

**Saint Luke's Hospital of Kansas City:
Serving Our Community for Nearly 140 Years**

2021 Report to the Diocesan Convention

From

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Building on our nearly 140-year foundation of excellence, innovation, hope, and compassion, we have mapped out a roadmap to guide us in continuing to meet the evolving health needs of our community. Destination 2025 is our strategic vision for the next four years and beyond. Our work is already underway, with much more to come, always with a focus on quality, excellence, and kindness.

Again this year, we have provided safe and compassionate care through the rapidly evolving COVID-19 crisis while, importantly, also carrying out the critical work of caring for our community's ongoing medical needs.

Dedicated to helping end the pandemic, we joined with thousands of health care and other organizations in announcing we will require vaccination for all employees and affiliates to ensure we're staffed to serve all who need us—even before it became a federal requirement.

Caring for our caregivers has been key. In November 2020, Saint Luke's raised its minimum hourly wage to \$15 to ensure each of our employees is truly making a livable wage—a sign of how much we value them and their impact. Additionally, in early 2021, we added \$1,000 to the base pay of all eligible employees as a heartfelt and lasting thank you for their extraordinary commitment and contributions throughout COVID.

U.S. News & World Report ranked Saint Luke's Hospital of Kansas City's Cardiology and Heart Surgery program at No. 25 nationally, with six other specialties ranked as "High Performing." Saint Luke's Hospital was ranked No. 2 in Missouri and No. 2 in the Kansas City metro area and recognized among the Best Hospitals in northwestern Missouri.

As part of Saint Luke's Mid America Heart Institute's impressive 37 presentations at the American College of Cardiology Scientific Session in May, Mikhail Kosiborod, MD, and John Spertus, MD, MPH, were invited to share up-to-the-minute results on high-interest

clinical trials, including Dr. Kosiborod's trial results on how a drug used to treat Type 2 diabetes and heart failure might prevent organ failure and death in patients hospitalized with COVID-19.

In April, we celebrated Dr. Kosiborod as the inaugural Ben McCallister, MD, Endowed Chair in Cardiovascular Research, a new endowed chair that honors Dr. McCallister, a founder of Saint Luke's Mid America Heart Institute and champion of cardiovascular care and research.

Holly and Trent Hallum of Louisiana experienced Saint Luke's excellence in heart and stroke care first-hand. It started when Trent had a stroke during their drive to Kansas City, and the ambulance brought him to Saint Luke's Marion Bloch Neuroscience Institute, which treats more than 1,600 stroke patients a year. While at the hospital, Holly started having chest pain and other symptoms, and expert nurses jumped into action—leading to fast treatment for what turned out to be a heart attack.

"When I think what might have happened had we not been at Saint Luke's..." Trent said. "I got to be among the lucky ones who walked out of the hospital with no effects, and I got to walk out with Holly."

All Saint Luke's hospital locations once again received "LGBTQ Healthcare Equality Leader" designation from the Healthcare Equality Index. This designation is the result of intentional and ongoing work to enhance our care for all patients, employees, and visitors.

And as always, our care for all, despite a patient's ability to pay, sets us apart. Our charity care includes providing treatment for patients who are uninsured and unable to pay for their care; patients whose insurance doesn't cover their bills; and patients facing catastrophic illness or injury, or serious financial hardship. In 2019, the most recent year for which final numbers are available, Saint Luke's provided \$32.5 million in charity care—including \$17.6 million at Saint Luke's Hospital.

COVID-19 Response

While many of the temporary operating procedures, policies, and practices developed in 2020 have provided an ongoing framework for our continued response to the pandemic, experts from across the Health System continue to meet regularly to update and develop plans and respond to changing needs. It continues to be a multidisciplinary, coordinated, System-wide response, evolving and adapting as we grow in our experience with and expertise of this virus.

The end of 2020 and beginning of 2021 came with a surge in COVID-19 cases, but this time was also accompanied by the first real dose of hope in the pandemic, as vaccines became available. The initial rollout of doses at Saint Luke's in late December came with strong emotions as health care workers who had been on the front lines of caring for patients with COVID-19 for months received their vaccines. Nearly 1,000 employees received their first dose of the vaccine in the first week.

From winter into spring, we partnered with organizations in the community—including Burns & McDonnell—to provide mass vaccination events for patients as more doses became available. These partnerships and massive, coordinated efforts were unforgettable and met with gratitude from thousands of patients.

By early May, Saint Luke's offered the two-dose Pfizer vaccine to individuals age 12 or older. Our website featured links to schedule appointments, where to find walk-in options, and answers to frequently asked questions about the vaccine.

Unfortunately, the encouraging signs we saw in the early months of 2020 gave way to changes in the virus and an alarming rise in cases, fueled by the highly contagious Delta variant.

As our front-line teams continued to pour heart and soul into providing care during emotionally and physically taxing shifts, we increased our efforts on every front—from programs to support staffing in patient care areas, to building in vaccination incentives and requirements for our team.

In August 2021, Saint Luke's became one of the first health systems in the Kansas City metro area to require full COVID-19 vaccination for all employees. As a community leader in health care, this decision upholds our commitment to providing a safe environment for patients, visitors, and employees. The vaccine requirement includes employees, independent medical staff members, allied health professionals, contracted personnel, student affiliates, shadowers, volunteers, and on-site vendors. The requirement applies to employees in clinical and office settings and remote workers. As a health care organization, we are committed to a unified front, and we firmly believe increased vaccination is key to ending the pandemic and ensuring we remain adequately staffed and have beds available when patients need us.

Paid voluntary labor pool for employees

To mitigate the strain on our Health System during the surging COVID-19 cases this summer, Saint Luke's implemented a paid volunteer labor pool for Saint Luke's employees—in particular, nurses and non-clinical staff willing to assist in a variety of support roles, from screening or transporting patients to providing patient companionship and support. With this program, we ensured the continued well-being of our patients and helped ease the burden on our front-line workers. Additionally, many employees who do not routinely interact with patients or clinical areas gained a new first-hand appreciation for the impact of the pandemic and the work of their colleagues who are providing direct patient care.

Some Lighter Notes During a Heavy Time

\$1,000 Thanks

In February 2021, Saint Luke's gave all eligible full- and part-time employees a permanent \$1,000 increase to their base pay. We provided this bonus during a time of great stress to our staff as a gift of deep gratitude, or "one thousand thanks." We understand that many of our employees made great sacrifices to ensure Saint Luke's provided exceptional care—while also helping to address the significant gross budget shortfall we experienced in spring 2020.

A proposal on the helipad for two Saint Luke's Hospital nurses

"Employee engagement" took on new meaning in May 2021 on the helipad at Saint Luke's Hospital of Kansas City, where Michael Senne, a registered nurse in the Cardiovascular ICU, proposed to Sage Smith, a registered nurse in the Emergency Department. Both have been caring for patients throughout the pandemic and found that the events of the past year have brought them even closer, leading to a surprise proposal and a "Yes" to forever.

A sign of our appreciation

As a visible sign of how deeply we appreciate our employees and the hard work they have done, we made yard signs available at each entity so staff members could share their Saint Luke's spirit at home. Employees shared their photos on social media with the hashtag #TeamSaintLukes.

Volunteer Assistance

Overcoming challenges

COVID-19 limited volunteer activities, suspending volunteers from March 2020 until the end of June 2021. For their protection, volunteers do not have direct contact with patients. However, these individuals have provided key support in areas such as information desks or in project rooms.

In 2020, 608 volunteers contributed 13,267 hours, which is equal to 6.3 full-time employees. That generous gift of time from community members represents a savings of more than \$463,000 to the hospital—dollars Saint Luke's can invest back into care, advancements in technology, resources, and more, all to continue to deliver the highest quality health care.

