

Everyday...

2005 Report to the Community



Everyday excellence...

Every day, as I work at Overlake, I sense the ongoing spirit of a different kind of healthcare: compassionate, intelligent, and progressive. In this year's report to the community, you will meet a few of our everyday heroes. You will feel the shared values that drive our commitment to excellence.

That shared future is evident right now in our ambitious expansion efforts. We are meeting needs for additional space, services, and cost-efficient collaborations with construction of our new South Tower, to open in 2008.

Our focus on quality and patient safety continues unabated. Innovations like bedside barcoding ensure instant communications and proper care. Best practices being implemented every day produce excellent medical outcomes and patient satisfaction.

Your continued support of our quest for everyday excellence is appreciated.

Ken Coraham

Kenneth D. Graham, FACHE
President & CEO
Overlake Hospital Medical Center

*Front cover: Jola Jensen
See inside back cover*

Everyday we save a life...

“IT IS OUR TEAM APPROACH – A CONSTANT DIALOGUE AND COMMON GOAL FOR IMPROVEMENT – THAT ALLOWS ME TO FOCUS MORE ON PATIENT CARE,” says Dr. Eiji Minami, an Overlake surgeon since 1989 and one of 850 of the area's top doctors choosing to practice here. “Many patients are quite impressed by our process, how smooth it is from pre-admission to surgery to post-operative calls. I think that all contributes to the sense of being well cared for. We seek to make a difference in the lives of our patients – not just healing their physical problems, but also in the whole being.”

SURGERY

Our renovated Outpatient Surgery Center has enhanced patient comfort and privacy. Technical advancements continue in our surgical suites, and a pain management clinic was opened. We began performing retinal and cataract surgeries. Our talented surgical teams continue to post excellent patient safety and outcome results, recently further enhanced and recognized through the *100,000 Lives Campaign*.

EMERGENCY & TRAUMA

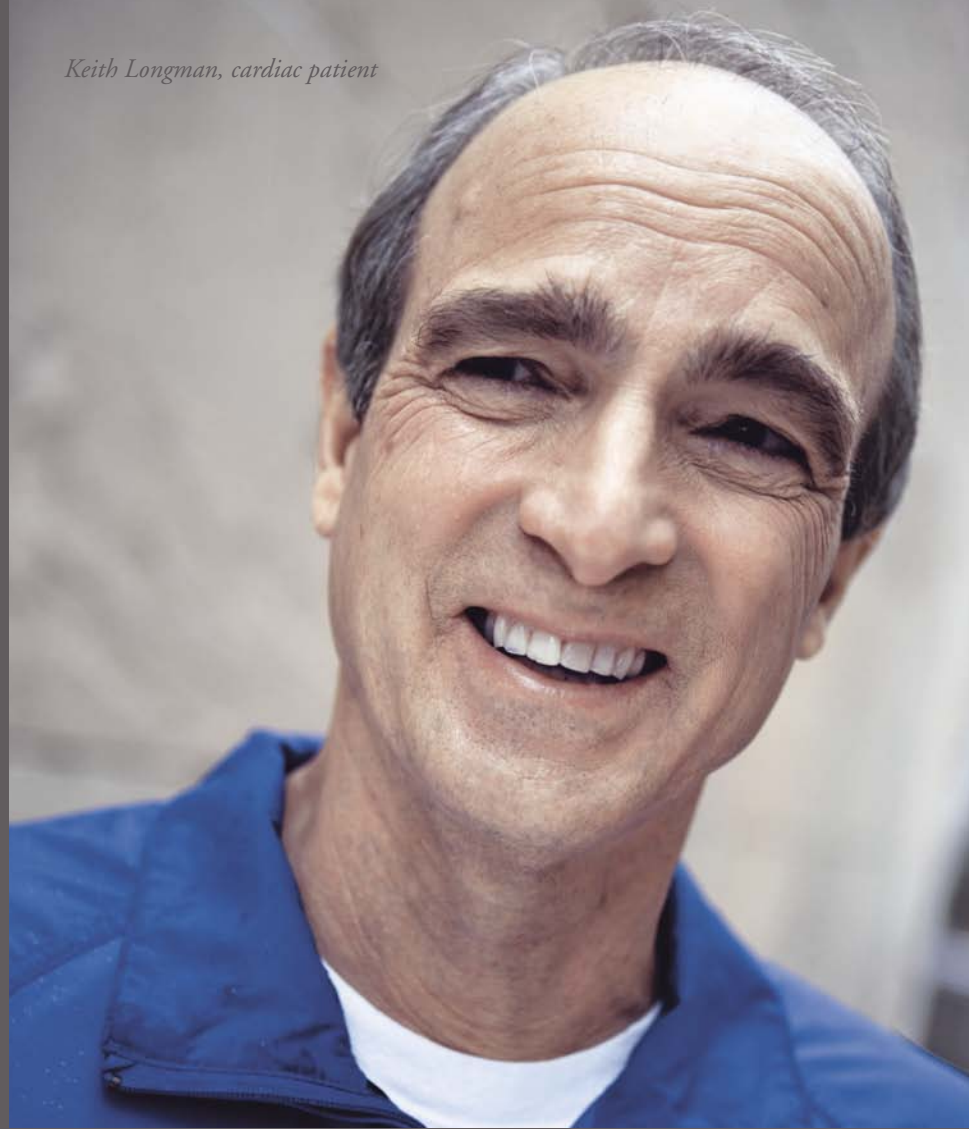
Swift and excellent care remains our top focus. We began using the IBEX electronic medical record system, which ensures instant access to the most accurate, complete patient information.

