St. Luke Hospital
FY2018
Annual Report
St. Luke CEO Letter

MESSAGE TO THE COMMUNITY

As we reflect on 2018 and the last 5 years, we have seen numerous changes take place within our hospital and organization. I’m truly amazed to see how far we’ve come in such a short time. We have a tremendously caring and extraordinary staff, and without each individual at St. Luke, what we have accomplished in such a short time would not be possible.

We continue to concentrate on expanding our services to meet the needs of our community and those who require services at St. Luke. Some of the additional services we started last year include: Urology, Audiology, Direct Access Lab and MD Save. Furthermore, Dr. Randy Whitely began working two days per week in the clinic in addition to his ER responsibilities. We also added a general surgeon, Dr. Todd Brown, who sees patients every Thursday.

In September, we received recognition from the National Rural Health Association as a Top 20 Critical Access Hospital in Quality. This was a great honor and accomplishment for our hospital and the staff who work so hard to provide the best care for our patients. In 2018, there were 1,346 Critical Access Hospitals, and we were in the top 20.

Our ‘Moving Forward Together’ campaign was wrapping up and approaching $1,000,000 raised towards our building projects. We will break ground in early 2019 on the Living Center which is to be completed by the summer. There are so many people to thank who made this project a reality. But it would not have been possible without the employees of St. Luke and the Auxiliary.

St. Luke continues to build on its previous financial and operational gains. From 2017 into 2018, we saw a 14% increase in our net position to $7.971 million and had a 7.7% increase in net patient service revenue to $10.841 million. Total operating revenues were over $11 million in 2018. Other notable departmental revenue increases include: 35% increase in Operating and Recovery, 22% in Physical Therapy, 160% in Wound Care and 44% in Home Health.

Thank you to everyone who makes St. Luke a success. Without everyone working together, we would not be where we are today. I look forward to 2019 and the opportunity to serve this hospital and community as we continue to do great things together.

Jeremy Ensey, CEO
St. Luke Hospital board members continue to show their support for St. Luke through their continued efforts at monthly board meetings and beyond.

FY 2018 Board of Directors

Mike Connell
Chairman

Don Hodson
Vice Chairman

Kathy Meierhoff
Treasurer

Linda Allison
Secretary

Linda Carlson
Director

Bruce Skiles
Director

Gene Winkler
Director
Employees by the Numbers

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time</td>
<td>83</td>
</tr>
<tr>
<td>Part-time</td>
<td>23</td>
</tr>
<tr>
<td>PRN</td>
<td>33</td>
</tr>
<tr>
<td>Male</td>
<td>16</td>
</tr>
<tr>
<td>Female</td>
<td>123</td>
</tr>
<tr>
<td>Avg. age</td>
<td>47</td>
</tr>
<tr>
<td>Avg. tenure</td>
<td>8 yrs</td>
</tr>
<tr>
<td>Longest tenure</td>
<td>40 yrs</td>
</tr>
<tr>
<td>SLH turnover</td>
<td>13.5%</td>
</tr>
</tbody>
</table>

2018 St. Luke Administration and Department Managers

**Administrative Team**

- Chief Executive Officer: Jeremy Ensey
- Chief Financial Officer: Bev Reid
- Chief Nursing Officer: Sharon James
- Living Center Director: Janet Herzet
- Human Resources: Sharon Zogelman
- Clinic Manager: Tammy Snelling

**Department Managers**

- Business Office Manager: Diane Kahns
- Dietary: Shawna Pierce
- Health Information: Mary Zogelman
- Home Care Director: Peni Ens
- Housekeeping and Laundry: Becky Hager
- IT Network: Jeff Methvin
- Laboratory Director: Brenda Rhodes
- Marketing/Foundation: Roger Schroeder
- Materials Management: Jo Hett
- Physical Therapy: Alex Brooks
- Plant Operations: Dave Balie
- OR Supervisor: Lisa Hurst
- Radiology Manager: Jerry Ewing
- Risk Management/Quality: Phil Sampson
What’s New at St. Luke in FY 2018?

Services and Awards

Dr. Katie Zogelman began providing Audiology services in Marion during FY 2018. She is at St. Luke the 2nd Thursday of each month.

Dr. Kristopher Carlson began providing Urology services in Marion during FY 2018. He is at St. Luke the 1st and 3rd Wednesday of each month.

