

# INVESTING FOR THE FUTURE





Front Cover: JOSEPH W. DOUCETTE, MD with CAROLYN HOLMES, RN and LARA WHORLEY, RN.

#### **INVESTING FOR THE FUTURE**

Dear Overlake Friends and Family,

Compassionate care is at the heart of everything we do at Overlake.

Due to the generosity of our donors, Overlake has been able to deliver world-class medical care each day to our patients, their families and our community. With your help this year, we were able to make a difference in the lives of thousands of patients and their loved ones. Whether it was improving patient access by expanding our clinic network, investing in technology, or offering new programs and services to enhance patient care, each gift received resulted in a direct investment toward the health and wellness of our community.

A major focus of Overlake this year has been to integrate and coordinate care across the continuum, to provide the maximum value and ensure even more positive patient experiences and outcomes. We believe that providers who deliver high quality healthcare more efficiently will be the ones that patients seek out. Regardless of how healthcare reform evolves, it is important not to lose sight of the fact that personalized quality care, delivered cost-effectively, is paramount. That's where Overlake excels. The continued generosity of our donors, combined with a culture that embraces quality and efficiency, will enable us to continue investing in areas where we can make the greatest impact and offer the greatest value.

During this time of rapid change in healthcare, community support is more important than ever.

That's why Overlake Hospital Foundation recently launched campaigns to fund four key initiatives:

- Development of a new Heart and Vascular Center.
- · Consolidation of our Cancer Center services.
- Construction of a new Neonatal Intensive Care Unit.
- Establishment of the "Ensuring Excellence" Fund to support our ability to provide exceptional care.

With the shared vision of our donors and the dedication of our talented staff, Overlake continues to deliver Medical excellence every day™. As always, we strive to provide peace of mind to our patients and their loved ones. We want them to know they will always receive the very best care. Thank you for your ongoing support and commitment to ensure we continue to meet that goal.

With warmest regards,

Craig Hendrickson

President and Chief Executive Officer Overlake Hospital Medical Center

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VP of Fund Development &

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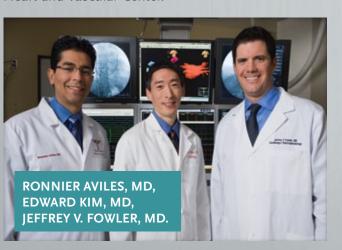
## THE HEART & VASCULAR CENTER



Overlake has been home to the most comprehensive program for cardiovascular and peripheral vascular care on the Eastside for more than 20 years. Today, the hospital's heart care team includes a network of specialists whose collective expertise and training has helped Overlake earn its reputation as an award-winning cardiac center.

## NEW HEART & VASCULAR CENTER TO OFFER ADVANCED CARE

Overlake plans to bring its cardiac testing and therapeutic services together in one comprehensive Heart and Vascular Center.



The new state-of-the-art Center will position Overlake at the forefront of advanced cardiovascular care. Cutting edge technologies and integrated care models will allow physicians, patients and families to come together as a team to meet the individual patient's needs.

The new facility will encompass nearly 20,000 square feet that includes pre- and post-procedure rooms as well as comfortable, private accommodations for patients and families. The Center will also feature new equipment, two electrophysiology suites, two cardiac catheterization labs, a vascular intervention radiology suite, nursing and administrative support space, and an easily accessible entrance off the main hospital lobby. Once complete, the Heart and Vascular Center will transform the patient experience with increased convenience, integration and efficiency – offering Eastside patients superior cardiovascular care.

The Foundation has launched a campaign to raise a minimum of \$2.75 million toward this exciting \$16 million project.

#### THE CANCER CENTER

The Cancer Center at Overlake is noted for its comprehensive services and technology, as well as for its exceptional patient experience. While the hospital offers advanced screening, diagnostic and treatment services, the clear focus is on the individual needs of patients.

## CONSOLIDATED CANCER CENTER TO SUPPORT ENHANCED LEVEL OF CARE

Receiving a cancer diagnosis is a dramatic and lifealtering experience. Patients can feel overwhelmed as well as anxious and need guidance through an often confusing process involving many different providers.

