



# Preparing for the Future

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St. Luke's Annual Report 2018

THE PATIENT. ABOVE ALL ELSE.®



“As the nature of healthcare and technology evolve, we are working to stay current, both with the changes in the field and the needs of our community.”

This past year has been full of exciting work at St. Luke’s. Through the commitment of everyone here, we’ve made strides in our efforts and mission of putting The Patient Above All Else. St. Luke’s has expanded, and our patient care capabilities related to everything from emergent services to long-term treatments have only gotten better.

Over the year, volumes at our hospitals and clinics steadily increased. The end-of-year highs were the result of several different things, some of which continue to have a positive impact on hospital admissions and clinic visits.

We’re excited about our expansion into Building A, which involves relocating and tripling the size of our current Emergency Department (ED) and includes new Cardiac Cath Labs, imaging and other diagnostics, while giving emergency transport immediate accessibility to critical care services. This project will provide our community improved quality, access and patient experience when in need of emergency care. These exciting new services will be opening in the summer of 2020.

Amidst all this excitement, after serving St. Luke’s since 1992, President/CEO John Strange announced he would be retiring, which he did in February of 2019. Under his leadership, St. Luke’s saw incredible growth – measured by the number of employees, the number of patients cared for, revenue, service offerings and more. We thank John for his service and are excited about this new chapter for him and for St. Luke’s. The board is expecting to announce St. Luke’s new President/CEO later this year.

As the nature of healthcare and technology evolve, we are working to stay current, both with the changes in the field and the needs of our community. As always, we remain committed to our mission of keeping the Patient Above All Else. Respecting and caring for our patients will always be at the heart of everything we do. It’s who we are.

Sincerely,



*Eric Lohn*

Eric Lohn  
Interim President  
CEO & CFO



*Brian Murphy*

Brian Murphy  
Board Chair

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Our Mission

# The Patient. Above All Else.

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Our Values

The patient comes first.

Quality is our expectation.

People make it happen.

Everyone is treated with respect.

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St. Luke's announced plans for the next phase of its campus expansion. This exciting project includes the expansion/relocation of our Emergency Department (ED), Cardiac Cath Labs, helistop and other emergency and imaging services to St. Luke's Building A. Beginning in April 2019, this project will more than double the size of our current ED and provide emergency transport with immediate accessibility to critical care services, offering our community improved quality, access and patient experience when in need of emergency care.



St. Luke's Sports & Event Center and St. Luke's Proctor Fitness Center both opened, offering active opportunities for students and community members in and around Proctor.

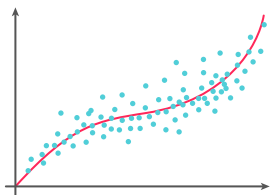


St. Luke's worked with Northland Healthy Minds to offer Make It OK training and a series of other events to help eliminate the stigma around mental illness in the Northland.

St. Luke's began a new program for amputees that coordinates care between patient, prosthetist, providers and care staff that helps provide ongoing patient-centered care to offer the best quality of life possible for the patient.



St. Luke's Advanced Wound Care & Hyperbaric Center was named Healogics' Wound Care Center of the Year out of the more than 600 wound care centers across the United States. They were also awarded the Healogics' designation of Center of Excellence and the President's Circle award. The Center also celebrated reaching the milestone of healing 1,000 wounds.



Population Health was implemented as one of St. Luke's Strategic Plan's six major priorities. This organization-wide initiative focuses on providing patients the right care and support, at the right time, in the right setting.



St. Luke's partnered with several organizations to create Bridging Health North, a web-based source of population data and community health information that provides planners, policy makers and community members a tool for community assessment, strategic planning and identifying best practices for improvement, collaboration and advocacy.



In June, St. Luke's Regional Cancer Center celebrated the opening of its new linear accelerator, which allows radiation oncologists to treat patients through external beam radiation by delivering high-energy x-rays and electrons directly to a tumor.



St. Luke's Hibbing Family Medical Clinic added Urgent Care services, becoming St. Luke's seventh Urgent Care location.

Certifications/Awards



**Re-verified as Level II Trauma Center**

St. Luke's Regional Trauma Center was re-verified as a Level II Trauma Center by the Committee on Trauma (COT) of the American College of Surgeons (ACS). This achievement recognizes St. Luke's Regional Trauma Center's commitment to providing optimal care for injured patients.

**St. Luke's Laboratory Receives CAP Re-Accreditation**

The Accreditation Committee of the College of American Pathologists (CAP) again awarded accreditation to St. Luke's Laboratory, based on results of an on-site inspection as a part of the CAP's Accreditation programs. Accreditation is renewed every two years.



**St. Luke's Certified as a DNV GL Healthcare Hip & Knee Replacement Center**

The Certification, based on standards set forth by DNV GL Healthcare and considering the guidelines of the American Academy of Orthopedic Surgeons, recognizes program excellence in patient care and outcomes. DNV GL Healthcare certification as a Hip & Knee Replacement Center validates St. Luke's excellence across the spectrum of hip and knee replacement care, from diagnosis to treatment, rehabilitation, education and outcomes.