The following contributions were from volunteers before services were affected by COVID-19 as well as the contributions of volunteer department staff.

2020 volunteer contributions:

- Handcrafted 30,698 Items
- Cut, sewed, and folded 14,468 infant caps
- Made 1,987 patient advocate visits
- Conducted 667 Spiritual Wellness greeter visits
- Delivered patient mail and flowers 2,194 times

While the many volunteers with the Saint Luke's Auxiliary were unable to volunteer in person at our hospitals, they still worked behind the scenes making an impact on Saint Luke's staff and patients.

The Auxiliary provided:

- Lunches to staff at Saint Luke's Hospital of Kansas City and Saint Luke's South Hospital
- Bibles to the Spiritual Wellness department for patient rooms

- \$10,000 to Post-Acute Therapy and Health, a fund for patients leaving the hospital who cannot afford their medicine or medical supplies
- \$10,000 to Saint Luke’s Hospital of Kansas City The Children’s SPOT

Saint Luke’s Hospital volunteers are a valuable and important resource. Our volunteers are selfless and eager to help, giving their time freely, and they are focused on improving the patient experience. When they haven’t been in our buildings, their absence was deeply noticed—and their gifts of time, generosity, and warmth are always deeply appreciated.

Spiritual Wellness

- **Caring for spiritual well-being through COVID-19**

The Spiritual Wellness teams at hospitals in the Kansas City metro area provided continuing spiritual care and emotional support to our patients and families. With restrictions on visitation, chaplains served as an essential presence as liaisons connecting patients and families by facilitating online visits, providing religious and spiritual rituals when local clergy were unable to come to the hospital, and being a sacred presence at the end of life. The chaplains maintained connection with families through supportive telephone calls, especially if a patient has had a significant medical event. Chaplains also provided essential support to front-line workers in clinical areas with Soul Cafés, music, hospital blessings, hand blessings, and continuous presence to hear and hold their griefs, exhaustion, and fears and to celebrate their joys, providing much-needed support and inspiration.

- **A Healthy Dose of Inspiration and Support at Saint Luke’s Hospital**

The Spiritual Wellness team at Saint Luke’s Hospital of Kansas City cares for patients and staff in many ways. Chaplains visit each unit every six to eight weeks with their Soul Café cart fully stocked with treats and words of encouragement. The chaplains enjoy serving hospital staff tea, sweets and snacks, and inspirational quotes from their wisdom jar.

"We know how important it is to show our appreciation for all our staff does, and to let them know that the chaplains are here for them, our patients, and patients’ loved ones," said Chaplain Sergio Moreno-Denton.

- **Saint Luke’s Spiritual Wellness Chaplains Provide Comfort During Tough Year**

Along with physical and emotional needs, humans have spiritual needs to be met each day. Saint Luke’s chaplains play a crucial role in Saint Luke’s mission to care for the whole person, physically, spiritually, and emotionally. The COVID-19 pandemic presented new challenges for the Saint Luke’s Health System Spiritual Wellness team in making meaningful connections with patients, families, and staff. Our chaplains welcomed the challenge and developed ways to pivot their role to still provide caring, compassionate support to those in need.

With frequently changing visitation guidance and social distancing in place to respond to the rapidly evolving pandemic, chaplains re-examined the way they connect with others. The *Kansas City Beacon* spoke to Sergio Moreno-Denton and Andrea Murdock, chaplain residents with Saint Luke’s Spiritual Wellness, about how they had to get creative to provide care during the past year.

"I want to create a sense of being present with the family as much as possible, and make sure that families know their loved ones are not alone." Moreno-Denton said to *The Beacon*. "That even though they can’t be there, there is someone that is constantly visiting."

- **Celebrating Hope During St. Luke’s Week**

With our newly named Hope Awards, which we celebrated Oct. 23, 2020, we proudly honored 25 Saint Luke’s team members who stand as shining examples for all of us in how they exemplify spirituality, integrity, and compassion in everything they do.

These values are woven into who we are as a faith-based organization, ready to care for the physical, emotional, and spiritual health of all—inspired by St. Luke, our patron saint, who was believed to be a physician himself. Every October, we celebrate St. Luke’s Week and our history of caring for this community with unparalleled compassion and kindness.

These honorees bring something so special to their workplaces, the people who are around them most took the time to nominate them—in some cases, even entire executive teams. We are all deeply grateful for their contributions.

This is a tradition we are proud to carry on, and winners of the 2021 Hope Awards will be announced during St. Luke’s Week in October 2021.

- **Luminary Walk Remembers Lives Lost and Honors Caregivers**

In December 2020, Saint Luke’s hosted a Luminary Walk in memory of those who died from COVID-19 and in honor of the caregivers who cared for those who passed. The Luminary Walk drew in over 120 participants and was a loving and touching tribute. The walk concluded with a service on “The Longest Night.”

Awards and Recognition

- **Saint Luke’s Foundation Annual Donor and Foundation Fellow Recognition virtual event honors contributions of Tom and Starr Wagstaff**

Tom and Starr Wagstaff are woven into the very foundation of Saint Luke’s Health System. Through their lifelong advocacy, leadership, and charitable support, Tom and Starr have contributed to Saint Luke’s in countless remarkable ways. Saint Luke’s Foundation was honored to recognize their distinguished service and dedication to Saint Luke’s—including Tom’s extensive board leadership and Starr’s impactful leadership and service with Saint Luke’s Auxiliary, as well as their support of The Children’s SPOT—through the Foundation Fellow Award. This prestigious award honors individuals who have given their time, talents, and treasures to sustain Saint Luke’s excellence in patient care, industry-leading research, and quality medical education.

- **Dr. Estes Named Among *Modern Healthcare’s* 2020 ‘100 Most Influential People in Healthcare’**

Saint Luke’s Health System congratulates Saint Luke’s Health System President and CEO Melinda L. Estes, MD, on being named to *Modern Healthcare’s* prestigious list of ‘100 Most Influential People in Healthcare’ for 2020. *Modern Healthcare* and its readers selected the honorees for this significant recognition based on the innovation and resilience they demonstrated through the historic events of 2020. According to *Modern Healthcare*:

Dr. Estes received the No. 13 ranking on this list of distinguished honorees, which includes noteworthy names including Dr. Anthony Fauci, Director, National Institute of Allergy and Infectious Diseases (No. 9).

- **Chuck Robb Named One of *Kansas City Business Journal’s* CFOs of the Year**

Saint Luke’s Senior Vice President and Chief Financial Officer Chuck Robb was named one of

Kansas City Business Journal's CFOs of the Year for 2021. In his 30-year career with Saint Luke's, he has contributed financial expertise and stewardship that have been instrumental in creating a fiscal environment that allows the health system to consistently provide excellent care and service to our patients and community. Chuck is dedicated to developing leaders and teams and was a champion of the living wage adjustment Saint Luke's announced in 2020, implementing a minimum hourly wage of \$15 for all employees.

- **Mikhail Kosiborod, MD, Bestowed the Ben McCallister, MD, Endowed Chair in Cardiovascular Research**

Saint Luke's honored two of its visionary leaders in April as Mikhail Kosiborod, MD, was formally recognized as the inaugural Ben McCallister, MD, Endowed Chair in Cardiovascular Research.

The chair is named for the late Dr. Ben McCallister, who championed cardiovascular care and research throughout his decades at Saint Luke's. He created Saint Luke's Cardiovascular Consultants and helped found Saint Luke's Mid America Heart Institute.

Dr. Kosiborod plans to deploy the support from this Chair to further advance the objectives of the Clinical Scholars Program that was founded by Dr. McCallister, so Saint Luke's clinician investigators can continue to innovate, explore, and discover.

