

2006

ANNUAL REPORT



momentum



OVERLAKE Hospital Medical Center
Medical excellence every day™

2006 QUALIS CERTIFICATE OF MERIT / DECREASING CENTRAL LINE INFECTIONS
 2006 QUALIS CERTIFICATE OF MERIT / DECREASING VENTILATOR-ASSOCIATED PNEUMONIA
 2006 QUALIS CERTIFICATE OF MERIT / REDUCTION OF INPATIENT RISK FOR ASPIRATION PNEUMONIA
 2006 QUALIS CERTIFICATE OF MERIT / PATIENT FALL PREVENTION
 2006 SEATTLE METROPOLITAN MAGAZINE AWARD / BEST PLACES TO WORK

“Creating a better future isn’t just about buildings. It’s about the people who are healed in them.”



MESSAGE FROM OUR CEO
 Craig Hendrickson

Progress best describes this past year at Overlake. Our exceptional team continued its commitment to providing compassionate, progressive healthcare, always searching for better ways to blend personal attention with technology for the good of those we serve.

To do our best, we need to have a great facility, ample space, and the latest technology, particularly for an emergency department that will meet the needs of an exploding population on the Eastside. With the completion of our South Tower in fall 2007, we will have just that. While it’s exciting to expand our campus, we know a better future isn’t about buildings. It’s about the people who are healed in them.

Thank you for your generous donations to our Capital Campaign. We value your gifts, and are honored to be able to serve you when you need us most.

Craig Hendrickson

PRESIDENT & CHIEF EXECUTIVE OFFICER
 OVERLAKE HOSPITAL MEDICAL CENTER

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At the forefront of providing patient care and Medical excellence every day™ since 1960, Overlake is an award-winning, regional medical center offering a comprehensive range of services including cardiac care, cancer care, general and specialty surgery, women’s programs, senior care, and is the only Level III trauma center serving the ever-growing Eastside.

Our definition of the best medical care is intimately linked with providing patients and their loved ones with the compassion, empathy and understanding they deserve. Overlake’s concerned and dedicated staff provide a holistic, nurturing healthcare experience every day. Paired with the thoughtful, organic design of our facilities, this combination promotes patient healing and provides comfort for families and visitors.

To continue to provide the patient-focused care we promise, the new South Tower is scheduled to open in the fall of 2007.

It will include 104 comfortable and welcoming new patient rooms, six surgical suites, a state-of-the-art Emergency Trauma Center, hundreds of additional parking spaces and the potential of adding four floors for future expansion.

“Physicians, employees and volunteers: our people have drive and energy.”



SHAWN J. LEE, MD AND JANE Y. YEH, MD
INPATIENT HOSPITALISTS
NAMED AS TOP DOCS, SEATTLE METROPOLITAN MAGAZINE



JAN PARK, RN
POST ANESTHESIA CARE UNIT NURSE

DEDICATED STAFF & RESPECTED PHYSICIANS

Our dedicated staff and physicians have a great diversity of talent, skills and experience. They give their time and enthusiasm to the hospital and neighbors they care about. We honor the extraordinary service they provided for the hundreds of thousands of patients this year.

Passionate about their profession, our doctors are widely recognized as providers of superb clinical care, delivered with empathy and consideration for the individual.

This year, 87 of our physicians were recognized by their peers in area polls.

2006
SEATTLE MAGAZINE
TOP DOCTORS
37 OF OUR PHYSICIANS
WERE NAMED TOP
IN THEIR FIELD
BY THEIR PEERS

2006
SEATTLE METROPOLITAN
MAGAZINE TOP DOCTORS
50 OF OUR PHYSICIANS
WERE NAMED TOP
IN THEIR FIELD
BY THEIR PEERS

DAHLILA STELL
RESOURCE SPECIALIST
VOLUNTEER SERVICES



COMMUNITY PARTNERS

Volunteers – more than 400 – of all ages provide warmth and caring throughout the hospital, offering services and support in patient care areas, offices and inpatient units, information and reception desks, transport, escort and at the Gift Gallery.

Healing Arts provides positive and life-affirming programs of all kinds, including visual arts, music in the main lobby, pet therapy from the Delta Society, Special Touch massage therapy, and therapeutic laughter, courtesy of the Mirth Lady.

Auxiliaries are the cornerstone of the hospital – Overlake would literally not be here without them. Each year, the Bandage Ball funds vital equipment for the hospital, and on April 1, 2006, the Overlake Auxiliaries raised \$1.3 million for a state-of-the-art CT scanner.