**St. Luke's Cardiology Receives Recognition, Awards**

St. Luke's earned the distinction of becoming a STEMI or Heart Attack Receiving Center from the American Heart Association's (AHA) Mission: Lifeline STEMI Heart Attack Accreditation program, earning gold level recognitions for being a STEMI and NSTEMI Receiving Center. St. Luke's also earned the American College of Cardiology's NCDR ACTION Registry Platinum Performance Achievement Award.

**St. Luke's Cardiovascular Rehab Program Re-certified**

St. Luke's Cardiovascular Rehabilitation Program was recertified by the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR), recognizing St. Luke's for its commitment to improving quality of life by enhancing standards of care. St. Luke's cardiovascular rehabilitation program includes exercise, education, counseling, and support for patients and their families. AACVPR Program Certification is valid for three years.

**St. Luke's Receives NCDR ACTION Registry Award**

St. Luke's earned the American College of Cardiology's NCDR ACTION Registry Platinum Performance Achievement Award. St. Luke's is one of only 203 hospitals nationwide to receive the honor, recognizing high standards of patient care. To receive the ACTION Registry Platinum Performance Achievement Award, St. Luke's demonstrated sustained achievement in the ACTION Registry for eight consecutive quarters.



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## 2018 Board of Directors

Kevin Beardsley

Jeff Borling  
*Vice Chair*

Mary J. Boylan, MD  
*Chief of Staff*

John Cloutier

Jesse Frye

Edwin King Hall

Barbara Hayden Haugen  
*Treasurer*

Patrick Heffernan

Amanda Imes

Brian Murphy  
*Chair*

Bryce Nixon

Mark Plachta, MD

Yvonne Prettner-Solon

John Strange

Aimee VanStraaten, MD  
*Secretary*

Ruth Westra, DO

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## 2018 Executive Team

John Strange  
*President and Chief Executive Officer*

Sandra Barkley  
*Vice President of Clinics*

Katherine Becker  
*Vice President of Corporate Compliance*

Michael Boeselager  
*Vice President of Support Services*

Sue Hamel  
*Vice President and Chief Nursing Officer*

Eric Lohn  
*Vice President and Chief Financial Officer,  
St. Luke's; Chief Financial Officer, Lake View*

Gary Peterson, MD  
*Vice President of Medical Affairs and  
Chief Medical Officer*

Greg Ruberg  
*President and Chief Executive Officer,  
Lake View; Vice President, St. Luke's*

Kimberlie Terhaar  
*Vice President of Strategy & Innovation*

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## Medical Staff Organization

Mary J. Boylan, MD  
*Chief of Staff*

Timothy Kleinschmidt, MD  
*Chief of Staff Elect*

Vacant  
*Immediate Past Chief of Staff*

Jonathan Schultz, MD  
*Secretary*

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## Medical Department Chairs

Jake Powell, MD  
*Medicine*

Mark Eginton, MD  
*Surgery*

Nicholas Van Deelen, MD  
*Emergency Medicine*

Anne Whitworth, MD  
*Family Medicine*

Claire Mallof, MD  
*OB-GYN*

Amanda Webb, MD  
*Pediatrics*

Michalene Stevermer, DO  
*Psychiatry*

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NEW  
MEDICAL  
STAFF

Expanding our  
medical staff to  
advance the quality  
of patient care



Jordan Blessing, MD  
St. Luke's Pediatric Hospitalist



Daniel Cornett, MD  
St. Luke's Gastroenterology  
Associates



Swapna Devanna, MD  
St. Luke's Oncology &  
Hematology Associates



Joy Durand, MD  
St. Luke's Physical Medicine &  
Rehab Associates



Jeffrey Felt, MD  
St. Luke's Rheumatology Associates



Steven Finstad, MD  
St. Luke's Hospital



**Yoni Hillman, MD**

St. Luke's Gastroenterology Associates



**Trina Hollatz, MD**

St. Luke's Pulmonary Medicine Associates



**Kristie Johnson, MD**

Chequamegon Clinic



**Matt Penning, MD**

St. Luke's Urgent Care



**Carl Rasmussen, MD**

St. Luke's Mount Royal Medical Clinic



**Hassan Salameh, MBBS**

St. Luke's Nephrology Associates



**Julia Bates, PA-C**

St. Luke's Vascular Surgery Associates



**Stephanie Harnack, NP**

St. Luke's Internal Medicine Associates/  
St. Luke's Community Care Team



**Scot (Benjamin) Hart, CNM**

St. Luke's Obstetrics & Gynecology Associates



**Laine Hoffman, PA-C**

St. Luke's Oncology & Hematology Associates



**Sarah Kemp, FNP**  
Lake View Medical Clinic



**Phil Knese, NP**  
St. Luke's Neurology Associates



**Anna Rosenberg, NP**  
St. Luke's Community Care Team



**Rachel Swor, NP**  
St. Luke's Advanced Wound Care &  
Hyperbaric Center



**Mark Wiita, NP**  
St. Luke's Community Care Team



**Nicole Wilke, NP**  
St. Luke's Internal Medicine Associates

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Diagnostic, therapeutic and specialty services to better serve the growing needs of our community