- **SLPG Service Excellence Recognized by Press Ganey**

As health care providers, we know that kindness and communicating with patients make all the difference when providing excellent care. Throughout the pandemic, SLPG staff and providers have been hard at work taking care of our patients on the front lines, even during the most challenging days.

When the work feels difficult at times, SLPG employees demonstrate that kindness means more than ever. Numerous SLPG staff and providers were recognized for service excellence for their kindness and in other important areas throughout 2021.

- ***U.S. News & World Report*—All Four Metro Locations Recognized**

U.S. News & World Report released its 2021-22 rankings on July 27. The Cardiology and Heart Surgery program at Saint Luke's Hospital of Kansas City remains nationally ranked, this year at No. 25, and is the only CV program in our region to achieve a top 25 ranking.

Saint Luke's Hospital is proud to have once again received recognition—for the 14th consecutive year. Saint Luke's Hospital ranks No. 2 in Missouri and No. 2 in the Kansas City Metro area and is recognized among the Best Hospitals in northwestern Missouri. Saint Luke's East—also recognized as a Best Hospital in Missouri and the Kansas City Metro area—and Saint Luke's South are both recognized as High Performing for the third consecutive year in specialty areas. Saint Luke's North is recognized as High Performing in heart failure.

The rankings recognize hospitals that excel in treating patients with the most challenging conditions.

Saint Luke's Hospital of Kansas City

Saint Luke's Hospital received "High Performing" rankings in six additional specialties:

- Gastroenterology & GI Surgery
- Geriatrics
- Neurology & Neurosurgery
- Orthopedics
- Pulmonology & Lung Surgery
- Urology

In addition to specialty rankings, Saint Luke's Hospital received "High Performing," the top rating, for the following procedures and conditions:

- Abdominal Aortic Aneurysm Repair
- Aortic Valve Surgery
- Back Surgery (Spinal Fusion)
- Chronic Obstructive Pulmonary Disease (COPD)
- Colon Cancer Surgery
- Heart Attack
- Heart Bypass Surgery
- Heart Failure
- Hip Fracture
- Kidney Failure
- Lung Cancer Surgery
- Stroke
- Transcatheter Aortic Valve Replacement (TAVR)

We are tremendously proud that four other entities ranked "High Performing" in common adult procedures and conditions.

Saint Luke's East Hospital

- Chronic Obstructive Pulmonary Disease (COPD)
- Heart Failure
- Hip Fracture
- Kidney Failure
- Knee Replacement
- Stroke

Saint Luke's North Hospital

- Heart Failure

Saint Luke's South Hospital

- Heart Failure
- Hip Replacement
- Knee Replacement

Kansas City Orthopaedic Institute (KCOI)

- Hip Replacement
- Knee Replacement

• **Saint Luke's Breast Centers Fully Reaccredited by NAPBC**

The Saint Luke's Breast Centers received full reaccreditation this year by the National Accreditation Program for Breast Centers (NAPBC). This prestigious accreditation recognizes the Breast Centers as a program of excellence committed to improving patient outcomes through evidence-based standards and patient and professional education. Saint Luke's Breast Centers have been NAPBC accredited since 2014.

• **Jason Knight, MD, to be Inducted as a Fellow of the American College of Surgeons**

Jason Knight, MD, Medical Director of Gynecologic Oncology, was recognized as an -initiate who will be inducted in October 2021 as a Fellow of the American College of Surgeons (ACS), the largest academic surgical organization, with more than 82,000 active members. Dr. Knight, who joined Saint Luke's in 2021, is a Fellow of the American College of Obstetrics and Gynecology.

- **Physician Faculty Promotions at UMKC School of Medicine**

Saint Luke's congratulates six physicians who received faculty promotions at the University of Missouri–Kansas City School of Medicine.

- Suzanne Arnold, MD, Professor
- Adnan Chhatriwalla, MD, Professor
- Sanjaya Gupta, MD, Associate Professor
- John Saxon, MD, Associate Professor
- David Skolnick, MD, Professor
- Brett Sperry, MD, Associate Professor

- **Mark Woods, PharmD, BCPS, FASHP, Awarded Fellowship Status at KCHP**

Mark Woods, PharmD, BCPS, FASHP, was awarded Fellowship status at the Kansas Council of Health-System Pharmacy (KCHP) annual spring meeting. This distinction is granted to those who have made a sustained contribution to KCHP, provide outstanding service to the profession, demonstrate a high level of excellence in health system pharmacy practice, and foster the mission of KCHP to advance public health by promoting the safe and appropriate use of medications through advocacy and education.

- **Double Professional Honors for Cheerag Upadhyaya, MD**

Cheerag Upadhyaya, MD, Co-Director of Saint Luke's Marion Bloch Neuroscience Institute and Chief of Neurosurgery at Saint Luke's, had two noteworthy achievements in 2021, including the prestigious honor of being elected to the Editorial Board of the *Journal of Neurosurgery: Spine*.

Dr. Upadhyaya's position on the Editorial Board offers Saint Luke's insight into advancements in the rapidly expanding field of neurosurgery and further enables Saint Luke's to share our life-changing work with peers on the national stage.

In addition, Dr. Upadhyaya has been elected to a two-year term as Treasurer of the American Association of South Asian Neurosurgeons (AASAN), an organization that facilitates networking and sharing of educational resources and expertise among neurosurgeons based in South Asia and the United States. AASAN works to enhance the exchange of knowledge and technical skills to best care for patients worldwide.

- **Stephen Wassinger, MD, Designated as Axonics Center of Excellence**

Stephen Wassinger, MD, was designated as Axonics Center of Excellence by Axonics Modulation Technologies, Inc. The designation recognizes Dr. Wassinger for his high level of expertise with Axonics Therapy and commitment to changing the lives of patients. Dr. Wassinger's primary focus is helping those who suffering from bladder and bowel dysfunction.

- **Saint Luke's Health System Honored as a Healthiest Employer**

Saint Luke's Health System was honored by the *Kansas City Business Journal* as one of the healthiest employers in the Kansas City area. Healthiest Employers LLC, a data and research company, scores companies on their wellness program's culture and leadership commitment, foundational components, strategic planning, communication and marketing, programming and interventions, and reporting and analysis.

- **Saint Luke's Health System Awarded Healthy KC Certification**

Saint Luke Health System was awarded the Platinum Healthy KC Certification by the Greater Kansas City Chamber of Commerce Healthy KC Workplace Wellness Action Team. The Workplace Wellness Action Team encourages companies in Kansas City to emphasize workplace wellness and promote healthy lifestyles for employees. As a Platinum-certified company, Saint Luke's Health System is recognized as a KC leader for creating a culture of well-being for our

employees. We create this culture through our well-being programs and challenges and by providing an environment where employees can thrive.

- **Saint Luke's Nurse Abi Brittain Receives 2020 Thrivership Award**

Over two decades ago, Abi Brittain was in a terrible car accident that left her fighting for her life at Saint Luke's Hospital of Kansas City.

Her sons were also in the car when the accident happened, only 1 and 2 years old at the time. One of the boys, Zach, was left with permanent brain damage.

Abi was so inspired by the nurses at Saint Luke's Hospital who helped save her and her family that she enrolled in nursing school and worked to become a nurse. More than 20 years later, Abi is a Saint Luke's nurse herself, working on the front lines of the COVID-19 pandemic.

"Never give up. Know that every second as a nurse, a doctor, an aide, anybody that takes care of patients, we have a message to give people. And that message is with a good fight, we can overcome anything that is put in our path," said Abi upon accepting her award, which was presented in late 2020 by ABC's Robin Roberts.