St. Luke Hospital was named one of the Top 20 Critical Access Hospitals (CAHs) for Quality Index in FY 2018, which is a rating of hospital performance based on the percentile rank across the five categories of Hospital Compare Process of Care measures in the country. As of 2018, there are 1,346 CAHs throughout the United States in which St. Luke Hospital is compared.

MDsave is the world’s first online healthcare marketplace. MDsave and St. Luke Hospital have partnered together to help local residents without insurance or with high-deductible health plans save money and get more of the medical care they need. This combined effort empowers patients to take more control over their healthcare decisions by offering transparent pricing and educational resources on diseases and treatments.

In addition to MDsave, St. Luke Hospital began a Direct Access Lab program in FY 2018 which allows patients to save money on services. Direct Access allows patients pay for their testing up front and have lab results sent directly to them. This allows patients to take control of their health.

St. Luke Hospital Medical Clinic offers athletic physicals to local high school students for $15 each and that money is given directly back to the students high school. Last year, St. Luke gave over $1,725 back to our local schools! St. Luke is happy to support our local schools the same way that they support us!
What’s New at St. Luke in FY 2018?
New Faces on the Medical Staff

The medical staff at St. Luke is dedicated to the health and wellness of those in Marion County. Both in the clinic and in the hospital, the medical staff gives quality care to those in need.

Dr. Randy Whitely began his practice at St. Luke in FY 2018. Dr. Whitely is Board certified with the American Board of Family Medicine. Dr. Whitely had been working at St. Luke in the Emergency Department prior to joining the staff at St. Luke Medical Clinic.

Dr. Todd Brown began seeing patients at St. Luke Hospital in FY 2018. Dr. Brown is a General Surgeon and is in Marion every Thursday. Dr. Brown is a diplomat of the American Board of Surgery and a fellow of the American College of Surgeons.
Financial Stewardship

**Income Sources**

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Billed for Services to our inpatients</td>
<td>$1,124,621</td>
</tr>
<tr>
<td>Billed for Services to our outpatients</td>
<td>$13,005,236</td>
</tr>
<tr>
<td>Billed for Services to our Home Care patients</td>
<td>$575,193</td>
</tr>
<tr>
<td>Billed for Services to our Clinic patients</td>
<td>$1,323,311</td>
</tr>
<tr>
<td>Billed for Services to our Living Center</td>
<td>$1,541,574</td>
</tr>
<tr>
<td>Received from sources such as taxes, bond subsidy, St. Luke Foundation, lease, etc.</td>
<td>$1,184,832</td>
</tr>
<tr>
<td>Other revenue</td>
<td>$850,582</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$19,605,349</strong></td>
</tr>
</tbody>
</table>

**We billed and did not receive**

<table>
<thead>
<tr>
<th>Source of Unbilled Revenue</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>From Medicare and Medicaid for services provided because payments are limited to a fixed amount</td>
<td>$4,307,610</td>
</tr>
<tr>
<td>From other insurances for services provided under contractual agreements</td>
<td>$1,711,823</td>
</tr>
<tr>
<td>From patients who were unable to pay according to our charity guidelines or received an in-house discount</td>
<td>$46,945</td>
</tr>
<tr>
<td>Allowance for expected uncollectible bills</td>
<td>$429,722</td>
</tr>
<tr>
<td>Medicare bad debt</td>
<td>$42,637</td>
</tr>
<tr>
<td>Other administrative deductions from revenue</td>
<td>$186,736</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$6,725,473</strong></td>
</tr>
</tbody>
</table>

**Our expenses included amounts**

<table>
<thead>
<tr>
<th>Expense Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee compensation</td>
<td>$4,967,951</td>
</tr>
<tr>
<td>Employee benefits</td>
<td>$971,039</td>
</tr>
<tr>
<td>Contract staff and professional fees</td>
<td>$2,132,256</td>
</tr>
<tr>
<td>Supplies and other expenses</td>
<td>$2,742,922</td>
</tr>
<tr>
<td>Depreciation cost of buildings and equipment</td>
<td>$629,876</td>
</tr>
<tr>
<td>Interest on borrowed money</td>
<td>$439,218</td>
</tr>
<tr>
<td><strong>Total expenses</strong></td>
<td><strong>$11,883,262</strong></td>
</tr>
</tbody>
</table>