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## Hospitals

- St. Luke's Hospital
  - Lake View Hospital
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## Regional Centers

- St. Luke's Regional Cancer Center
  - St. Luke's Regional Heart & Vascular Center
  - St. Luke's Regional Trauma Center
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# Medical & Surgical Services

- Acute Inpatient Rehabilitation
- Acute Renal Dialysis
- Allergy and Immunology
- Anesthesiology
- Audiology
- Bariatric Surgery
- Birthing Center
- Cardiology
- Cardiothoracic Surgery
- Colorectal Surgery
- Complex Valve Clinic
- Critical Care Medicine
- da Vinci® Robotic-Assisted Surgery
- Dermatology
- Ear, Nose and Throat
- Endovascular Thrombectomy
- Emergency Medicine/Trauma Care
- Foot and Ankle Surgery
- Endocrinology
- Gastroenterology
- General Surgery
- Hybrid Operating Room
- Hyperbaric Chamber
- Infectious Disease
- Internal Medicine
- Interventional Radiology
- LASIK Surgery
- Left Atrial Appendage Closure (*Watchman*)
- Mental Health
- Mohs Surgery
- 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
- Psychiatry
- Physical Medicine and Rehabilitation
- Plastic Surgery
- Skin Care Services (non-surgical)
- Sleep Medicine
- 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

- Acupuncture
- Anticoagulation Clinic
- Biofeedback/Neurofeedback
- Breast Center
- Capsule Endoscopy
- Cardiac Angioplasty
- Cardiac Diagnostics
- Cardiac Rehabilitation
- Cardiology Device Clinic
- Cardiology Lipid and Cardiometabolic Disorders Clinic
- Chemotherapy
- Complex Valve Clinic
- 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
- EECP® (Enhanced External Counterpulsation)
- Guided Imagery
- Hand Therapy
- Hearing Assessments
- Heart Failure Clinic
- Hypnosis
- IMRT (Intensity-Modulated Radiation Therapy)
- Infusion Therapy
- Laboratory
- Lithotripsy
- Lymphedema Services
- Mammography (Digital 2D and 3D)
- 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
- 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



# Community & Regional Services

- Childbirth Education
- Child Car Seat Safety Clinics  
*(Partnership with the Duluth Fire Department and KBJR-TV)*
- Clinical Experience Affiliations
- Community Care Team
- Community Health Education
- Continuing Education Programs  
*(Health Professionals, Physicians and EMS)*
- CPR Training
- Diabetes Education
- Driving Evaluation and Training Program  
*(through Occupational Therapy Services)*
- Fall Prevention Program
- Family Practice Residency Program  
*(Joint Sponsorship)*
- First Aid Classes
- Home Care
- Home Telemonitoring
- Hospice Duluth®
- Injury Prevention Programs
- 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 Proctor School District, Proctor, MN, St. Ann's Residence, Duluth, MN, and William Kelly High School, Silver Bay, MN)*
- Pilates
- 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 Internal Medicine Associates, Duluth, MN\*
  - St. Luke's Medical Arts Clinic, 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 Advanced Wound Care & Hyperbaric Center
- 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 Ear, Nose & Throat 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 Nephrology Associates
- 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 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
- St. Luke's Vascular Surgery Associates

## Urgent Care

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

- St. Luke's Hospital, Duluth, MN
- Denfeld Medical Clinic, Duluth, MN
- Hibbing Family Medical Clinic, Hibbing, 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 Clinics

Q Care Express Clinics offer 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.

- Cub Foods, Duluth, MN
- Mount Royal Medical Clinic, Duluth, MN

## eCare

St. Luke's eCare is a convenient online service that allows people to receive care for minor health concerns without having to visit a clinic.

## Pharmacies

- Lake View Pharmacy
- Northland Pharmacy

## 2018 Summary of Revenues (in thousands)

	St. Luke's	Lake View
Patient Services Revenue	\$1,240,912	\$27,383
Deductions from Revenue:		
Contractual/Other	\$741,560	\$9,331
Patient Financial Assistance	\$3,687	\$187
Bad Debt	\$8,600	\$456
Other Revenue	\$25,087	\$545
Total Revenues Received	\$512,152	\$17,954

## 2018 Summary of Revenue Uses (in thousands)

	St. Luke's	Lake View
Salaries/Benefits	\$268,848	\$8,344
Depreciation & Interest	\$16,301	\$869
Other Operating Expenses & Reinvestment	\$209,003	\$8,741
Total Revenue Uses	\$512,152	\$17,954

# 2018 Statistical Highlights

	St. Luke's	Lake View
Admissions	13,024	239
Births	865	–
Patient Days	64,043	2,415
Emergency/Urgent Care Visits	74,369	4,000
Outpatient Registrations	167,387	9,233
Occupancy Percentage	62%	41%
Number of Surgeries	10,214	86
Home Health/Hospice Visits	28,705	–
Clinic Visits	684,245	21,575