



CARE Beyond the Hospital



Dear HavenHouse St. Louis Community,

In 2022, HavenHouse St. Louis saw the return of its waitlist. With a 50% increase in total stays, 2022 reminded staff at HavenHouse what it means to be truly, consistently busy.

While I type this, the phone is ringing, families are in and out of our office to get meals, and volunteer shuttle drivers have created a revolving door effect with our two vans.

We are busy. And it is a beautiful thing.

For the first time in years, we remember what it feels like to have a full house! Our house looks a bit different – we are still operating out of the Doubletree by Hilton St. Louis – Westport. But busy, nonetheless.

In our fiscal 2022 (July 1, 2021, to June 30, 2022) we served 3,630 people for a total of 3,475 nights. We held our first in-person gala since 2019. We hosted patients from 30 states and seven different countries. We celebrated 17 years of operating as an organization.

The landscape of healthcare is changing. The majority of our patients have always traveled from the Midwest, but in 2022, 45% of our patients were from elsewhere in Missouri, compared to just 35% in 2021. In fact, 85% of our patients came from four states in 2022: Missouri, Illinois, Kansas, and Arkansas.

COVID-19 created barriers for international patients seeking medical care. Americans traveled less during the pandemic. Hospital closures have reached an historic high in America, while our nation is simultaneously facing an unprecedented physician shortage. The American population is aging, and these factors will continue to compound. 2022 reminded us how imperative our mission truly is.

This past year remained a period of transition for America, the world, and for HavenHouse. We are honored to be the only hospital guest house that serves all patients, regardless of age or ailment, in the St. Louis region. We yearn to be back in our own house, but we are incredibly grateful to the team at Lodging Hospitality Management for continuing this partnership and keeping HavenHouse in operation out of the Doubletree by Hilton St. Louis – Westport.

We treasure and feel grateful for those who work in medical care, especially those at Shriners St. Louis, BJC Healthcare, SSM Health, Mercy and our other major referral partners in the area.

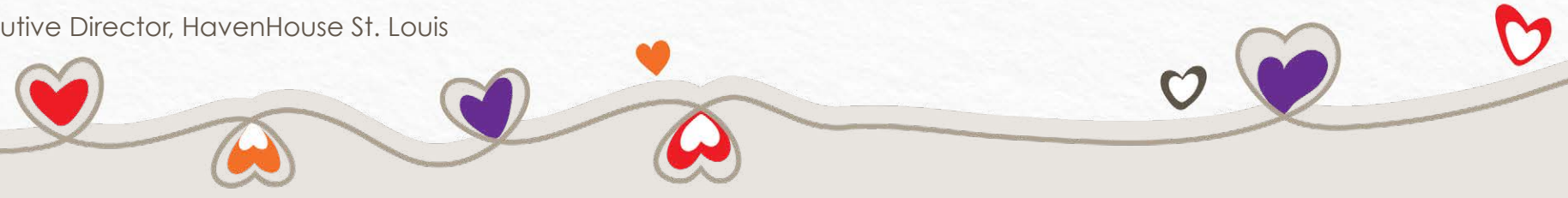
I work daily with staff, our board of directors, and the St. Louis community to end this period of transition so that HavenHouse can return to a house of our own. We hope to have an announcement, and ways that our HavenHouse community can jump in and support us, soon.

Thank you, for remaining a member of that committed community. We know our future is bright when we continue to build it together.

For our families,

Paula Lowery

Paula Lowery, Executive Director, HavenHouse St. Louis





History

Since 2005, HavenHouse St. Louis has provided 24/7, full-service support to hospital patients and their families who travel to St. Louis for medical care.

We are the only hospital guest house in the region to serve patients of any age, with any health condition. HavenHouse provides a full range of supportive services including lodging, meals, transportation, and other critical resources.

In 2022, HavenHouse hit a lifetime total of more than 113,000 nights provided by the organization since its inception. Although services continued to be impacted by the COVID-19 pandemic, HavenHouse provided shelter, food, and assistance to 3,630 people in its fiscal 2022.

Of those we served last year, the average length of stay was 2.4 nights. Most of our clients were the youngest and most vulnerable – 28% of patients were between the ages of 0-5,

and our oldest patient was 89 years old. We are beginning to see different demographics as the American population ages. The population of patients who are 55 years of age and older jumped 5% in 2022, up from 17% in our fiscal 2021. We expect this increase to continue as generations shift and society changes.

Shriners Hospital St. Louis continued to be our largest referring partner. With orthopedic patients comprising of 34% of our total patient stays. Oncology, surgery, and neurology followed, respectively, behind.