- **Nurse Residency Program Receives Practice Transition Accreditation Program Status**

The Saint Luke's Health System Nurse Residency Program was granted Practice Transition Accreditation Program status by the American Nurses Credentialing Center. This prestigious accreditation recognizes Saint Luke's 12-month Nurse Residency Program as a program of excellence in helping new nurses make the successful transition from entry-level to competent and confident professionals. All new graduates of Bachelor of Science in Nursing and Associate Degree in Nursing programs participate in the Saint Luke's Nurse Residency program—an average of nearly 250 new nurses per year.

- **Two Saint Luke's Physicians Named in *Ingram's* Top Doctors of 2020**

Saint Luke's Health System is proud to have two physicians named in *Ingram's* special edition: Top Doctors of 2020: Defining Exceptional Care. Every year, *Ingram's* honors the area's top physicians across hundreds of specialties. In 2020, David Skolnick, MD, Cardiologist and Medical Director of the Valve Center of Excellence at Saint Luke's Mid America Heart Institute, and Janakiraman Subramanian, MD, Co-Director of Saint Luke's Center for Precision Oncology, were featured on the list that included only 14 physicians.

- **Bishop Spencer Place Receives Gold Badge from *U.S. News & World Report***

On Oct. 27, 2020, *U.S. News & World Report* released its Best Nursing Homes 2020-21 ratings. Bishop Spencer Place earned a gold badge and high-performing rating for short-term rehab. These ratings are based on *U.S. News's* analysis of public data, including information not factored into CMS's star ratings. Only 21% of nursing homes in the country earned at least one badge.

- **Saint Luke's Pharmacist Wins 2020 Residency Excellence Award**

The ASHP Foundation announced the recipients of the 2020 Pharmacy Residency Excellence Awards. This awards program, sponsored by Amgen and Samson Medical Technologies, features three categories that recognize innovative and impactful pharmacy residency preceptors and programs. Saint Luke's Charles "Chip" Hayes III, PharmD, BCPS, BCCP, Clinical Pharmacist of Cardiology, won the Preceptor Award. Beyond being a master teacher, Dr. Hayes is a recognized clinical leader who is a role model for his peers and residents.

- **Maggie Neustadt Awarded FASHRM Designation**
Maggie Neustadt, JD, CPHRM, FASHRM, Vice President, Risk and Claims Management, was awarded Fellow of the American Society for Health Care Risk Management (FASHRM) designation for outstanding achievement. The ASHRM Board grants designations for applicants based on qualifications including academic and professional designation, experience, continuing education, and contributions to their professional field.

Education and Learning

- **Saint Luke’s Mid America Heart Institute Researchers Lead Advances at Prestigious Global Conference**

Saint Luke’s once again demonstrated it is an industry leader with an impressive 37 presentations at the virtual 70th Annual American College of Cardiology Scientific Session (ACC.21), an international conference that draws as many as 50,000 cardiologists and researchers.

Of the 37, two of our cardiologists and researchers—Mikhail Kosiborod, MD, and John Spertus, MD, MPH—had the distinct honor of sharing late-breaking results of trials that could reveal scientific breakthroughs with the potential to immediately impact patient care.

DARE-19

Mikhail Kosiborod, MD, Principal Investigator

During a year unlike any other, Dr. Kosiborod, Saint Luke’s Health System Vice President of Research and Executive Director of the Cardiometabolic Center Alliance, led an international randomized Phase III clinical trial called DARE-19—a partnership between Saint Luke’s Mid America Heart Institute and pharmaceutical giant AstraZeneca—studying whether a drug that has already shown great promise for patients with Type 2 diabetes and heart failure could impact complications and mortality in patients hospitalized with COVID-19.

EXPLORER-HCM

John Spertus, MD, MPH, Lead Author

For decades, a genetic heart condition called hypertrophic obstructive cardiomyopathy, which causes debilitating symptoms for patients, has had few advances in treatment options. Dr. Spertus, cardiologist and Clinical Director of Health Outcomes Research, presented in a Featured Clinical Trial detailed analysis on the EXPLORER-HCM trial results, which were based on the Kansas City Cardiomyopathy Questionnaire he developed. The analysis explored whether the drug Mavacamten had the potential to benefit patients with this condition. Benefits were observed early after treatment and notably regressed once treatment was stopped.

- **Saint Luke’s Innovation Week**

In May, corresponding with ACC.21, Saint Luke’s celebrated and recognized the history and impact of Saint Luke’s research in the field of medicine with “Saint Luke’s Innovation Week: The Power of Bringing Research from Bench to Bedside.” We know that research changes lives and we are grateful to the many Saint Luke’s clinicians who focus on research to better medicine and ultimately, the lives of our patients. Many examples of Saint Luke’s incredible research and innovation were highlighted across Saint Luke’s social media platforms.

- **Clinical Trial Results Reveal Potential New Treatment Hope for Majority of Heart Failure Patients**

The Effects of Dapagliflozin on Symptoms and Functional Status in Patients With Heart Failure and Preserved Ejection Fraction (PRESERVED-HF) was an investigator-initiated, randomized trial that recruited patients with chronic heart failure with preserved ejection fraction (HFpEF)—the most common type of heart failure—across 26 centers in the United States, and randomly assigned treatment with either dapagliflozin, a sodium glucose cotransporter 2 (SGLT2) inhibitor, or placebo for 12 weeks. SGLT2 inhibitors are a class of agents that have been shown to reduce the risk of hospitalizations for heart failure, but their effects on symptoms, physical limitations, and exercise function in HFpEF remain uncertain.

The primary endpoint was Kansas City Cardiomyopathy Questionnaire clinical summary score (KCCQ-CS), a well-validated measure of heart failure-related symptoms and physical limitations. Exercise function, measured by the 6-minute walking distance, was one of the secondary endpoints. Participants in the trial were representative of individuals with HFpEF in the United States, with high burden of symptoms and significant impairment in physical function. Of note, 57% of trial participants were women, and over 30% were African American; two groups that that are greatly impacted by HFpEF but are traditionally underrepresented in clinical trials.

PRESERVED-HF results revealed that treatment with dapagliflozin substantially improved symptoms and physical limitations as well as significantly improved objectively measured exercise function, with no new safety signals identified.

“Taken together with the results of previous studies, our findings further strengthen the notion that SGLT2 inhibitors represent a disease-modifying therapy, and thus an important new treatment option for HFpEF, which is a highly morbid condition,” said Mikhail Kosiborod, MD, Cardiologist at Saint Luke’s Mid America Heart Institute and Vice President of Research. “This is great news for patients and clinicians. As a cardiologist and researcher, I am excited about the potential impact of PRESERVED-HF data on the management of this patient population.”

- **Gurpreet Gandhoke, MD, Presents at American Association of Neurological Surgeons**

Saint Luke’s Marion Bloch Neuroscience Institute neurosurgeon Gurpreet Gandhoke, MD, was selected to give a Late-Breaking Abstract presentation at the 2021 American Association of Neurological Surgeons (AANS) Annual Scientific Meeting.

Of the 82 late-breaking abstracts submitted for the American Association of Neurological Surgeons conference, the research by Dr. Gandhoke and Sarah Orscheln, PA-C, was among four submissions chosen for live presentations at the conference. An accepted Late-Breaking Abstract means the AANS team felt the research was exceptionally innovative and will be impactful for the neurosurgery community, and most importantly, beneficial to patient care.

Dr. Gandhoke presented his manuscript "Cost Effectiveness of Using a New Autograft Harvesting Technology in Adult Posterior Lumbar Fusion Surgery" in August.

