ST. LUKE’S HOSPITAL
ST. LUKE’S HOSPITAL FOUNDATION

2018 ANNUAL REVIEW

LOCALLY OWNED AND NATIONALLY CONNECTED
A MESSAGE FROM THE CEO AND CHAIR

St. Luke’s Hospital proudly remains a not-for-profit locally owned and operated community hospital, uniquely innovative in its approach to modern healthcare. By hiring nationally recognized Atrium Health (formerly Carolinas Healthcare System) to provide various services that strengthen our organization, we created a connection to a national system that empowers us to provide value, benefits and state-of-the-art technology that contribute to the health and wellness of Polk County.

St. Luke’s Hospital is pleased to provide this 2018 Annual Review to share our successes, challenges and, most importantly, our thanks to patients, physicians and generous donors who believe in and support their local healthcare network.

Since 1929, St. Luke’s Hospital has been a cornerstone of this community. As we plan for a successful future, the Board of Trustees, senior leadership, teammates, physicians, volunteers and donors understand the need for increased access to primary and urgent care and the importance of providing specialty care services such as pain management, cancer care, medical infusions and follow-up care.

With renewed commitment and enthusiasm for serving the Carolina Foothills, St. Luke’s Hospital leadership invites community support and input on this journey to provide the best acute, urgent and specialty care to the community. Our goal is to provide a network of services to ensure patients receive exceptional care, close to home, family and friends.

The Mission of St. Luke’s Hospital is to provide quality, patient-focused health and wellness services.

The Vision of St. Luke’s Hospital is to meet the changing needs of all we serve through safe, effective and compassionate care.

Jean K. Shumway, Chair

Michelle Fortune, CEO
RESPONSIBLE STEWARDSHIP
With limited resources, St. Luke’s Hospital completed updates to the front lobby, gift shop and chapel to be more welcoming and comfortable.

To enhance revenue and improve operations, St. Luke’s Hospital and partner Atrium Health implemented a regional operations value review (ROVR) that includes benchmarking productivity, containing cost, enhancing revenue enhancement and improving workflow.

To maintain access to benefits of a larger system while remaining independent and locally owned, the Board of Trustees approved to hire, once again, the services of Atrium Health (formerly Carolinas Healthcare System) for volume purchasing, provider and payer contracting and other selected resources.

THE PATIENT EXPERIENCE
A major investment was made in the purchase and implementation of Epic Connect Care to replace an obsolete electronic medical record at St. Luke’s Hospital. For more than two years, St. Luke’s planned and prepared for upgrades in all hardware and software to implement a platform that enables providers and patients to communicate and share results, reducing duplication of medical tests and improving patient accountability.

St. Luke’s Inpatient Nursing Team and all services continued to receive high marks and positive comments regarding patient satisfaction, comparing the small community hospital with other larger facilities. Survey results indicate that “bigger is not better,” and St. Luke’s provides exceptional care for patients and families.

| 2018 ST. LUKE’S PHYSICIAN NETWORK ENCOUNTERS |
|-----------------------------|--------|
| Foothills Medical Associates | 8156   |
| St. Luke’s Surgical Associates | 789 |
| Rosenberg Bone and Joint | 9356   |
| Hospitalists                  | 4012   |
| Saluda Family Medicine       | 515    |

ACCESS TO PRIMARY AND SPECIALTY CARE
► Saluda Family Medicine: new primary care practice in the northwest corner of Polk County, focused on functional medicine and prevention

► Foothill Medical Associates: expanded provider base and accepted walk-ins, contracted to share space and to mentor young medical residents in August 2018 with Mountain Area Health Education Center (MAHEC)

► St. Luke’s Hospital Infusion Center: a member of esteemed Levine Cancer Institute’s network of cancer treatment centers for research-based chemotherapy as well as IV infusions/injections for treating arthritis, blood disorders, osteoporosis

► St. Luke’s Hospital Pain Center: partnered with Southeast Pain and Spine Care to provide high quality pain management based on CDC protocols