HavenHouse is moving past the pandemic and beyond, proving that our services were, and continue to be, imperative to society. We served patients from 30 states and seven different countries! We are honored to be the home away from home for so many around the world.

Since inception in 2005 through June 2022

Stays **41,025**

People **109,188**

Nights **113,282**

50 States

75 Countries



HavenHouse allowed us to have an affordable place to stay while arranging my son's appointments. You gave us a safe place to sleep, and it was only 21 minutes away from Children's Hospital! Thanks so much for providing this service for families. Our medical care wouldn't otherwise be possible. We've never met a mean person during a stay with HavenHouse in 8 years.

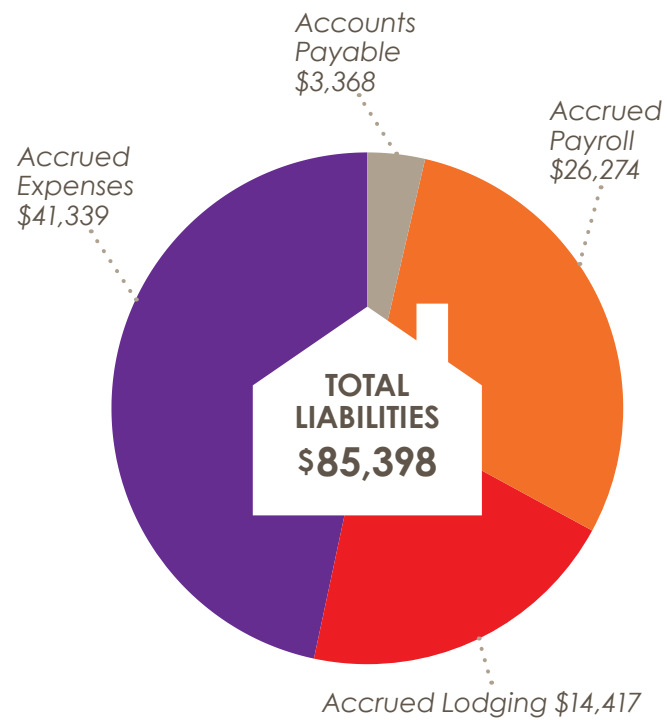
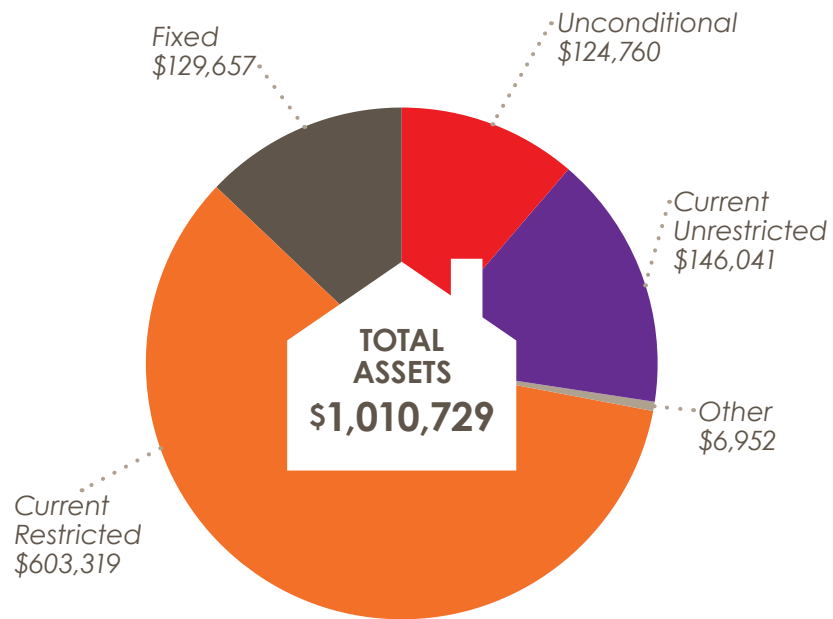
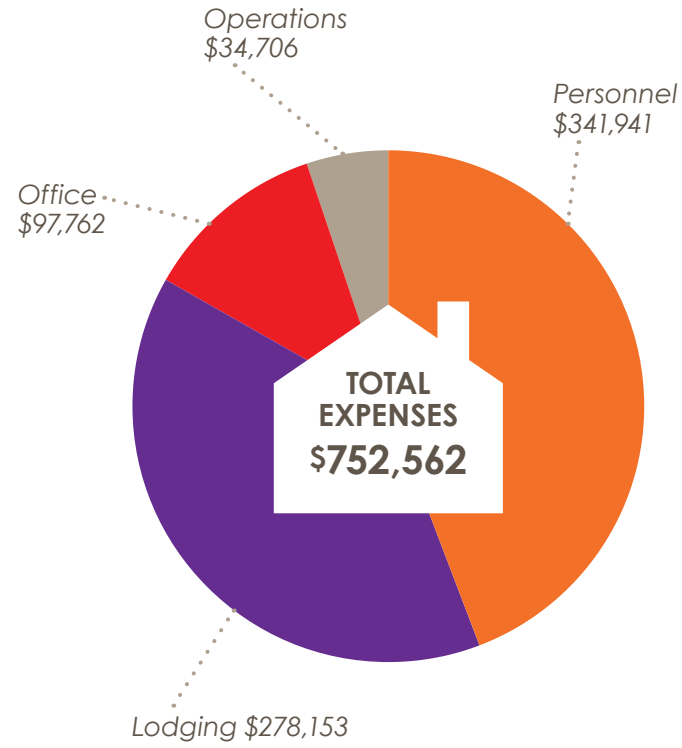
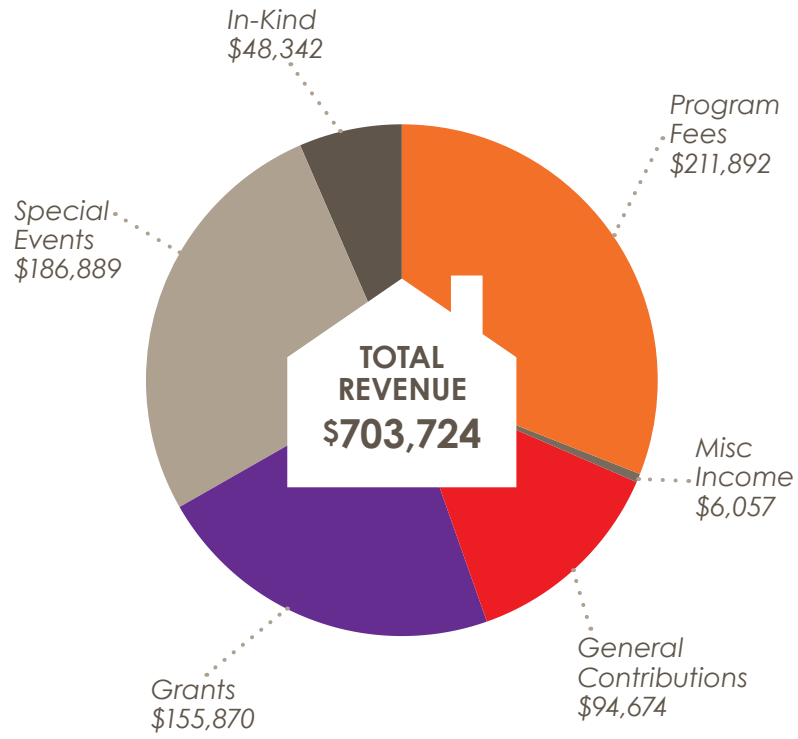
Parent of a patient at St. Louis Children's Hospital. The patient has been utilizing HavenHouse's services since birth.