CARDIAC

Committed to remain at the forefront of cardiovascular research and treatment since 1987, Overlake is the only Eastside hospital that offers open heart surgery and elective interventional cardiology procedures. The program is nationally recognized for the quality of our cardiac care. Our comprehensive heart care services include a diagnostic and interventional catheterization lab and electrophysiology suites.

We added a second electrophysiology lab to our array of cardiac services to better serve our patients and provide the most advanced, least invasive treatments, with three board-certified electrophysiologists on staff. As an adjunct to our high-tech care, patients benefit from heart disease management, rehabilitation and education services.

Reaching beyond our own campus, Overlake promotes a patient-centered approach with the latest treatment options available. Evergreen is a partner in Sound Heart, as is the Hope Heart Institute, a cardiovascular research and education organization. Through this affiliation, our cardiac patients have access to clinical trials for new medications and medical devices.



2006 TOP 100 AWARD FOR CARDIOVASCULAR CARE / SOLUCIENT
2006 CARESCIENCE NATIONAL QUALITY LEADER AWARD
2006 BLUE DISTINCTION CENTER FOR CARDIAC CARE



JOSEPH AUSTIN, MD, CARDIOTHORACIC SURGEON; SHELLEY AGRICOLA, MD, CARDIAC ANESTHESIOLOGIST AND PATIENT (FROM LEFT)



ABOVE
MANDI M. MITCHELL
MINIMALLY-INVASIVE
LAPAROSCOPIC SURGERY PATIENT

RIGHT (FROM LEFT)
GREG ENGEL, MD,
JAMES BRUCKNER, MD AND
STEVEN RATCLIFFE, MD
JOINT REPLACEMENT PROGRAM



SURGICAL SERVICES

There was new impetus this year in Surgical Services with the formal opening of the Joint Replacement Center at Overlake. The region's most qualified surgeons head up a talented team of anesthesiologists, nurses and physical therapists who perform a wide range of joint repair and replacement options. Thousands of joint surgeries have been performed at the Center.

In addition, Surgical Services implemented a new Picis software program that speeds surgery scheduling, tracks and monitors patients from registration to discharge and creates an electronic record that helps coordinate patient care. Overlake's surgical services have received numerous awards, including the Qualis Award for Excellence in Health Care Quality and the Surgical Infection Prevention Collaborative Regional Award.

2006 SOCIETY OF BREAST
SURGEONS AWARD

2006 THREE YEAR
COMMENDATION AWARD
AMERICAN COLLEGE
OF SURGEONS



JULIE JUDGE
CANCER PATIENT

CANCER

Our flourishing integrated Cancer Program provides multi-disciplinary, patient-focused care, with a concentration on breast, lung, prostate and gastrointestinal cancers. The Lang Oncology Center is a designated inpatient unit designed to provide the collaborative care patients need and deserve.

We also offer the only dedicated radiation oncology unit on the Eastside, providing non-invasive diagnostic and invasive treatment procedures. The Breast Center offers two dedicated screening facilities (Bellevue and Issaquah) as well as a diagnostic breast center. Digital mammography for faster diagnosis and improved accuracy will be in use in early 2007.

In addition to clinical care, support is offered to the community through our Cancer Resource Center, Palliative Care services and Breast Cancer Outreach, which helps uninsured women access detection and treatment services.



SUSAN GEIGER
MAMMOGRAPHY TECHNICIAN

“It all happened so fast...
the special care we received
made being a mom easier.”

JULIE GAMBLE, CHILDBIRTH CENTER PATIENT, WITH HUSBAND TROY AND SONS CHASE AND CARSTON



WOMEN'S SERVICES

Womens' special health needs are met by our understanding team of professionals, who offer a full lifespan of programs in Bellevue and Issaquah for women in their childbearing, mid-life and senior years.

Family and Community Education provide much-needed information and support for women and their family members during all phases of life, with an emphasis on pre-pregnancy, prenatal, post-delivery, infant care and menopause classes.

3,834 babies were born at Overlake in 2006, including some that required extra care due to an early arrival or other high-risk situation. That's when our Level III neonatal intensive care unit makes all the difference. Mothers and babies receive gentle care in the hospital and a variety of post-partum support services, including nutritional counseling to help low birth-weight babies thrive.

2006 WOMEN'S EXCELLENCE
IN HEALTHCARE

2006 SENIOR COMMUNITY HEALTH PROGRAM LEADERSHIP AWARD / WASHINGTON STATE HOSPITAL ASSOCIATION



GLORIA AND JACK COUREGE
EASTSIDE SENIORS

“Advancing in age is a good thing – especially when you have help along the way.”