- **Mural Serves as Milestone in National PCORI Engagement Award Showcasing Cardiovascular Research**

Many Saint Luke’s employees were involved in the research, education, and outreach behind a collaborative and innovative project to deliver important health messaging to the community through art. In April, a mural was introduced in the Paseo Gateway neighborhood featuring the work of four local artists to share important information about peripheral artery disease (PAD) in a meaningful and educational way.

The mural in the Paseo Gateway neighborhood is part of an award through the national Eugene Washington PCORI Engagement Awards program, an initiative of the Patient-Centered Outcomes Research Institute (PCORI). The intent is to bring the results of outcomes research into the community, with messaging that truly resonates with residents who are most at risk for PAD, a serious condition that affects an estimated 10 – 12 million adults in the United States.

Saint Luke's Research helped secure the funding for this project, which builds on an earlier PCORI-funded project studying a group of patients with recent PAD diagnoses and their quality of life.

This project involved substantial work and collaboration from Site Principal Investigator Christina Pacheco, JD, MPH, Manager Research Outcomes; Christine Fuss, RN, BSN, Project Coordinator and Clinical Research Nurse; as well as Kim Smolderen, PhD, FAHA, Grant Principal Investigator.

Saint Luke's Hospital of Kansas City partnered with the Mattie Rhodes Art Center & Gallery on this installation, and the community was also invited to add to the artwork to truly make this a community initiative.

The mural will be featured in the Paseo Gateway neighborhood in historic Northeast Kansas City, Missouri. The Paseo Gateway area was the recipient of a Choice Neighborhood grant from the U.S. Department of Housing and Urban Development to revitalize the area and improve quality of life.

- **John A. Spertus, MD, MPH, Named Highly Cited Researcher**

Saint Luke's Mid America Heart Institute researcher John A. Spertus, MD, MPH, was named Highly Cited Researcher—2020, according to Clarivate™.

Clarivate is a global leader that focuses on the analytics of scientific and academic research. Studies published by Dr. Spertus are consistently deemed significant by his peers, placing him in the top one percent of authors cited in research.

- **Saint Luke's Announces New Library Director, Highlights Educational Offerings and Support**

As one of the health system's hidden gems, the Margaret E. Shouse Health Sciences Library, located on the fifth floor of Saint Luke's Hospital of Kansas City, is a place where Saint Luke's Health System employees, Medical Staff, and students can go to find resources.

With a combined 38 years of library experience, Beth Edson, Director of Library Services, and Lissa Sloan, Assistant Librarian, are two of the best resources the library has to offer. They are confident they can help any employee, from physician to corporate staff and everyone in between, find what they are looking for.

- **Saint Luke's Hosts First Comprehensive Atrial Fibrillation Program Educational Symposium**

Saint Luke's has been identified as a leader in treating AFib. In partnership with Medtronic, Saint Luke's created an educational symposium to teach other institutions how to replicate our success.

Led by Alan Wimmer, MD, Sanjaya Gupta, MD, and the Electrophysiology Clinical Team, the educational presentation covered a variety of topics relating to AFib, including emergency department protocols, artificial intelligence, and the integration of smart devices.

- **50th Dr. Robert D. Conn Heart Conference**

Saint Luke's participated in the 50th annual presentation of the Dr. Robert D. Conn Heart Conference, a virtual event that took place in December 2020. While the format was different,

the event still featured presentations by industry-leading specialists in cardiology and cardiovascular surgery.

This two-day event is designed for cardiologists, internists, hospitalists, family physicians, advanced practice providers, nurses, and other allied health professionals. Presentations focused on the latest advancements in cardiovascular care for patients with cardiovascular disease.

Milestones

- **The Future of Saint Luke's—The Journey is the Destination**

In the wake of COVID-19—with all the change it has both forced and inspired—Saint Luke's continues to plan for what is to come. In summer 2021, Saint Luke's Health System President and CEO Melinda L. Estes, MD, unveiled Destination 2025, an initiative that will serve as Saint Luke's roadmap for the years ahead. Destination 2025 will help us continue to serve our patients with excellence and reinforce our culture of gratitude and respect. It's about how we will face our most daunting challenges and seize our best opportunities.

- **Saint Luke's Heart Transplant Team Performs 900th Heart Transplant**

In June, our nationally recognized Saint Luke's Heart Transplant team led by A. Michael Borkon, MD, cardiothoracic surgeon, and Andrew Kao, MD, cardiologist, transplanted the 900th heart at Saint Luke's Hospital. This is a credit to all physicians, nurses, transplant coordinators, nutrition services staff, social workers, researchers, therapists, pharmacists, environmental services staff, and countless others—who all contributed to this milestone in a meaningful way. This life-changing work—and selfless and generous gifts from donors and their families—give our patients a second, and sometimes third, chance at life.

- **Midwest Ear Institute Reaches Milestone of 2,000 Cochlear Implants**

Saint Luke's Hospital Midwest Ear Institute (MEI) reached an impressive milestone in July 2021, implanting the 2,000th cochlear implants since their first implant in 1979. MEI is nationally recognized as a cochlear implant center, staffed with audiology experts who offer patients the full range of hearing restoration services. The cochlear implant is a small electronic device that bypasses nonfunctioning parts of the ear and sends signals to the auditory nerve and then to the brain, providing deaf or severely hard of hearing patients the sensation of sound.

- **Saint Luke's Kidney & Liver Transplant Team Reaches New Milestone**

In June, Lee Cummings, MD, and Jameson Forster, MD, completed Saint Luke's first ever split liver transplant. This milestone is especially significant because split liver transplants can save two lives with one donation. Excellent results have been reported with split livers and most commonly a split liver is able to help one adult and one child who are waiting on the transplant list.

Dr. Forster made the trip to Texas to collect the liver, which was divided *in situ* (in the donor) into two usable parts. Afterward, Dr. Forster assisted Dr. Cummings in transplanting the usable right tri-segmental graft into a recipient at Saint Luke's Hospital, and the left lateral lobe was transplanted into a pediatric patient in Pittsburgh, Pennsylvania.

Split-liver transplantation is based on the unique ability of the liver to regenerate itself. With the addition of split-liver transplantation, our transplant team hopes to both increase the organ pool and ease the liver demand-supply gap while helping more patients.

- **Saint Luke’s Diabetes Education Center Celebrates 30 Years of American Diabetes Association Certification**

A program that started in 1991 with two Diabetes Educators has grown to include five Saint Luke’s Diabetes Center sites—with 16 full- and part-time Diabetes Educators. The System Diabetes Centers provided close to 3,000 diabetes education visits in the past year.

The Saint Luke’s Diabetes Education Center has been Recognized by the American Diabetes Association for Quality Self-Management Education and Support. It has held this designation for 30 consecutive years—and few programs nationwide can make this claim. Centers that provide education under the Recognition program include Saint Luke’s Hospital of Kansas City, Saint Luke’s East Hospital, Saint Luke’s North Hospital, Saint Luke’s South Hospital, and Hedrick Medical Center.

- **Saint Luke’s Abdominal Transplant Program Reached New Heights in 2020**

Transplant team members at Saint Luke’s Hospital completed 155 kidney transplants in 2020. For the fifth year in a row, the Saint Luke’s Hospital kidney transplant program surpassed the previous year’s number of transplants, while achieving better-than-expected patient outcomes. 2020 also marked Saint Luke’s first kidney paired exchange, which brought together three donors and three recipients.

These are the Saint Luke’s Hospital kidney transplant numbers over the years:

- 2014: 26 kidney transplants performed
- 2015: 41 kidney transplants performed
- 2016: 58 kidney transplants performed
- 2017: 80 kidney transplants performed
- 2018: 107 kidney transplants performed, crossing the 100-kidney transplant mark for the first time in the program’s history
- 2019: 152 transplants performed
- 2020: 155 transplants performed

- **Overland Park Community Hospital Locations Close**

The two Saint Luke’s Community Hospital locations in Overland Park permanently closed in December 2020. The difficult decision to close the North Overland Park location on 75th Street and the South Overland Park location on 159th Street came as Saint Luke’s Health System responded to serious financial strain resulting from COVID-19.

