



2010

MISSOURI QUALITY AWARD RECIPIENT

Saint Luke's Health System

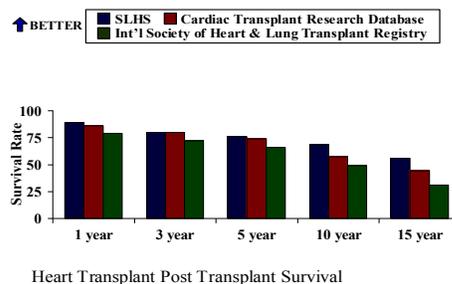
The Saint Luke's Health System (SLHS) is a not-for-profit, locally-owned, faith-based, fully aligned health system which began in 1882 with Saint Luke's Hospital. SLHS's Mission, Vision, and Values reflect 128 years of collaboration between the Kansas City community and the leaders of SLHS. The system has grown to include 11 hospitals, home care/hospice services, and physician clinics throughout a 67-county service area around the Kansas City metropolitan area. The vision of SLHS is "The Best Place to Get Care, The Best Place to Give Care," and this vision drives leadership to establish a patient and workforce-focused culture in which outstanding health care outcomes are achieved in a team-based environment. SLHS's visionary leadership ensures achievement of the level of excellence necessary to sustain the organization as a community health care provider for the future. The system focuses on attaining core competencies, ensuring effective partnerships, and honoring the faith-based traditions of the founders.

This focus on the future is demonstrated by SLHS's three core competencies of cardiovascular care, neurological care, and e-Health services.

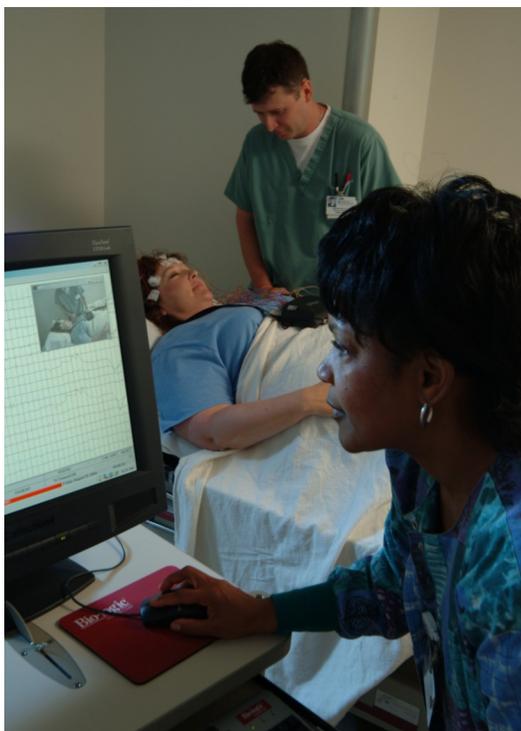
Cardiovascular and neurological services provided by SLHS are state-of-the-art, and are continuously evaluated and improved using the systematic Performance Improvement (PI) model. The PI model ensures that all improvements are designed, implemented and measured, and meet the needs of patients.

For example, the STEMI and stroke intervention programs were developed and deployed to enhance the system's core

competencies and provide innovative services to current and future patients in response to identified patient needs, while incorporating the most recent medical advancements in cardiac and stroke care. Results for these two areas significantly outperform national benchmarks.



Heart Transplant Post Transplant Survival

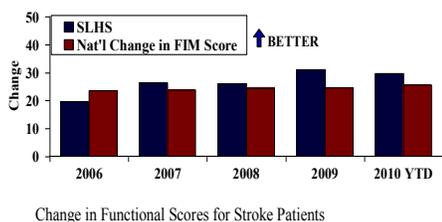


SLHS patients also have the benefit of technologically advanced e-Health services such as telemedicine clinics, e-ICU, e-Pharmacy, home health and remote patient monitoring, and Saint Luke's CareLink. These e-Health services enable SLHS to deliver state-of-the-art health care in a variety of settings.