That's why Overlake has made it a priority to remodel the current facility to consolidate its outpatient cancer services into one fully integrated center. The new Center will offer seamless, efficient and coordinated care and allow more opportunities for physicians to collaborate in person. Easier access to all aspects of diagnosis and treatment means patients can concentrate on their treatment and restore their health. The facility will be designed with warm, welcoming surroundings to ease the stress patients and families can experience during cancer treatment.

The new Cancer Center will provide enhanced efficiency —an important development in the face of increased focus on controlling the costs of healthcare.

#### **FUNDRAISING GOALS**

The Foundation's fundraising goal of \$1.35 million will help develop a consolidated Cancer Center to include the following outpatient services:

- Cancer Resource Center.
- Medical oncology services.
- · Radiation oncology services.
- Breast surgery clinic.
- Tumor registry.
- Social workers and patient navigator offices.

This initiative will also allow Overlake to enhance the Breast Diagnostic Center and centralize the oncology social worker and patient navigator programs that guide and support patients through every stage of their treatment.

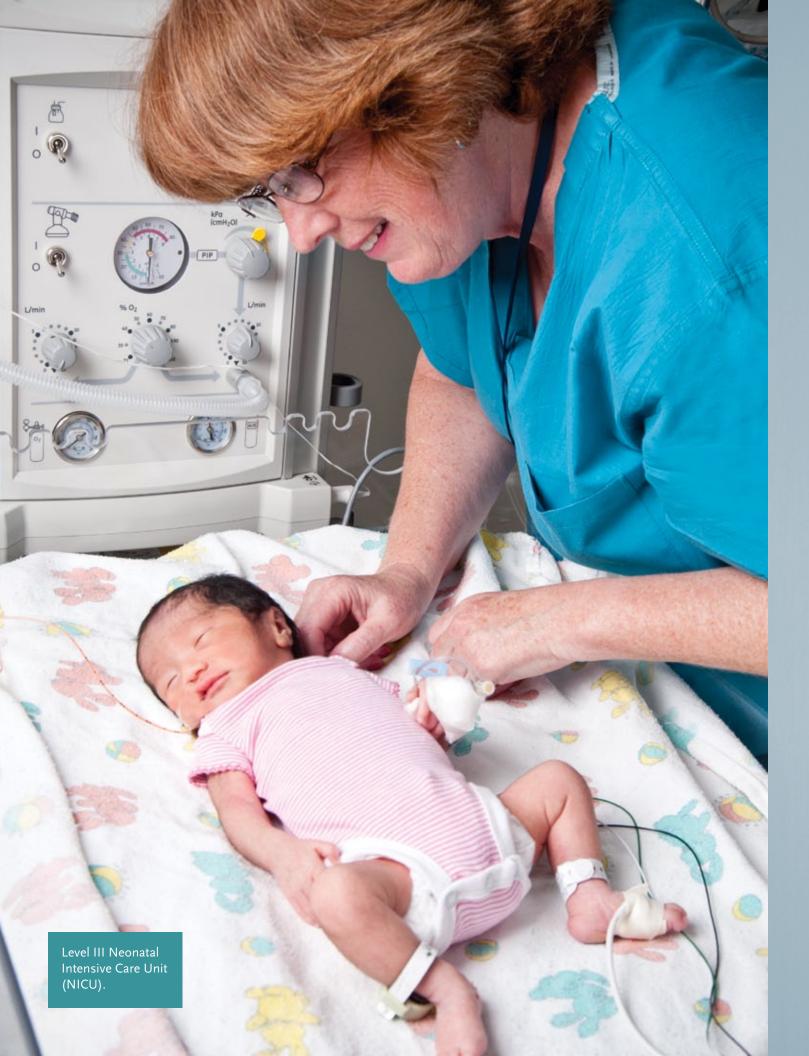
## COMMENDATION FOR EXCEPTIONAL CANCER CARE

In 2011, the Cancer Center at Overlake received a prestigious commendation from the American College of Surgeons Commission on Cancer (CoC).

To qualify, a CoC-approved facility must demonstrate patient centered access to state-of-the-art medical services, treatment, education, prevention, early detection, support services and follow-up care at the end of treatment including a survivorship care plan.