**This is what we own**

<table>
<thead>
<tr>
<th>Asset Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash on hand</td>
<td>$6,661,307</td>
</tr>
<tr>
<td>Money owed SLH from patient accounts</td>
<td>$1,370,387</td>
</tr>
<tr>
<td>Prepaid services</td>
<td>$68,416</td>
</tr>
<tr>
<td>Supplies on hand</td>
<td>$182,833</td>
</tr>
<tr>
<td>Year end value of building and equipment</td>
<td>$5,615,371</td>
</tr>
<tr>
<td>Amounts owed by Medicare and Medicaid</td>
<td>$0</td>
</tr>
<tr>
<td>Money owed for tax, lease, bond subsidy, 340b</td>
<td>$282,165</td>
</tr>
<tr>
<td>Restricted assets related to bond issue</td>
<td>$683,162</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$14,863,640</strong></td>
</tr>
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</table>

**This is what we owe**

<table>
<thead>
<tr>
<th>Liability Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long-term debt (bonds payable)</td>
<td>$5,432,754</td>
</tr>
<tr>
<td>Outstanding bills, accruals and other obligations</td>
<td>$1,459,223</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$6,891,977</strong></td>
</tr>
</tbody>
</table>
St. Luke Hospital continues to operate with fiscal responsibility while bringing top-notch health care to area patients.

Financial Stewardship cont.

<table>
<thead>
<tr>
<th>Description</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staffed beds (Hospital/LC)</td>
<td>10/32</td>
<td>10/32</td>
<td>10/32</td>
</tr>
<tr>
<td>Hospital Admissions</td>
<td>151</td>
<td>178</td>
<td>145</td>
</tr>
<tr>
<td>Outpatient Procedures</td>
<td>73,714</td>
<td>76,428</td>
<td>80,658</td>
</tr>
<tr>
<td>Surgical Procedures</td>
<td>266</td>
<td>304</td>
<td>375</td>
</tr>
<tr>
<td>Home Care Visits</td>
<td>3,134</td>
<td>2,889</td>
<td>3,810</td>
</tr>
<tr>
<td>Nursing Home Occupancy (%)</td>
<td>80.51</td>
<td>81.02</td>
<td>75.67</td>
</tr>
<tr>
<td>Acute Care Days</td>
<td>197</td>
<td>298</td>
<td>237</td>
</tr>
<tr>
<td>Swing Bed Days</td>
<td>774</td>
<td>833</td>
<td>723</td>
</tr>
<tr>
<td>Radiology Tests</td>
<td>5,116</td>
<td>5,245</td>
<td>5,470</td>
</tr>
<tr>
<td>Emergency Department Visits</td>
<td>1,684</td>
<td>1,541</td>
<td>1,468</td>
</tr>
<tr>
<td>Clinic Visits</td>
<td>10,120</td>
<td>10,387</td>
<td>10,609</td>
</tr>
<tr>
<td>Therapy Visits</td>
<td>23,333</td>
<td>23,065</td>
<td>25,519</td>
</tr>
<tr>
<td>Laboratory Visits</td>
<td>33,402</td>
<td>33,654</td>
<td>36,839</td>
</tr>
<tr>
<td>Tax Revenue ($)</td>
<td>764,758</td>
<td>809,674</td>
<td>828,710</td>
</tr>
<tr>
<td>Percent of Total Revenue</td>
<td>5.25</td>
<td>5.05</td>
<td>4.72</td>
</tr>
</tbody>
</table>

Quick Facts
The staff at St. Luke is a highly motivated and intelligent group that has the best interest of their patients as their first priority at all times.

**Family Practice**
Dr. Scott Akers
Dr. Amanda Baxa

**Nurse Practitioners**
Jaynette Miller, APRN
Alysha Haines, APRN
Tracy Grafton, APRN

**Emergency Department**
Karen Larsen, APRN
Teresa Pearson, APRN
Julie Deering, APRN
Dr. Don Hodson
Dr. Randy Whitely
Dr. Michael Reeh
Nikolas Ford, PA

