A MESSAGE FROM THE CEO AND CHAIR

St. Luke’s Hospital is pleased to share this annual review of our contributions to the health and wellness of the community we serve, the Carolina Foothills. Thanks to the trust of our physicians, patients and community, St. Luke’s Hospital remains a constant source of quality healthcare in a rapidly changing environment.

For nearly 90 years, St. Luke’s Hospital has remained committed to serving the medical needs of those who live in these foothills. Still a private, not-for-profit hospital, St. Luke’s Hospital is grateful for the generous support of our community and our Foundation.

In review of Fiscal Year 2017, the Board of Trustees along with the Senior Leadership Team are pleased to share the many successes in patient safety and quality care, expanding services to meet needs, and stewardship of limited resources.

Jean K. Shumway, Chair
James B. Bross, CEO
GROWTH AND STEWARDSHIP HIGHLIGHTS

During fiscal year 2017, St. Luke’s Hospital advanced Strategic Planning to consider growth opportunities that would expand the hospital’s presence and better serve the community.

Early in the process, hospital leadership determined the need to update and energize the Mission and Vision statements to guide the community in providing exceptional care, close to home. These vital statements needed strong and meaningful words to communicate St. Luke’s Hospital’s intention to build on its legacy of caring and to reflect on our responsibility moving forward.

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

The new Vision statement addresses what St. Luke’s Hospital aspires to achieve in the future, which is “to meet the changing needs of all we serve through safe, effective and compassionate care.”

With renewed energy, the Board of Trustees moved forward in strategic planning. Comprehensive by nature, the planning process included third-party consultants for realistic assumptions including capital investment, revenue growth and operating capital. Community demographics, medical providers, needed services and a forecast for the future were weighed and dissected to provide strategies that will meet the community’s need for services with the hospital’s need for sustainability. Numerous recommendations were considered, some were high priority, while others were pushed out over the next five-year period.

After months of due diligence, the Board approved to:

> engage an architectural/engineering firm to complete a comprehensive strategic facilities master plan
> proceed with plans for improved access to care
> complete cosmetic improvements to the main lobby and 100 Hallway
> determine space and technology needs for Surgical Services to accommodate planned increase in orthopedic and general surgeries.

As the Board approved the priorities, plans were put in motion to improve reimbursement through a federally qualified rural health center and the 340B drug discount pricing for many high-dollar pharmaceuticals. Plans began to take shape for the now-open Saluda Family Medicine and St. Luke’s Hospital Pain Center which provides much-needed alternatives to addictive medications.

In June 2017, we celebrated the opening of St. Luke’s Hospital Infusion Center, a member of the highly regarded Levine Cancer Institute of Charlotte. In a newly renovated building, chemotherapy and infusion services are now available locally, with oncologist Matt Rees, MD, as medical director.

Two primary care physicians, Lisa Broyles, MD, and Vinit Agrawal, MD, joined St. Luke’s Hospital and the physicians connected through St. Luke’s Physician Network. Dr. Broyles is now providing family care at the new Saluda Family Medicine; Dr. Agrawal is accepting new patients at Foothills Medical Associates.

Electronic Medical Records (EMR) systems, their costs and capabilities became another focus that would affect the hospital’s finances yet greatly enhance communication and patient care among healthcare providers. St. Luke’s Hospital initiated an operations and funding plan for a new EMR using EPIC software and IT support from Atrium Health (formerly Carolinas HealthCare System). The system is projected to be operational by 2019.

In addition, the first of many meetings began with Tryon International Equestrian Center as well as county emergency preparedness to ensure medical coverage during the World Equestrian Games in September 2018.

SAFETY AND THE PATIENT EXPERIENCE

A culture of safety remains one of our highest priorities. At St. Luke’s Hospital, high-tech bed alerts, orange cones with flashing lights, a scheduled “time out” prior to surgery, and two patient identifiers are just some of the ways we keep our patients safe and confident in the care they receive.
At St. Luke’s, patient safety means a daily but brief organization-wide Safety Huddle each morning, bringing awareness to challenges in a department that could affect processes, staffing, or workflow in another department.

Another communication tool used at St. Luke’s is a practice called “rounding.” Rounding is intentional communication with patients and teammates that can help identify opportunities in care delivery, to improve the experience of each patient, and to recognize progress and achievements made within St. Luke’s Hospital. Rounding improves communication and real-time problem solving.