#### **WOMEN'S AND INFANTS' SERVICES**

Overlake's Women's and Infants' Center provides a full continuum of care designed for women in their childbearing years and beyond. Together, the Childbirth Center, Neonatal Intensive Care Unit (NICU) and Women's Clinic all provide superior medical care in welcoming, healing environments. Overlake continually invests in its facilities, equipment and staff so that women and their families receive high-quality medical care at a location convenient to home.

Overlake's outstanding care continues after families return home from the hospital. The Women's Clinic provides postpartum care, breastfeeding support and hearing screening for newborns. Women have access to experienced mother/baby nurses and referrals to pediatricians and lactation consultants — all of which give new mothers the information and confidence they need.

## NEW NICU TO OFFER ELEVATED LEVEL OF CARE FOR NEWBORNS

Welcoming a new child can be one of the most joyful moments of life. However, for the approximately 400 fragile newborns treated at Overlake's NICU each year, it can be a time of extraordinary worry and stress for parents and families. Overlake understands how important it is for parents to stay by their infant's side during that difficult time. That's why the sophisticated antepartum program and level III NICU focus on providing highly skilled support for families as well babies in need of critical care.

To ensure Eastside families continue to have the best staff, facilities, technology and equipment, the Foundation is raising funds to build a new NICU. The facility will enable better care for the growing number of high-risk newborns treated each year.

The new NICU will allow Overlake to:

- Provide state-of-the-art childbirth services where babies can receive specialized care at a facility close to home.
- Utilize the latest technology to care for newborns as early as 26 weeks.
- Offer private rooms, including daybeds, to welcome families to stay overnight.
- Create a more spacious, modern facility with natural light that promotes a peaceful and healing environment.

These improvements will help further enhance a program that is already ranked as one of the best in the country, bringing added peace of mind to Eastside parents and families.



Overlake and Seattle Children's have partnered to make sure new babies receive the very best care after birth. The NICU is staffed by neonatologists and neonatal nurse practioners (NNPs) from Seattle Children's.

#### **ENSURING EXCELLENCE**

Overlake's Ensuring Excellence Fund supports critical programs that allow the hospital to deliver Medical excellence every day™. Donor gifts are invested in the latest technologies, superb medical staff and high quality, compassionate care, to help patients and families improve health and wellness. This discretionary funding provides support to critical programs across the hospital, such as senior care and palliative care programs as well as psychiatric services. The hospital ensures that dollars are spent where the impact will be greatest.

## OVERLAKE OFFERS EXCEPTIONAL CARE FOR ELDERLY PATIENTS

Overlake recognizes that older adults may find managing multiple health conditions a challenge. For these patients, Overlake's goal is to encourage health, independence and informed participation in healthcare decisions. An important way to ensure that older patients' needs are met is to educate nurses in effective geriatric care. By participating in the Nurses Improving Care for Healthsystem Elders (NICHE) program, Overlake's nursing staff is specially trained to manage conditions specific to geriatric patients while promoting a positive hospital experience. Overlake has been a NICHE hospital for six years and is one of only three hospitals in Washington and one of 300 nationwide with this designation. NICHE was implemented at Overlake through a partnership with Overlake's Senior Care program and its Senior Health Clinics, resulting in an enhanced level of service for its senior patients.

For 25 years, the Senior Care program at Overlake has supported older adults facing a variety of issues and challenges. Many of Senior Care's clients are referred by discharge planners during a hospital stay, from doctors in the community and from emergency department staff when patients are identified to be "at risk" with complex medical and/or social needs. The Senior Health clinics are staffed by teams that emphasize prevention and wellness, and are specially trained to meet the unique health needs, both mental and emotional, of aging adults.

## PALLIATIVE CARE PROGRAM OFFERS SUPPORTIVE, PATIENT-FOCUSED CARE

To better address the needs of seriously ill patients, Overlake launched its new palliative care program. The service offers additional support to patients and their families by complementing a patient's existing medical care. A team of physicians and nurses – specially trained in palliative medicine – work with the rest of the patient's medical team to deliver a higher level of care. Whether it is relieving symptoms, easing suffering during a hospital stay, or helping support a patient's emotional and spiritual needs, palliative medicine goes beyond just treating the disease to focus on the whole person with compassion and nurturing care.