Our focus on innovation means doctors can collaborate through shared digital X-rays, CT scans, lab results, and prescriptions. Design for a state-of-the-art 40-station Emergency Trauma Center in the new South Tower was also completed.



*Eiji Minami, MD
general surgery*

Keith Longman, cardiac patient



CARDIAC

Our new outpatient echocardiogram department offers efficient, accurate cardiovascular testing. The area's top doctors continue to make Overlake the cardiac center of choice. A new post-interventional care unit continues the focus on personal, quality care. Two new electrophysiology suites will be opened in early 2006. Sound Heart, a collaboration with Evergreen Hospital Medical Center, and clinical trials with Hope Heart Institute extend our focus on community-wide care.

Sound Heart is a joint enterprise of Overlake Hospital Medical Center and Evergreen Hospital Medical Center.



Everyday we bring a family hope...

“BEING IN A HOSPITAL IS LIKE BEING KICKED INTO A RIVER CURRENT. IT’S WHITE WATER, AND YOU NEED SOMEBODY TO HELP YOU GET THROUGH IT,” says nurse Lisa Thompson. At Overlake since her UW graduation in 1990, and in the cardiac care unit for six years, she takes seriously the nurse’s “guardian” role. “Every day I get positive feedback from patients and families about how we help them get through. I just thrive on that. Those people connections are soul food for me.”



Everyday is a better day...

“IF IT WASN’T FOR OVERLAKE, I WOULDN’T BE TEACHING SCHOOL, SEEING MY KID GRADUATE FROM COLLEGE, ALL THOSE LIFE THINGS THAT ARE IMPORTANT,” says Keith Longman of Issaquah, who went from chest pains on the running track to emergency room tests to a double-bypass surgery. Overlake’s swift action and confidence left an impression. “I felt like I was in a four-star hotel – the care, the service, the attitude, the people. When I was there, I was the most important person in the world.”

Lisa Thompson, RN
critical care



WOMEN'S SERVICES

We offer family-centered care for women across their lifespan. Overlake operates the area’s only Level III Neonatal Intensive Care Unit. Post-discharge assessments for mother and baby yield more effective growth and recovery. Bone density screenings provided with mammograms deliver smart, accessible care. More women’s care in Issaquah is bringing welcome efficiencies to those communities.



Stephanie Loyd and Lorraine Weltzien
auxiliary members

Everyday we lend a hand...

“IT MAKES PEOPLE MORE RELAXED TO HAVE SOMEONE HELPING THEM WHO’S NOT IN A WHITE LAB COAT,” says Kit Steele, one of Overlake’s many volunteers. In 2005, this tall, quiet gentleman reached his ninth decade, and his 20th year supporting Overlake. “I said I’d

retire when I turned 90, but I’m still here.” As a transport volunteer, he guides patients to and from their rooms and shuttles files and lab work between departments. The work is touching, caring, and resource-enhancing. He especially enjoys supporting the nurses. “Overlake nurses seem to have an endless supply of patience.”



Kit Steele, volunteer

Everyday we enhance our services...

“OVERLAKE HAS DONE SO MUCH GOOD FOR THIS COMMUNITY, AND THE EMPHASIS HAS ALWAYS BEEN ON BUILDING A FIRST-CLASS INSTITUTION,” says Lorraine Weltzien. The Clyde Hill resident has been an active supporter for 52 years, founding the hospital’s first auxiliary before we had even opened our doors. “People moving to the area want a quality hospital, and we are keeping up with that need. Our current expansion will help us serve many more residents in a wider area. It’s still very important that we keep raising money to meet those needs for future generations.”