**Anesthesiology**
Bruce Skiles, C.R.N.A.
Braxton Skiles, C.R.N.A

**General Surgery**
Dr. Clayton Fetsch
Dr. Todd Brown

**Cardiology**
Dr. Charles Beck
Dr. Hossein Amirani
Dr. Assem Farhat

**Radiology**
Dr. Frank Yackovich
Dr. James Legako
Dr. Brett Meggison
Dr. Thomas Helling

**Urology**
Dr. Kristopher Carlson

**Audiology**
Dr. Katie Zogelman

**Pathology**
Dr. Julie Moore
Dr. James Cooper
Dr. David McKenzie
Dr. David Wagner

**Ophthalmology**
Dr. Mike Reynolds
Dr. Wayne Anliker

**Rheumatology**
Dr. Shashank Radadiya

**Sleep Studies**
Dr. Robert Sourk

**Other Medical Staff**

**Avera eEmergency Medical Staff**
Jaret M. Copeman, DO
Katie A. DeJong, DO
Casey R. Green, MD
Nathaniel T. Johnson, MD
Tyler J. Koedam, MD
Donald J Kosiak Jr, MD
Matthew R. Nipe, MD
Timothy Nydam, MD
Andrea J. Pham, DO
Kelly A. Rhone, MD

Alan Sazama, MD
Brian S. Skow, MD
Benjamin Shives, MD
Vernon D. Smith, MD
Nicole L. Stethem, MD
Garrett R. Taylor, MD
John M. Travniecek, MD
Lucas S. VanOeveren, MD
Collin W. Vaughn, MD
Heeyoung P. Wang, MD
During the 2018 fiscal year, two St. Luke Hospital Foundation Fundraisers, netted more than $18,500. The St. Luke Administration and Staff greatly appreciates the continued support from each and every donor.

FY2018 Foundation Donations

FY2018 donors

Allison, Linda
Alloy Architecture
Baliel, Dave and Karen
Barkman Honey, LLC
Baxa, Timothy and Amanda
Boehm, Josh and Courtney
Bowers, Greg and Mary Beth
Buchholz, Marlin and Debbie
Carlsons’ Grocery
Case, Casey and Nicki
Christensen, Jim and Judy
Collett, Randy and Rachel
Costello, Chris
Coxen, Alan and Donna
Crabb, Denise
Darrow, Bill and Debbi
Dohman Akerlund & Eddy LLC
Donahue, Dudley
Eagle Communications
Edmundson, Ryan and Jillian
Ens, Stan and Peni
Ensey, Jeremy and Tammy
Ensey, Lowell
Evenett, Ben and Sue
Ewing, J.R. and Sharon
Frese, Brian and Jennifer
Fruechting, Kevin and Lori
Gardner, Amanda
Grafton, Tracy
Hamm, Lonnie and Donna
Hannaford, Roger and Sally
Harshman, Burton and Amy
Hein, Walter and Judy
Heitschmidt, Todd and Rae
Helmer, Keri
Helmer, Kim
Herzet, Janet and Jim
Hett, Ed and Jeanette
Hett, Jackie
Hett, Jo
Hett, Loreen
Hett, Ora and Margaret
Janzen, Julie
Krause, Anamaria
Kukuk, Donna
Lange, Jeremiah and Danielle
Lanning Pharmacy
Larsen, Larry and Karen
Loomis, Larry and Randee
Lundy, Bill and Mickey
Lynch, Beth
Maddox, Brenda and Danny
Marion Die & Fixture
Meierhoff, Chris and Kathy
Methvin, Jeff and Laurie
Meyer, Joan
Miller, Jason and Robyn
Miller, Jaynette
Moore, Cindy and Robyn
Morse, Paul and Elaine
Neufeld, Darin and Jona
Newton Medical Center
Noller, Don and Judy
Noriega, Kathy
Norris, Mike and Jamie
Pedersen, Stacey
Peterson, Chris
Pickering, Margaret
Pierce, Jean
Pierce, Shawna
Powers, Mike and Judy
R2 Center for Dentistry
Radiology & Nuclear Medicine, LLC
Radke, Robyn
Ratzloff, Machelle
Rehab Visions
Reynolds & Anliker
Reznicek, Helen
Rhodes, Brenda and Bruce
Robinson, Elora
Ross, Theresa
Rothman, LaVonda
Schroeder, Roger and Kylie
Sieger, Skip and Eileen
Smith, Jennifer
Smith, Lori
Snelling, Danny and Tammy
Sonovision, Inc.
St. Luke Auxiliary
Stringer, Heidi
Tajchman, Margie and Jerry
Tampa State Bank
The Navrat Family Charitable Trust
Walker, Betsy
The Waswick Family Fund
Williams, Evelyn
Winkler, Gene and Doris
Winter, Earl and Joan
Zeiner, Ty
Zeiner Funeral Home
Zogelman, Mary
Zogelman, Sharon and Nick
The 179-member group continues to be a wonderful entity tied to the hospital. Their volunteer work is immeasurable.