► St. Luke’s Rehabilitation Center: introduced new treatment options for patients undergoing treatment for cancer and dealing with the effects of Parkinson’s disease

► St. Luke’s Physician Network: increased patient encounters for orthopedic care, surgical care and primary/preventive care

► St. Luke’s Center of Behavioral Medicine: to better provide for the care and safety of vulnerable seniors, St. Luke’s Hospital invested approximately $300,000 to mitigate potential ligature risks for high-risk behavioral health patients

► St. Luke’s Hospital and Atrium Health: named the preferred healthcare providers for an estimated 200,000 people who attended the World Equestrian Games at Tryon International Equestrian Center. Subsequently, St. Luke’s will serve in that capacity through 2023.
**FISCAL YEAR 2018**

- Discharges: 1,284
- Patient Days: 7,004
- ALOS (adult/peds): 3.2
- ALOS Geri Psych: 11.8
- Active Medical Staff: 6 employed
- Employees Full Time: 230
- Employees Part Time: 83
- Nursing staff: 133
- Volunteers: 60
- Outpatient Visits: 15,315
- ER Visits: 9,688
- Inpatient Surgeries: 619
- Outpatient Surgeries: 620
- Lab Procedures: 77,743
- Radiology Procedures: 16,177
- Rehab procedures: 16,257
- Annual Payroll: $18,858,130

**Hospital**

- Salaries: $11,433,659
- Benefits: $3,320,690
- Contract Labor: $2,361,368

**Enterprise (Hospital + SLPN)**

- Salaries: $16,496,761
- Benefits: $3,600,357
- Contract Labor: $2,361,368

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**2018 COMMUNITY BENEFITS**

<table>
<thead>
<tr>
<th>Description</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Costs of financial assistance to uninsured patients</td>
<td>$1,239,095</td>
<td>$1,363,173</td>
</tr>
<tr>
<td>Community benefit programs</td>
<td>346,275</td>
<td>226,853</td>
</tr>
<tr>
<td>Subsidized health services</td>
<td>2,428,308</td>
<td>2,246,607</td>
</tr>
<tr>
<td><strong>Total community benefit</strong></td>
<td>4,013,678</td>
<td>3,836,633</td>
</tr>
<tr>
<td>Cost of care extended to uninsured and underinsured patients</td>
<td>1,315,203</td>
<td>1,449,393</td>
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<tr>
<td>Community benefit including cost of care for patients not</td>
<td>$5,328,881</td>
<td>5,286,026</td>
</tr>
<tr>
<td>qualifying for financial assistance</td>
<td></td>
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The mission of St. Luke's Hospital Foundation is to financially assist St. Luke's Hospital and promote their provision of the highest quality of focused healthcare services.

2018 BOARD OF TRUSTEES

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Jay Geddings, Vice Chair
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Larry Wassong, Chair

A MESSAGE FROM THE EXECUTIVE DIRECTOR AND CHAIR

Because of our generous donors, St. Luke's Hospital Foundation has supported significant strides in providing exceptional healthcare for our community. Our hospital, unique in size and services, has successfully expanded its network of services and providers to enable patients to stay close to home for many services including preventive care, chemotherapy, pain management, senior health issues, women's services, 24/7 emergency care and stellar orthopedic and rehab care.

With growth in a network of specialty services, St. Luke's Hospital continues to provide personalized, compassionate and highly skilled care, reaching the top 10 percent nationally for high satisfaction throughout the patient experience. St. Luke's compares favorably in national quality measures, patient outcomes, innovation and improvement. For its size, our community hospital dispels the myth that bigger is better.

For 90 years, St. Luke's Hospital has been a tremendous asset to the quality of life in Polk County, and it's our sincere intention that the future of our not-for-profit hospital is strong and healthy for generations to come. Despite unique challenges facing the healthcare industry in general and St. Luke's in particular, the support and commitment of our teammates, physicians, patients and donors will be vital to St. Luke's ability to meet healthcare needs of the future.

We know that access to quality care is vital to those who choose to call the Carolina Foothills “home.” St. Luke's Hospital Foundation, its management, donors, volunteers and friends have pledged to continue to ensure support for St. Luke's Hospital's critical role within our community. For that, we are eternally grateful.