CANCER SERVICES

We are helping patients live well and live longer with our comprehensive cancer services. The lung cancer program was initiated this year. The Men’s Health Second Annual Health Event elevated risk awareness. With Mammosite® reducing treatment time from seven weeks to five days for some patients, we became the largest West Coast provider of this revolutionary treatment. A collaborative, holistic approach is the hallmark of our team focus.

SENIOR SERVICES

We provide seniors with comprehensive support: from hospital care to Senior Clinics to community services. A new, expanded Bellevue clinic was opened. Specialized geriatricians are serving the unique needs of elders. A senior-focused inpatient staff training program called NICHE was launched. Better health outcomes are ensured by greater attention to medications, mobility, and caregiving needs.

BEHAVIORAL HEALTH

More space, more students, more services – but the same focus on excellent mental health care integrated with physical care, education, and support of a fulfilling life. The new Specialty School location now serves 15 percent more students, grades one-12. All-ages care includes inpatient psychiatry, day treatment, outpatient support, and geriatric mental health.





Everyday we build a healthier future...

“IMAGINE SPENDING THREE HOURS ROUND TRIP EACH DAY TO VISIT YOUR FATHER IN THE HOSPITAL,” says Colin Radford. As a boy, his family made that trip every day for a year, after his father was badly injured in a car accident. That was 1941, and they journeyed from Bellevue to a Seattle hospital, before freeways and multiple bridges. Before Overlake.

In the 1950s, when Eastside leaders began discussing a hospital for Bellevue, the Radford family signed up to help. Today, as Overlake embarks on an expansion to serve a growing populace and expanding suburbs, the Radford family is still engaged. Colin is a trusted leadership advisor and emeritus board member, and Manio is active in our auxiliaries.

SOUTH TOWER

Construction is underway for Overlake’s South Tower, a state-of-the-art medical center expansion to include 104 patient beds, a 40-station Emergency Trauma Center and six additional operating rooms with the latest technology. Our five-story, \$125 million addition is being carefully managed in concert with the City of Bellevue and the adjacent new Group Health facility. Opening early 2008.

Community involvement and funding, he says, are the keys to Overlake’s successful operation. “A hospital is one of the most important investments a community can make. People have to make a conscious decision to create, maintain, and improve the hospital. That sense of ownership by the community is almost as important as the money.

“Overlake feels like extended family to us. There’s a lot of caring that goes on between the community and the hospital, and it is great to see it doing so well.”

ISSAQUAH

Overlake’s Urgent Care Center in Issaquah opened, continuing our 40-year legacy as the preferred healthcare provider to the surrounding communities. We submitted a certificate of need to build a 120-bed hospital. We actively recruited more physicians to the community. Osteoporosis screening and women’s health services were expanded to fill an ever-growing demand. A new anti-coagulation clinic opened, and a surgical specialty clinic will open in early 2006.

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Financial review...

Revenues	\$246,083,000
Other operating revenues, income, contributions	\$11,174,000
Total revenues	\$257,257,000
Expenses	\$249,459,000
Net Income	\$7,798,000
Uncompensated Care	\$3,601,000
Community Service	\$2,200,000

Statistics...

Admissions	17,644
Total Patient Days	64,624
Outpatient Visits (lab tests, outpatient surgeries, X-rays, etc.)	245,422
Surgical Patients (inpatient and outpatient)	14,721
Births	3,800
Physicians	866
Employees	2,200
Volunteers	430
Auxiliary Members	154
Donors	3,687

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On our cover...



EXPECTING HER FIRST BABY AND JUST THREE WEEKS FROM HER DUE DATE, UNUSUAL PAIN SENT JOLA JENSEN TO THE HOSPITAL LAST JULY. Diagnosed with the rare HELLP Syndrome, labor was induced and she was nursed back to health. “I look at Sadie every day and think how this could have affected her. I can’t even explain my extreme gratitude to everyone at Overlake.”

—Sadie and Jola Jensen, patients



 **OVERLAKE** Hospital Medical Center
Medical excellence every day™

Scheduled to open in early 2008, Overlake's \$125-million South Tower will be a five-story addition to the south side of the main hospital. It will house a new state-of-the-art 40-station Emergency Trauma Center, 104 patient rooms allowing for privacy and support space, six new operating rooms with the latest technology, a Critical Care Unit, 370-car parking area below ground, and connector passageways to the Group Health Specialty Center.