

PROVIDING QUALITY CARE

St. Luke's is proud to provide high quality care for our community. Our leadership and employees are focused on continuous improvement, and we have made significant strides in key areas despite the challenges of the COVID-19 pandemic.

Outperforming State Benchmarks

St. Luke's has implemented quality practices resulting in better than statewide average performance for preventable adverse health events like pressure ulcers and falls. This is the result of the work of our multidisciplinary work groups and clinical teams, which have identified opportunities for improvement and implemented evidence-based best practice measures. We are proud to have achieved one of the lowest fall rates in the state for more than two years.

These achievements have had an incredibly positive impact on our patients:

- Our patients are less likely to be readmitted to the hospital following discharge after treatment. We are lower than the national average as per the Agency for Healthcare Research and Quality (AHRQ) for all readmissions, and our Acute Myocardial Infarction (AMI) readmission rate is particularly low.
- St. Luke's inpatient fall rate has improved to 2nd lowest in the State of Minnesota as of the first quarter of 2022.*
- Our excellent teams and processes resulted in St. Luke's outperforming state averages for time from arrival to the Emergency Department to treatment for ST-Elevation Myocardial Infarction, a deadly and dangerous heart attack.

Recognized Nationally for Quality and Patient Safety

St. Luke's has been recognized with the Press Ganey Guardian of Excellence Award for performing in the top 5% of hospitals nationally for quality and patient safety. The award used data in 12 active and representative clinical measures to calculate the overall composite score. Measures included emergency department, outpatient services, pregnancy and related conditions, stroke, tobacco and venous thromboembolism.

Meeting or Exceeding National Averages on All Quality and Patient Experience Measures**

St. Luke's quality improvement efforts have resulted in scores on the Centers for Medicare and Medicaid Services Hospital Compare Report that meet or exceed national averages in every category, including sustained top 10% performance in our care of patients with sepsis.

These measures also demonstrate consistently high patient satisfaction.

Our patients rate us highly for our doctors' and nurses' communication with patients and are likely to recommend us to others.

Lake View Hospital in Two Harbors, a critical access hospital that is part of the St. Luke's system, earned the Press Ganey Guardian of Excellence Award for patient experience. Lake View ranks within the top 5% nationally for patient experience.

Establishing a Premier Total Joint Replacement Program

Our Orthopedic Multidisciplinary Committee has worked together to build a premier total joint program:

- Among the lowest complication rates in the nation**
- One of the only accredited Total Joint Replacement specialty programs in the state

Focusing on Continuous Improvement Across the Organization

St. Luke's has engaged staff at all levels in continuous improvement on our journey to becoming a High Reliability Organization (HRO). The HRO concept was pioneered in other industries to put procedures and protocols into place that maximize safety and minimize harm.

*Minnesota Hospital Association

**CMS Hospital Compare report