No further Community Hospital closures are planned, and Saint Luke’s Health System remains committed to this model that has transformed emergency and inpatient care in the neighborhoods served by Community Hospitals.

- **Saint Luke’s Donates Former Saint Luke’s Cushing Hospital Building to Leavenworth County**

The building that housed Saint Luke’s Cushing Hospital will continue to serve the Leavenworth County community. In October 2020, the Leavenworth County Board of Commissioners formally accepted Saint Luke’s Health System’s donation of the former hospital building to the county.

"When we made the difficult decision to close Saint Luke’s Cushing Hospital, it was with the hope that the building where so much good happened would in some way continue to serve the Leavenworth community," said Saint Luke’s Health System President and CEO Melinda L. Estes, MD. "With this gift, the former hospital building will continue to serve the county in new ways."

- **Saint Luke’s Cushing Hospital Medical Staff Donates to Caritas Clinics – Saint Vincent Clinic**

In 2021, the Saint Luke’s Cushing Hospital medical staff presented a check in the amount of

\$31,427 to Caritas Clinics – Saint Vincent Clinic in Leavenworth. Adele Ducharme, Saint Luke’s North Region President and CEO, presented the check to Saint Vincent.

The donated funds were available from medical staff dues Saint Luke’s Cushing Hospital had collected prior to the hospital closure in 2020. The longstanding partnership between Saint Luke’s and Saint Vincent in support of the residents of Leavenworth County led the Cushing Hospital medical staff to donate these funds to an organization that significantly benefits the local community. Saint Luke’s continues to serve the Leavenworth Community at the Cushing Medical Plaza building, with services that include primary care, cardiology, endocrinology, orthopedics, and general surgery consultations.

- **Saint Luke’s Hospital of Kansas City’s Groundbreaking Centennial**

The history of Saint Luke’s Hospital has been one of constant expansion as it has grown to meet the city’s needs, occupying multiple locations over nearly 140 years.

In 1914, Saint Luke’s Hospital expanded its fourth building, at 11th and Euclid, to include 50 patient beds. From this location, our staff fought on the front lines of the 1918 influenza pandemic.

Following World War I, Saint Luke’s was partially used as a military hospital for wounded soldiers and sailors returning home from service. This created a need for more beds and another expansion of the hospital.

Even after an expansion to 60 beds, the 11th and Euclid location was not large enough. Kansas City needed a new hospital.

On Dec. 20, 1920, a group of citizens gathered on the hill above Mill Creek Parkway to break ground for Saint Luke’s current location at 44th and Wornall. The new Saint Luke’s Hospital opened March 1, 1923, with 150 beds on five floors. The hospital has continued to grow and change over the years, but that original part of building still stands.

On Dec. 20, 2020, we celebrated the 100-year anniversary of the groundbreaking for Saint Luke’s Hospital’s current location.

People

- **Melinda L. Estes, MD, serves as Chair of American Hospital Association Board of Trustees**
Selected to the American Hospital Association’s (AHA) Board of Trustees in 2018, Melinda L. Estes, MD, President and CEO of Saint Luke’s Health System, ended 2020 as chair and has served through 2021 as immediate past chair.

After serving throughout 2019 as the AHA’s chair-elect, Dr. Estes began serving as 2020 Board Chair in January 2020, becoming the top-elected official of the national organization that represents 5,000 American hospitals and health systems, advancing health care in America.

In her leadership role with the AHA, she chaired a special task force on Pathways to Recovery, a roadmap for hospitals and health systems as they looked to rebuild the nation’s health care system and helped oversee the development of COVID-19 Pathways to Recovery guides to serve as resources for health care organizations and professionals nationwide.

- **Paula Littleton, CPA, MBA, Named CFO for Critical Access Region**
Paula Littleton, CPA, MBA, joined Saint Luke’s Health System as Chief Financial Officer for Saint Luke’s Critical Access Region, in September 2021. In this role, Paula leads and oversees all

financial operations, programs, and initiatives across the Critical Access Region, which includes Allen County Regional Hospital in Iola, Kansas; Anderson County Hospital in Garnett, Kansas; Hedrick Medical Center in Chillicothe, Missouri, and Wright Memorial Hospital in Trenton, Missouri.

- **Leadership Changes at Anderson County Hospital**

On Aug. 1, 2021, Elmore Patterson began serving as Administrator for Anderson County Hospital in addition to his responsibilities as Administrator for Allen County Regional Hospital. At the same time, Rich McKain left his role as Administrator of Anderson County Hospital to focus solely on overseeing Saint Luke's Health System radiology and outpatient imaging services.

- **Hospital Administrator Elmore Patterson Chosen to Serve on Advisory Committees**

Allen County Regional Hospital Administrator Elmore Patterson was appointed to serve on two health-focused advisory committees. At the federal level, Elmore will serve a one-year term on National Rural Health Association's (NRHA) Rural Hospital Issue Group (RHIG) as part of a collaboration between the Federal Office of Rural Health Policy (FORHP) and the American Hospital Association (AHA). He has also been appointed to the Health Forward Foundation's Community Advisory Committee (CAC), a term that runs through 2023.

- **Capacity Management Leadership Changes**

Denise Mogg, MSN, RN, retired in August 2021 after 25 years with the Health System, most recently as Vice President, Capacity Management, responsible for case management and Care Integration for the Health System as well as overseeing the transfer team and patient throughput. Denise played an instrumental role in our response to COVID-19, as part of the COVID-19 Planning Team. Michelle Rennolds, MSN, RN, CMSRN, was promoted to Vice President, Capacity Management, effective Aug. 29, and is responsible for patient throughput, transfer team, patient placement, Resource Management Center, and Care Integration.

- **Emily Falkenrath Promoted to VP, Quality, Patient Safety, and Regulatory Readiness**

Emily Falkenrath, MSN, RN, CPHQ, CPPS, CCRN, LSSBB, joined Saint Luke's in April 2021 as Director of Regulatory Readiness and in June was named Vice President, Quality, Patient Safety, and Regulatory Readiness. Emily has system-wide responsibility for leading and overseeing the three critical areas of Quality, Patient Safety, and Regulatory Readiness. Ally Saxion, BSN, RN, CMSRN, joined Saint Luke's in August as Director of Regulatory Readiness.

- **Leaders Assume Expanded Neurology roles**

Christine Boutwell, MD, was named Medical Co-Director of Saint Luke's Marion Bloch Neuroscience Institute, as well as Chief of the Department of Neurology. Over the previous two years, Dr. Boutwell contributed valuable leadership and insights in this position in an interim capacity. She will continue to lead our team of nationally renowned neurologists and help shape strategy and vision for this important service line that continues to grow in scope and demand.

Angela Hawkins, MSN, RN, was named Director, Neuroscience Services for Saint Luke's Health System. In this new role, Angela leads and oversees Saint Luke's Health System's neurosurgery operations and strategic initiatives, in addition to leading neurology, stroke, sleep labs, neurophysiology, and neuroscience outreach for the health system. She also oversees Saint Luke's Physician Group neurology clinic sites.

- **Michael Weaver, MD, Retires After 50 Years with Saint Luke's**

Saint Luke's Health System congratulated Michael Weaver, MD, FACEP, FCC, CDM, on his retirement as System Medical Director of the Equity, Diversity, and Inclusion Program and System Medical Director of Clinical Forensic Medicine.