In addition to improved communication and patient safety, St. Luke’s teammates are focused on providing an exceptional patient experience. From admission to discharge, patients consistently rank St. Luke’s high in their satisfaction. Everything from cleanliness to teamwork to privacy is measured through a standardized patient survey and publicly reported quarterly at hospitalcompare.gov.

St. Luke’s hospital-wide goal is to consistently meet the 90th percentile in patient satisfaction measures. Monthly meetings and a sharp focus on the patient experience indicate St. Luke’s Hospital compares favorably to larger facilities. The inpatient nursing department was recognized for leading the benchmark of 36 other facilities in high patient satisfaction for nine quarters in a row. It’s evident that St. Luke’s Hospital provides exceptional care.

For the second year, St. Luke’s Hospital was recognized with a Performance Leadership Award for “Excellence in Quality” by iVantage Health Analytics and the National Organization of State Offices of Rural Health (NOSORH).

The award was based on the Hospital Strength INDEX, the industry’s most comprehensive assessment of rural hospital performance. The Excellence in Quality award places St. Luke’s performance in the top quartile among all acute care hospitals in the nation.

St. Luke’s was among a select group of seven rural hospitals in North Carolina to earn the Excellence in Quality award.

THE RIGHT PEOPLE MAKE THE DIFFERENCE
Second only to patients, St. Luke’s teammates are a top priority. With increased competition, this community hospital strives to be the “best place to work.” Through increased communications, an annual teammate engagement survey, and employee benefits, St. Luke’s celebrates the many facets of teammate engagement.

During the year, a series of CEO Forums were held over several days and at various hours to provide information and encouragement to teammates as St. Luke’s leadership introduced the new Mission and Vision, productivity and analytics tools, strategic plans, and changes in benefits and retirement offerings.

Teammate engagement scores are used to guide hospital officials to opportunities that will help with recruitment, retention, professional development and workplace culture.

To motivate and inspire teammates to be good ambassadors and community partners, St. Luke’s staff are rewarded with wellness dollars. Engaged and happy teammates create the best atmosphere for them to work and high satisfaction for patients in their care.

For St. Luke’s Hospital, the 2017 fiscal year ended as it began—planning for growth with limited resources but a strong commitment to provide exceptional care, close to home.

2017 COMMUNITY BENEFIT

| Costs of financial assistance to uninsured patients | $1,363,173 |
| Community Benefit Programs: |
| Cash and In Kind Contributions | $708 |
| Community Health Improvement Services | $10,817 |
| Health Profession Education | $215,328 |
| Subsidized Health Services | $2,246,607 |
| Total Community Benefit | $3,836,633 |
| Cost of care extended to uninsured and underinsured: |
| Patients who do not qualify for financial assistance | $1,449,393 |
| Community benefit including cost of care for patients not qualifying for financial assistance | $5,286,026 |
A MESSAGE FROM THE EXECUTIVE DIRECTOR AND CHAIR

Because of our generous donors, we have helped St. Luke’s Hospital make significant strides in providing exceptional healthcare for our community. The hospital is growing by expanding services asked for, such as St. Luke’s Hospital Infusion Center, eliminating long travel for a variety of cancer treatments and infusion therapies. In recent months, St. Luke’s Hospital has reopened the Pain Center, opened Saluda Family Medicine and added a new primary care physician to Foothills Medical Associates in Columbus. St. Luke’s Hospital continues to improve an impressive array of hospital services, all while boasting highest patient satisfaction scores and positive outcomes reported by numerous regulatory agencies.

Your contributions have allowed St. Luke’s Hospital Foundation to provide capital funding to St. Luke’s Hospital this past fiscal year. Those contributions have also enabled us to provide $300,000 in support to the hospital during the first half of the new fiscal year. This has been done while increasing the value of our endowment to ensure that St. Luke’s Hospital will always have an on-going source of funds.

Your commitment to supporting exceptional care, close to home continues to pay off as evidenced by the positive impact on the health and well-being of people in our service area.

St. Luke’s Hospital Foundation and 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
10TH ANNUAL HUNTER DERBY
The 10th annual Blue Ridge Hunter Jumper Association “Hunter Derby” was held Friday, June 16, 2017, at FENCE in Tryon.