Mission

- ⋮ To provide the comfort of home and a community of support to patients
- ⋮ and families who travel to St. Louis for medical care.



Financials FY 2022





Community Partners

HavenHouse St. Louis would not exist without the generosity and support of amazing partnerships. First and foremost, HavenHouse is grateful to operate within the DoubleTree by Hilton St. Louis – Westport, which is owned and operated by Lodging Hospitality Management. A partnership that began in early 2020, we are honored that this company continues to support our patients and families.



Lodging Hospitality Management



DOUBLETREE
by Hilton™
ST. LOUIS–WESTPORT

Thank You

To the generous donors who made contributions to HavenHouse St. Louis!
We could not continue our mission without your support.



\$66,000



\$50,000

- The McDowell
- Family
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\$20,000



\$20,000

- East Missouri
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\$15,000

- William R. Orthwein
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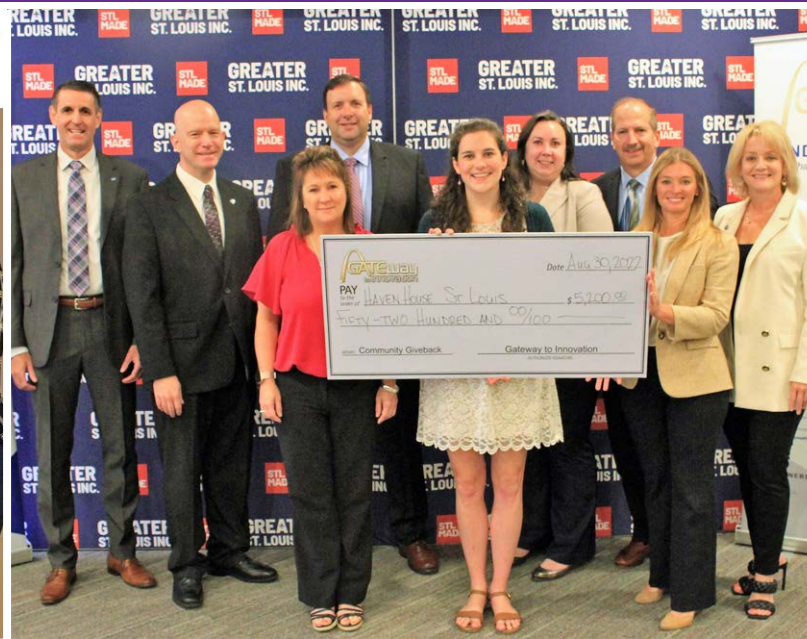
\$15,000