As chair of the Healthcare Equity Council and a member of the Saint Luke's Health System Diversity, Equity, and Inclusion Council, Dr. Weaver was a passionate advocate for advancing health equity and creating a diverse and inclusive community. We are grateful for his leadership in these areas, and we remain committed to building on the strong foundation he laid.

During his tenure, he was the first African American physician to serve as Medical Director of Emergency Services, to have established and chaired a department at Saint Luke's Hospital, and to have become a member of the Saint Luke's Hospital Board of Directors. In addition, he helped establish the Saint Luke's Hospital Missouri Endowed Chair in Emergency Medicine, and oversaw tremendous growth in our Clinical Forensic Program, including securing a grant from the U.S. Department of Justice that helped establish sexual assault response teams across Missouri. His work has been instrumental in our continued LGBTQ Healthcare Equality Leader designation, which eight of our hospitals received in 2020.

- **Jerrie Jacobs-Kenner Retires as President of Crittenton Children's Center**
Jerrie Jacobs-Kenner, PhD, LCSW, retired from Saint Luke's Health System Aug. 3. We are grateful to Jerrie for her many contributions in her six years with Crittenton—including the past two as President.
- **Mike VanDerhoef Retires as Senior Vice President of Development and Saint Luke's Foundation CEO**
Michael VanDerhoef retired from Saint Luke's Health System effective March 15. During his tenure, Saint Luke's Foundation was fully integrated into the health system, and his vision was essential in the Westport Today initiative that has revitalized the Plaza Heights neighborhood near Saint Luke's Hospital of Kansas City and Saint Luke's Bishop Spencer Place by bringing new single-family homes to the area. Brian Moore has been serving as interim President and CEO of Saint Luke's Foundation.
- **Randall Thompson, MD, Named President of the American Society of Nuclear Cardiology**
Saint Luke's cardiologist Randall Thompson, MD, has served as President of the American Society of Nuclear Cardiology (ASNC) for 2021. Dr. Thompson sat on the ASNC Executive Council the past four years and is serving a one-year term as president. The ASNC is an international physician-led medical society organization. Its mission is education and quality for nuclear cardiology and other cardiovascular imaging.
- **Karen Gillespie Named Director of Human Resources for Critical Access Region**
Karen Gillespie was promoted in early 2021 to Director of Human Resources for Saint Luke's Critical Access Region. She most recently served as Senior HR Business Partner at Anderson County Hospital and Allen County Regional Hospital and played an instrumental role in our efforts to transition Allen County Regional Hospital fully into Saint Luke's Health System.
- **Greg Teale Named VP of Pharmacy Services**
Greg Teale, PharmD, BCPS, was promoted to Vice President of Pharmacy Services in December 2020, providing oversight of strategic planning and implementation of system-wide pharmacy services and medication use across the continuum. He will also continue to lead our efforts to integrate pharmacists into ambulatory care through collaboration with patient care teams.
- **Lindsey Stringer Named Vice President, Planning**
Lindsey Stringer, MHA, was named Vice President, Planning, effective in December 2020. She oversees the development of Destination 2025, the system-wide strategic plan that will serve as our roadmap over the next four years. Lindsey also continues to oversee numerous system, service line, regional, and program planning initiatives. The Planning team has been an integral part of our efforts throughout the COVID-19 crisis.

Commitment to Care

- **Celebration of Giving 2021: A Sincere Thank You and a Change in Plans**

While we had looked forward to resuming our employee giving campaign this year, we recognized that with the ongoing challenges of the pandemic that are impacting our staff, this is simply not the time to add another ask. As a result, we made the difficult but necessary decision to pause our plans for the 2021 Celebration of Giving campaign and instead, simply thank each our employees for all they're already giving. We are grateful to the donors who have generously provided hope and support through a tremendously difficult time—whether by donating to help Saint Luke's continue to provide innovative care, or ensuring that the COVID-19 Emergency Fund and Employee Emergency Fund are available to our friends and co-workers in their times of need.

- **Plaza Art Fair**

Due to the ongoing impact of the pandemic, Saint Luke's Health System scaled back plans to deliver the traditional robust presence at the 2021 Plaza Art Fair. However, as presenting sponsor and an engaged and committed community partner, we created signs for the early fall event with two purposes in mind: supporting Kansas City's art culture and encouraging community members to help stop the spread of COVID-19.

- **Celebrating Diversity**

As part of our deep commitment to diversity, equity, and inclusion, we are proud to provide opportunities for education, discussion, and celebration within our organization and in our community. Throughout the year, we have celebrated Black History Month, Women's History Month, Jewish American Heritage Month, Asian Pacific American Heritage Month, Pride Month, Hispanic Heritage Month, and Native American Heritage Month (also known as American Indian and Alaska Native Heritage Month) with employees internally and through social media. We have shared inspiring stories of history makers and invited employees to join in the conversation through our NewsNow employee app. We have also introduced a monthly calendar sharing major holidays and observances that might touch the lives of our patients and team.

- **Caring with Pride**

Throughout June, Saint Luke's locations displayed banners in support of our LGBTQ patients and staff. Additionally, we provided online training courses for employees to help enhance the care we give our LGBTQ patients.

- **Saint Luke's Doctor Shares Stroke Experience to Raise Awareness**

Joanne Loethen, MD, Saint Luke's Hospital internal medicine resident, shared her story of having a stroke in hopes of saving lives. At 37 years old, Dr. Loethen started experiencing stroke-like symptoms last fall.

Because she knew receiving care in a timely manner is most important during a stroke, she called 911 and was transported to Saint Luke's Marion Bloch Neuroscience Institute.

"It can happen to anyone. Even if you are taking care of yourself and you are very healthy, it can happen to anyone at any time. Recognizing that quickly is my message to others," Dr. Loethen said.

- **Kauffman Center Future Stages Weekend**

In June, Saint Luke's Health System was proud—as premier partner of the Kauffman Center for the Performing Arts—to present the annual Future Stages event, in a virtual format for a second year. The online event offered family-friendly performance videos, youth activities, and one-of-a-kind live-streamed content.

- **Saint Luke's Proud to be Part of SevenDays Movement**

With kindness and compassion at our core, Saint Luke's Health System was proud to again participate in SevenDays®: Make a Ripple, Change the World—seven days focused on spreading kindness. The 2021 events took place over seven different days throughout April. Employees were invited to participate in this community-wide initiative that aims to transform hate and tragedy into a kinder world through small acts of kindness every day.

As part of SevenDays, employees had the opportunity to nominate co-workers for their extraordinary kindness. In just one month, more than 140 employees were nominated. Kim Newton, owner of Alexis Quilts, wanted to honor three employees with quilts for the kindness they demonstrate. Lakisha Lewis, Kristen Stacy, and Jackie Burns were selected for their above-and-beyond kindness, based on nominations from their co-workers.

- **Saint Luke's Virtual AIDS Walk**

Saint Luke's has been part of AIDS Walk Kansas City since its inception, and we were proud to sponsor the 33rd Annual AIDS Walk Kansas City, a virtual event held in April. Funds raised stayed in Kansas City. With welcoming ceremonies taking place virtually, participants were then encouraged to walk with family or friends in support of the event.

- **Sexual Assault Nursing Team Recognized by Fort Leavenworth**

Garrison Commander Col. Harry D. Hung and CSM Antoine Jones recognized Saint Luke's Health System's Sexual Assault Nurse Examiner (SANE) team for their hard work supporting the Fort Leavenworth Sexual Assault Response Team (SARC/SHARP) and its patients. During COVID, the Saint Luke's team continued to provide support and education to their patients and families when needed. Saint Luke's has a specialized nursing team whose members work dual roles as nurses and SANE nurses when they are needed. These dedicated Saint Luke's clinicians deploy to areas of the health system when they are called to care for patients who have been sexually assaulted.