St. Luke Hospital Auxiliary

2018 St. Luke Hospital Auxiliary Officers

President — Mary Griffith
Vice President — Julie Lowrance
Secretary — Eileen Sieger
Treasurer — Peggy Blackmon
Unit Chairperson — Feebie Meisinger
Past President — Elora Robinson
Gift Case — Margaret Tice
Shoppe Co-Managers—Mary Ann Conyers, Walter Hein

Lifetime Members

Linda Allison  Keith Conyers  Charlie Kannady  Alisha Savitsky
Jeremy Armstrong  Mary Ann Conyers  Linda Kannady  MaDonna Schafers
Tammy Armstrong  Debbie Craig  Sharon Kelsey  Lynette Schmidt
Al Ash  Judy Dannenfelser  Tressie Kelsey  Lea Schwartz
Gloria Ash  Gemma Davis  Karen Kline  Gloria Seifert
Sheila Baldwin  Jerry Dieter  Phyllis Kreutziger  Eileen Sieger
Bettie Batt  Lenore Dieter  Mary Laughlin  Skip Sieger
Kathy Beeton  Paige Dodson  Darlene Leeds  Kathy Silhan
Irma Benda  Jeremy Ensey  Patty Lewis  Belinda Skiles
Susan Berg  Tammy Ensey  Lala Lovelady  Carol Sklenar
Lucille Bitter  Marcia Findiess  Julie Lowrance  Frances Smalley
Peggy Blackman  Bill Fitzpatrick  Bobby Magathan  James Smalley
Courtney Boehm  JoAnn Fitzpatrick  Jeanne Maki  Pat Smith
Josh Boehm  Joyce Ford  Feebie Meisinger  Tammy Smelling
Gail Boaldin  Mary Griffith  Kelsey Metro  Toni Stephens
Rick Boaldin  Donna Hamm  Carolan McFarland  Iris Summers
Arlene Bowers  Sally Hannaford  Patty McLinden  Marjorie Tajchman
Shirley Bowers  Barbara Hanschu  Jan Moffitt  Mary Jane Tajchman
Vernon Bowers  Donna Hanschu  Eloise Mueller  Dalene Tharp
Laurie Braden  Barbara Hardin  Mary Olsen  Margaret Tice
Dick Bredeimer  Judy Hein  Elaine Pfeiffer  Martin Tice
Evelyn Bredeimer  Phyllis Hein  Orville Pfeiffer  Frances Turner
Pam Bredeimer  Richard Hein  Margaret Pickering  Pam Varenhorst
Anita Brookens  Walter Hein  Carrie Ransom  Rose Venduska
Debbie Buchholz  Janet Herzet  Debbie Regier  Janice Waner
Janice Case  Nancy Holler  Ruth Reed  Lynn Watts
Eunice Christensen  Noreen Holtzclaw  Bev Reid  Annette Wilcox
Jim Christensen  Marge Jackson  Amy Richmond  Laura Williams
Judy Christensen  Jennifer Jacobs  Diane Richmond  Wanda Williams
Mary Kay Classen  Sharon James  Joyce Richmond  Dorothy Youk
Matt Classen  Judy Jantz  Elora Robinson  Sharon Zogelman
Louise Colburn  Dale Johnson  Mary Rogers
Beth Collett Lois Johnson  Shoppe Co-Managers—Mary Ann Conyers, Walter Hein
Cheryl Connell  Diane Kahns

Annual Members

Jean Bailey  Chris Hammond  Bea Kelsey  Lou Roberts
Donna Brown  Lanissa Hammond  Patti Lewis  Kelly Schafer
Clarita Caudill  Virginia Hammond  Marilyn Longeruh  Barb Schoenthaler
Howard Collett  Lavone Hannaford  Faye Makovec  Dusty Schoenthaler
Sue Clough  Marci Hass  Jerry Makovec  Roger Schroeder
Jackie Crofoot  Charles Heerey  Janie Meierhoff  Greta Smith
Heather Fay  Virginia Heerey  Chandra Morris  Ed Svitak
Paul Fay  Joella Hett  Jane O’Connor  Mary Thompson
Mary Ford  Janelle Holter  Roger Holter  Harold Triggs
Donna Fruechting  Betty Johnson  Jeff Pierce  Vernon Waner
Mary Jane Grimmit  Sue Gutsch  Margaret Pippin  Kathy Whitaker