For example, regional facilities like Anderson County Hospital in Garnett, Kansas can provide top level psychiatric care with the use of telemedicine. With the advantages of e-Health, patients are able to receive best practice health care much closer to their homes.

The three core competencies ensure SLHS is achieving the Baldrige Core Values of: Patient-focused Excellence, Focus on the Future, Managing for Innovation, Societal Responsibility and Community Health; as well as Focus on Results and Creating Value.

The workforce and partnerships are valued at SLHS and approaches are deployed to ensure the maximum effectiveness of these relationships. The workforce is highly motivated and their performance is linked directly to SLHS's strategic goals and directions. A unique physician partnership process, known as Saint Luke's Care, includes innovative, collaborative



Change in Functional Scores for Stroke Patients

approaches to the development and use of evidence-based medicine. Additionally, partnership systems such as multidisciplinary care teams and shared governance are used to facilitate the best health care outcomes for patients.

SLHS actively honors its faith-based traditions through a variety of programs including the Kansas City Regional Human Donor Milk Bank, Head Start-Trauma Smart, the Cabot Westside Health Center, and No One Dies Alone (NODA).

The Donor Milk Bank at SLHS is the only program in the region which provides donated human milk for high risk infants in the area. Research indicates that human milk provides a variety of health benefits that reduce morbidity and mortality for the region's tiniest and most critically ill infants. Saint Luke's offers the area's only collection point, or depot, for lactating women to donate their excess milk to babies in need across the country.

Head Start-Trauma Smart is an innovative program created by therapists at Crittenton Children's Center (SLHS's child and adolescent behavioral health facility) to address the remarkably high incidence of complex trauma that negatively impacts the lives of 3-to 5-year old children residing in the Kansas City metropolitan urban core. Crittenton staff work in classrooms and educate Head Start personnel to better understand the sources and symptoms of trauma, identify its impact on children, and access tools to therapeutically intervene when appropriate. This important program has the potential to directly impact approximately 1,200 children each year.

As the Hispanic community has grown in the Kansas City area, the demand for high-quality affordable and bilingual health care services has also grown. Cabot Westside Health Center responds to that need by providing quality, culturally-sensitive, bilingual health/



mental care. Thousands of Greater Kansas City Hispanic patients receive these services at Cabot regardless of their ability to pay.

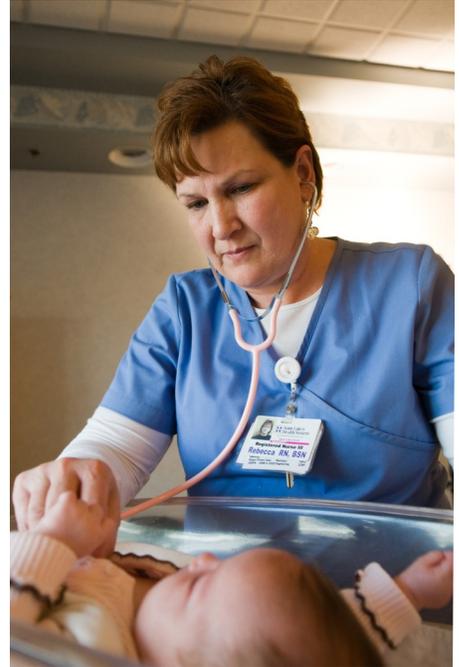
No One Dies Alone (NODA) is an innovative program created by employees in response to end of life patient needs. Nurses and chaplains noted

that, too often, family and friends were unable to be with their loved one as their life ended. Using the PI model, a process was created where specially trained volunteers are assigned to stay with patients who would otherwise be alone as they die. This program is a great comfort to those family members that are unable to arrive at their loved one's bedside in time, and was designed to address the patient's and family's key requirement for empathy.

Approaches to health care delivery are fully aligned and integrated across all SLHS facilities, and result in all locations being *"The Best Place to Get Care, The Best Place to Give Care!"*

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