\$7,500

- Dan & Nicole
- Breu

The donors, volunteers, and supporters who make up our HavenHouse community are too numerous to list!
Thank you to everyone who gives their time, heart, and money to our organization year after year.



“

Keep up this amazing program!
We've stayed several times
and it's always affordable &
accommodating.

Patient at Barnes-Jewish Hospital
who has utilized HavenHouse St. Louis
services four times in four years.

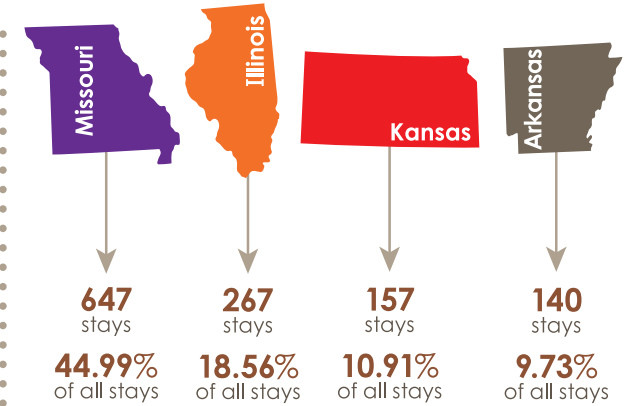


Patient Statistics FY 2022

In 2022
HavenHouse Served

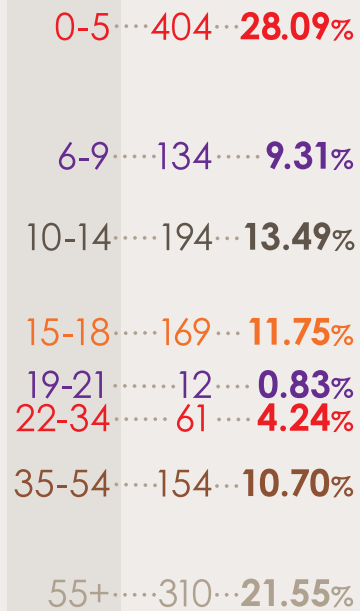
3,630 People
766 Unique Patients
2.65 Average Family Size

Total Stays at HavenHouse (Reservations)
1,438



Stays by Patient's Age

AGE STAYS



3,475 Total Nights

- Average Length of Stay: **2.42** Nights
- Longest Stay at HavenHouse: **68** Nights
- Average Adult Stay: **3.08** Nights
- Average Pediatric Stay: **2.03** Nights

Top **TEN** Departments

(we saw patients from 27 different departments)

1 Orthopedic	491 stays	34.14% of stays
2 Oncology	168 stays	11.68% of stays
3 Surgery	132 stays	9.17% of stays
4 Neurology	105 stays	7.30% of stays
5 ICU	95 stays	6.60% of stays
6 Cardiology	72 stays	5.0% of stays
7 NICU	65 stays	4.52% of stays
8 Urology	49 stays	3.40% of stays
9 OBGYN	35 stays	2.43% of stays
10 PICU	33 stays	2.29% of stays

Oldest Patient

89 YEARS



Top **FIVE** Referring Hospitals

(we saw patients from 20 different facilities)

1 Shriners	452 stays	31.43% of stays
2 St. Louis Children's	371 stays	25.79% of stays
3 Mercy	181 stays	12.58% of stays
4 Barnes-Jewish	146 stays	10.15% of stays
5 Siteman Cancer Center	81 stays	5.63% of stays



We served patients from **30 states** and **7 countries**.



HavenHouse makes it possible for me to get appropriate medical care for my complex daughter. Our local hospital is not equipped for her needs, and St. Louis is a 5-hour drive for us. Driving there and back in one day with appointments is not a safe option.

Parent of a nine-year-old patient at Shriners Hospital. This family has stayed with HavenHouse more than 20 times.

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HavenHouseSTL.org



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