- **KC Mayor Quinton Lucas and the City Council Share Support of Saint Luke's SANE Team**

In April, Kansas City Mayor Quinton Lucas and the City Council provided a proclamation for Sexual Assault Awareness Month and the Start by Believing campaign. Mayor Lucas and the city council acknowledged the support sexual assault survivors receive from Saint Luke's and our Sexual Assault Nurse Examiner (SANE) team.

- **Keeping Employees Engaged**

Every year, our Employee Engagement Survey shows us what we're doing exceptionally well, as well as areas where we have opportunities to do even better. Intentionally and strategically, we act on those opportunities, bringing together ideas and engagement from employees throughout the system. This year, we have focused on a different key driver each quarter, with teams throughout the health system developing action plans for each.

- **First Quarter:** Employees of Saint Luke's are treated with dignity and respect
- **Second Quarter:** Having opportunities to participate in decisions that affect one's work
- **Third Quarter:** Saint Luke's has a work environment that allows employees to grow and develop
- **All Year:** Specific areas each department selects to focus on

- **Discussion on a Year Like No Other—‘What Taught You the Most in 2020? What Did You Learn?’**

Some of the lessons that have the biggest impact on us come from teachers who demand the most from us—and the lessons aren’t always easy to learn. The lessons of 2020 were certainly not easy and affected us at work, at home, and in our community—and they have shaped what we do and the conversations we have. Saint Luke’s invited employees to take part in a discussion, led by Nikki Beard, Director of Strategic Diversity Initiatives, focusing on the important events and lessons of 2020.

- **A Season of Hope at Crittenton Children’s Center**

This past holiday season, Saint Luke’s Hospital of Kansas City Crittenton Children’s Center held its first-ever outdoor and socially distanced holiday lighting ceremony. The evening included carolers, cider, and the kids’ anticipation of the lights turning on.

In the middle of it all was George Wandick, BSN, Behavioral Health Clinical Coordinator at Crittenton, holding up his phone—capturing the countdown live so the teens in the residential program who couldn’t go outside were still part of the fun—kids being kids. Creative Displays of KC helped with the lighting to offer the kids something special.

Even in a most challenging year—and with hundreds of additional children and teens in Crittenton’s foster care program—the kids’ Adopt-An-Angel wish lists were covered in a heartbeat. With the community’s support, 501 children in our residential, foster care, and home-based programs were ‘adopted’ for Christmas. We collected over 5,000 individual gifts in addition to hundreds of general donations and stocking stuffers. This number represents a 70% increase from the previous year.

Also during this time, 20 children achieved permanency or were adopted as part of National Adoption Day.

- **Saint Luke’s Health System Joins Top U.S. Hospitals to Encourage Everyone to #MaskUp**

In November 2020, many of the nation’s top hospitals and health care systems came together with an urgent plea for all Americans to mask up and help stop the spread of COVID-19 cases.

- **Announcing ‘Health News You Can Use’**

In October 2020, we were proud to announce our new weekly virtual discussion featuring Saint Luke’s experts, *Health News You Can Use*. This online program takes an in-depth look at health stories making headlines or important developments in the Kansas City area.

- **Saint Luke’s Announces Living Wage Adjustment**

In November 2020, Saint Luke’s implemented a base minimum hourly wage of \$15. With this permanent change to our pay scale, Saint Luke’s far surpassed the federal and Kansas minimum wages of \$7.25 per hour, the Missouri minimum of \$9.45, and even the 2018 Missouri referendum that will raise wages to \$12 per hour by the year 2023.

“This is our Saint Luke’s commitment *in action*. This is our promise to care for those who do so much to care for others; those essential team members who consistently ensure a safe, sanitary, and comfortable environment for our patients and staff,” said Saint Luke’s Health System President and CEO Melinda L. Estes, MD. “These invaluable employees deserve a livable wage and we are gratified that we are now able to make this possible, especially in the face of such a trying year.”

Technology and Innovation

- **KC Doctors Use New Heart Valve That Could Eliminate Open-Heart Surgery for Some**

Saint Luke's and Children's Mercy were among the first to use a newly improved heart valve that doctors called revolutionary. This life-changing new procedure is being performed in Kansas City and will likely eliminate the need for open-heart surgery for many patients.

"In the past, the surgery would have to open up the chest, dissect out the heart, cut into the pulmonary artery, and basically sew in the new valve," said Anthony Magalski, MD, cardiologist at Saint Luke's Mid America Heart Institute, about the new Harmony Transcatheter Pulmonary Valve by Medtronic. "The valve hooks into the side walls of the artery so it's stuck in place."

This new surgery and valve have a faster recovery time and less risk for complication.

- **Doctors Use 3-D Printer to Help Remove Tumor from Blue Springs Teen**

Fourteen-year-old Kwenten Lee lived for years with what he believed to be bad allergies. His sinus pressure and trouble breathing were actually signs of a tumor behind his nose. Kwenten came to Saint Luke's where doctors used a special 3-D printer to create a mold of his skull to better visualize the complex tumor.

Coleman Martin, MD, and Vidur Bhalla, MD, used 3-D printing technology to safely remove the tumor, ultimately helping Kwenten breathe easier and return to his active teenage lifestyle.

"We were able to understand at a much deeper level the exact 3-D shape of this tumor," Dr. Martin said.

- **Sanjaya Gupta, MD, Featured in Epic Article**

Epic talked to Sanjaya Gupta, MD, cardiologist at Saint Luke's Mid America Heart Institute about how Saint Luke's improved arrhythmic drug monitoring using decision support. To help patients who are hospitalized for atrial fibrillation, a common heart rhythm abnormality, and return home to continue their recovery as soon as possible, Saint Luke's Health System gives physicians guidance in Epic, our electronic medical record, as they determine whether a patient is a good candidate for these medications. They've now shortened the average length of stay by nearly two days.

- **Metro Man with Chronic Disease Avoids Amputation Thanks to New Trial Procedure at Saint Luke's**

Harold Spillman lives with a complicated vascular disease that causes blockage of arteries that prevent blood flow between his heart and his feet. Spillman walked with crutches and felt constant numbness and pain in his legs. He was eventually told by doctors that amputation was his only next option. After being connected to top doctors performing cutting-edge trials of a new procedure in Cleveland and at Saint Luke's, Spillman was on a journey to avoid amputation. The new procedure, known as LimFlow, saved his legs. Saint Luke's is the only hospital in the area that is offering this new treatment.

- **Saint Luke's East Hospital Opens Medical Observation Unit**

Saint Luke's East Hospital has been expanding its health care footprint in Lee's Summit since 2007. In February 2021, the growth continued with the opening of a new Medical Observation Unit, which combined technology and clinical expertise to offer an exceptional experience for patients who require additional monitoring.

The new unit was designed to improve throughput across the hospital and positively impact care for patients admitted via the Emergency Department, directly from a physician's office, or those

needing placement post-surgery. Patients requiring observation often need additional recovery time, IV medications, or further diagnostic testing before being discharged home.

- **Saint Luke's Receives 2020 Digital Health Most Wired Recognition**

The College of Healthcare Information Management Executives (CHIME) released their 2020 Digital Health Most Wired recognition, with Saint Luke's receiving special recognition in two categories.

The CHIME Digital Health Most Wired program conducts an annual survey to see how effectively health care organizations use advanced technologies in their clinical and business programs to improve health and care in their communities.

Every participant is certified at a level ranging from 1-10. This number represents achievements in IT and the adoption, integration, and impact of technology in a health system. Saint Luke's Health System achieved Digital Health Certified Acute Level 7 and Digital Health Certified Ambulatory Level 8. With a Level 8 achievement, we also received the Quality Award.