The dinner, served ringside, featured delicious BBQ and all the fixins’ catered by Foothills Mountain BBQ. Ice cream sundaes (courtesy of Scoops & More) were provided for dessert! The event featured fun for the entire family with a caricature artist and the exciting jumper competition.

All proceeds benefited the Discretionary Fund at St. Luke’s Hospital Foundation. This fund enables the Foundation to exercise discretionary spending when evaluating and purchasing small equipment items, facilitating required equipment repairs, or accommodating other unplanned expenses that develop during the course of the hospital’s fiscal year.

12TH ANNUAL ACHE AROUND THE LAKE
Fun for the whole family, the Ache Around the Lake is a USAT&F-certified 8K (4.97 mile) race 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.

In 2017, support of this event benefited the Infusion Center at St. Luke’s Hospital.

The St. Luke’s Hospital Infusion Center, a member of Levine Cancer Institute (LCI) Network, offers the community a close-to-home alternative for chemotherapy and IV therapy treatments. Patients no longer have to travel far to obtain the care they need.

In addition to treatments for cancer diagnoses, patients have the support of ground-breaking clinical trials and expertise in sub-specialty cancer care. Along with chemotherapy, area residents needing blood transfusions, arthritis infusion therapy or other IV medication can count on St. Luke’s Hospital Infusion Center to deliver that care in an atmosphere that’s both comfortable and focused on their specific treatment needs.

Save the date for the 13th Annual Ache Around the Lake, Saturday, Sept. 22, 2018. Visit AcheAroundtheLake.org to learn more!

ANNUAL DONOR APPRECIATION CELEBRATION
The Annual Donor Appreciation Holiday Celebration was held Friday, Nov. 10, from 6-8 pm, at the home of Larry Wassong. In order to kick off the holidays before calendars were full, the event was again held early in the season. Many compliments were given for the earlier date, the nice music and delicious food and drink. Nearly 90 donors, physicians and staff enjoyed the delicious hors d’oeuvres provided by Pat Struther and music by Tipton Jones-Boiter.

CARING THROUGH YOUR SUPPORT
St. Luke’s Hospital Foundation is a 501 (c) 3 organization established in 1991 to support one of our community’s most valuable assets, St. Luke’s Hospital.

It is made up of citizens who have joined together to raise funds for new equipment, facility improvements, educational programs and the Foundation’s endowment.

A gift to the Foundation is tax deductible. Contributions are always needed and appreciated and enable St. Luke’s Hospital to maintain the highest level of patient care.

Please visit the Foundation office at 89 West Mills Street, Suite B, Columbus or call Meshelle Colvin, Executive Director at (828) 894-2693.

You can also find us at SLHFoundation.org.
THANK YOU

2017 PHILANTHROPIC SUPPORT INCLUDES THE FOLLOWING INDIVIDUALS AND BUSINESSES

THE SOCIETY OF 1928
The Estate of Mr. Orval Bloom
Dr. and Mrs. Thomas Dashiel

THE SOCIETY OF 1972
Polk County Community Foundation
Mrs. Patty Hall
The Estate of Mr. Louis Buzek

PALMER & JERVEY SOCIETY
Mr. and Mrs. Michael Ashworth
Mr. and Mrs. Fred Baisden
Mr. and Mrs. Clark D. Benson
Mr. and Mrs. Robert Bezeg
Mr. and Mrs. Tim Brannon
Mr. and Mrs. Jay Geddings

SUPPORTER
Mr. Richard Belthoff
Bennett Paving, Inc.
Mr. Wesley S. Bassell
Bonne Brae Veterinary Hospital
Mr. Charles Breuer *
Mr. and Mrs. Arthur J. Brown
Dr. and Mrs. Thomas R. Cadiar
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Ms. Patricia M. Gass
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Mr. Mark Genero
Mr. Jeff Gillespie
Mr. Larry Goddard
Ms. Sandra Halbkat
Hensons’ Inc.
Mr. and Mrs. Don J. Hofmann
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Hospice of the Carolina Foothills
Ms. Evalynn Hyra
Kelly Maving
Mr. Dean Kimbrell
Kiwanis Club of Tryon
Ms. Hattie Knuckles
Mr. Mark Leary
Mr. and Mrs. Joseph Lee

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* Deceased