SENIOR CARE

Overlake's 19-year-old multifaceted Senior Care program mobilizes health resources through the hospital, Eastside physicians and community organizations. Senior Care promotes older adults' increased health, independence and informed participation in healthcare decisions.

One of the most robust Senior Care programs in Washington, it includes in-home health assessments, newsletters, luncheons, nursing home rounding, support groups and more. Two senior health centers, on Mercer Island and in Bellevue, are staffed with interdisciplinary teams to provide primary care and connect seniors to community resources.

BEHAVIORAL HEALTH

Our team approach to mental health is a 24-hour program that serves adults, teens and children through highly-trained and responsive program staff. The service encompasses the full spectrum of behavioral health services, from inpatient to day hospital care.

The Specialty School is a unique program that fills a need in the community, as it helps at-risk children learn functional, social, academic and behavioral skills. The School serves as an optional placement for school districts for students who are behaviorally and emotionally challenged.

AN EXPANDING NETWORK OF CARE

In 2006, with more than 20,000 patient encounters, Overlake continued its legacy as the preferred local healthcare provider for Issaquah, Sammamish and surrounding communities.

Our commitment to enhancing medical services has resulted in new clinics and outpatient services. Ambulatory services include our 24-hour Urgent Care, Anticoagulation Clinic, Breast Imaging, Washington Imaging Services and Women's Clinic.

LESLIE GARLAND, MD OF ISSAQUAH URGENT CARE AND PATIENT CHARLOTTE GOOGE





SOUTH TOWER OPENING FALL 2007

FIRST FLOOR
NEW EMERGENCY AND
TRAUMA DEPARTMENT
40 PRIVATE EMERGENCY
CARE ROOMS
SPECIALIZED HEART
ATTACK AND STROKE
TREATMENT ROOMS

SECOND FLOOR
INCREASED
SURGICAL CAPACITY
6 NEW OPERATING ROOMS
ACCOMMODATE ADVANCED
SURGICAL EQUIPMENT

THIRD FLOOR
NEW CRITICAL CARE UNIT
30 PERCENT MORE CAPACITY
32 NEW PRIVATE PATIENT BEDS

FOURTH AND FIFTH FLOORS
NEW PATIENT CARE ROOMS
MORE THAN 100 NEW
PATIENT BEDS
FAMILY SLEEPING SPACE IN
EACH ROOM

BUILDING FOR THE BOOM

Overlake's South Tower will provide much needed capacity for the burgeoning Eastside. By 2010, the local population will reach 650,000. Growth projections indicate Overlake will host more than 21,000 surgical patients in 2010.

To meet this growing need, the South Tower will provide a state-of-the-art, 40-station Emergency Trauma center, high-tech single-patient rooms, operating rooms equipped with the latest technologies, a Critical Care Unit and specialized heart attack and stroke treatment rooms.

Expansion is expensive – especially for a private, non-profit hospital that receives no public financing or taxpayer support. To realize our vision and continue to meet your needs, please consider an investment in our community's healthy future. Support the South Tower Capital Campaign.



MICH MATHEWS AND
JEFF SANDERSON
DONORS

When it comes to the health of our family, friends and community, only the best will do. And Overlake is the best, in times of joy and in times of challenge.

We chose Overlake for the birth of our children. When our daughter was born six weeks early, she received the highest quality care in world-class facilities only five minutes from our home. In emergencies, we went to Overlake with confidence because we know that the best healers are there for us.

Now, we want to help ensure that Overlake will be here for all of us – and for our children; fully prepared to meet our future needs. That's why we enthusiastically contribute to this effort with our time, energy and funds. Won't you join us?

Jeff Sanderson
SOUTH TOWER CAPITAL CAMPAIGN CO-CHAIR

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\$1,000+

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“In addition to the donors individually listed, Overlake would like to sincerely thank all of our friends and neighbors in the community who have provided support to us this year. We are extremely grateful to you for your ongoing support.”

FINANCIAL REVIEW

Revenues	\$262,580,000
Other operating revenues, income, contributions	\$26,317,000
Total revenues	\$288,897,000
Expenses	\$267,904,000
Net Income	\$20,993,000
Uncompensated Care	\$3,165,000
Community Service	\$5,323,000

STATISTICS

Admissions	17,314
Total Patient Days	62,687
Outpatient Visits (lab tests, outpatient surgeries, X-rays, etc.)	243,061
Surgical Patients (inpatient and outpatient)	14,362
Births	3,834
Physicians	864
Employees	2,198
Volunteers	483
Auxiliary Members	131
Donors	3,163