Larry Wassong, Chair
Meshelle Colvin, Executive Director
ANNUAL ACHE AROUND THE LAKE RAISES FUNDS FOR INFUSION RESOURCE ROOM - $16,320

Fun for the whole family, Ache Around the Lake is an 8K race around Lake Lanier and includes a two-mile fun run called “The Ouch.” Founded in 2006, the goal of the Ache is to raise funds for St. Luke’s Hospital while promoting awareness of physical fitness in our community.

Through proceeds from the Ache, St. Luke’s Hospital Foundation assisted in funding the Resource Room at St. Luke’s Hospital Infusion Center. Designed to help people with cancer deal with the side effects of treatment, the Resource Room is free and available to all cancer patients in our community, regardless of where they are being treated. For more information about Ache Around the Lake, visit SLHFoundation.org.

ST. LUKE’S HOSPITAL FOUNDATION INTRODUCES WOMEN AMBASSADORS SERIES

St. Luke’s Hospital Foundation introduced their Women Ambassadors Series. The first annual Women Ambassadors Lunch and Learn was held at the home of Larry Wassong. With lunch catered by Pat Strother’s Impeccable Taste Catering, attendees were able to learn about the newest and latest St. Luke’s Hospital has to offer. It was a fun, delicious and informative afternoon.

St. Luke’s Hospital Foundation held another event for its Women Ambassadors, 100 Women for St. Luke’s Hospital, at the home of board member Sherry Dashiell. Co-hosts for the event were Carolyn Cadier, Carolyn Jones and Jo Ann McMillan.

With a spectacular lunch catered by Pat Strother’s Impeccable Taste Catering, attendees had the opportunity to hear three fantastic speakers. With the power and passion of women being the focus of the luncheon, guest speakers included Lisa Broyles, MD, Saluda Family Medicine; Belynda Veser, MD, St. Luke’s Hospital Center of Behavioral Medicine; and Lynn Hensley, RN, Director of St. Luke’s Hospital’s Infusion Center.


ANNUAL DONOR CELEBRATION

St. Luke’s Hospital Foundation held their annual Palmer and Jervey donor and physician celebration Friday, November 16, at the home of Larry Wassong. The event was catered by Pat Strother’s Impeccable Taste Catering and featured live music by Dan Keller. This annual celebration is an opportunity to show how grateful we are for our donors and physicians.

ST. LUKE’S HOSPITAL FOUNDATION FUNDED IN 2018:

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
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<tbody>
<tr>
<td>Infusion Resource Room</td>
<td>$16,320</td>
</tr>
<tr>
<td>Volunteer golf cart enclosure &amp; windshield</td>
<td>$1,007</td>
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<tr>
<td>Stools for patient rooms</td>
<td>$2,090</td>
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<tr>
<td>10 beds for Center for Behavioral Health</td>
<td>$86,000</td>
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<tr>
<td>AccuVein for Lab</td>
<td>$5,212</td>
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<tr>
<td>Game Ready Pro 2.1 for Rehab Department</td>
<td>$2,236</td>
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<tr>
<td>Nine butyl hoods for Decontamination Team</td>
<td>$11,902</td>
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<tr>
<td>Orthopedic Equipment for Surgery Department</td>
<td>$172,249</td>
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<tr>
<td>Ultrasound Machine for Surgery Department</td>
<td>$28,670</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$325,686</strong></td>
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St. Luke’s Hospital Foundation was established in October 1991 to raise funds for projects designed to enhance the delivery of high-quality healthcare to the St. Luke’s service area. Funds are used to make significant facility improvements, purchase clinical and diagnostic equipment, and increase the Foundation’s endowment through planned giving.

Contributions are always needed and appreciated and enable St. Luke’s Hospital to maintain the highest level of patient care. For more information about St. Luke’s Hospital Foundation, please contact Executive Director Meshelle Colvin at (828) 894-2693 or meshelle.colvin@slhnc.org.
THANK YOU

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