td>
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<td>PSYCHIATRY</td>
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humanity from the inside out
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
Regional Centers

Medical and Surgical Services

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

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
(Wide Assisted Thoracoscopic Surgery)
Weight Loss Essentials
(Medical and Surgical)
Diagnosis 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 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, 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