## PSYCHIATRIC SERVICES OFFER CARE FOR ADULTS AND ADOLESCENTS

For more than 30 years, Overlake has been the leader in providing quality adult and adolescent psychiatric care to the Puget Sound community. The hospital offers both inpatient and outpatient psychiatric services. Experienced professionals take a team approach to treatment, developing a plan customized to each individual. The Specialty School at Overlake is a unique program coordinated with school districts, community service providers and families to provide academic, social, emotional and behavioral support for students grade one through grade 12. The school provides a therapeutic environment where students learn skills through instruction as well as hands-on experience. The Specialty School is recognized by school districts as a leader in helping students who need specialized behavioral services.





# IMPROVED INTEGRATION AND COORDINATION OF CARE

Overlake experienced a year of extraordinary growth while integrating services and keeping an eye to the future.

## OVERLAKE GROWS A NETWORK OF MEDICAL CLINICS

Overlake understands how busy people's day-to-day lives can be. That's why the hospital provides patients with convenient, accessible medical care located close to where they live and work. When there's an Overlake doctor close by, people don't need to take a half a day off work or miss a whole day of school. As part of this commitment, Overlake is expanding its network of medical clinics throughout the Eastside. Overlake Medical Clinics Downtown Bellevue opened in October 2010, and Overlake Medical Clinics Kirkland opened in October 2011. Overlake is also moving forward on the construction of two more clinics in Redmond, including the Redmond Urgent Care and Imaging Center opening in January 2012. All clinics are staffed with highly qualified general internists and family practice physicians. With sameday or walk-in appointments, this model offers a less expensive alternative to a freestanding emergency room, providing easy access to high-quality care.

**2002** - Overlake Medical Clinics (OMC) Medical Tower

2003 - OMC Issaquah

2010 - OMC Downtown Bellevue

2011 - OMC Kirkland

2012 - OMC Redmond Urgent Care and Imaging Center (opens in January)

**2012** - OMC Redmond (opens in March)

## MEDICAL HOME MODEL PAVES THE WAY FOR PRIMARY CARE

Overlake is helping to transform the way physicians deliver primary care by adopting a patient-centered "medical home" approach to healthcare. Based in Overlake's clinic in the Medical Tower on the main hospital campus, this effort is part of a two-year pilot program launched by the Washington State Health Care Authority and co-sponsored by the Washington State Medicaid Program and Puget Sound Health Alliance.

At the heart of this approach is the concept that all patients will have a primary care physician who acts as their medical home, coordinating with specialists and closely managing each patient's care. Having a single doctor coordinate care helps prevent gaps and redundancies in the patient's treatment and offers greater convenience to its patients. Overlake is one of only a few hospitals in Washington taking part in this pilot project, demonstrating its leadership in improving primary care service. As Overlake grows its network of clinics, it will continue to implement this patient-focused model of care.

## OVERLAKE REACHES OUT TO THE COMMUNITY

Overlake goes beyond treating an illness or injury. The hospital firmly believes education is critical to overall wellness so the organization reaches out to the community to engage and empower its patients in becoming educated healthcare consumers. Overlake sponsors health and safety classes, with topics ranging from childbirth preparation and parenting to senior care. The hospital also sponsors community health events and screenings for the general public. In October 2010, Overlake held its third annual Eastside Vitality Health Fair, performing free health screenings for more than 1,000 people. Screenings included blood pressure checks, blood glucose testing, cholesterol tests, stroke assessments, peripheral artery disease screenings, bone density screenings, and skin cancer checks. In addition, guests attended informational lectures by physicians and medical experts on topics including cancer prevention, cardiovascular health and sports medicine.

## CONNECTING WITH PATIENTS IN NEW WAYS

Overlake is committed to utilizing technology in new ways to further improve communication and convenience for patients. With more people using the Internet as a source of information and convenience, Overlake is increasing its social media and online presence to further engage patients and their families. This past year Overlake became the first healthcare facility in the Seattle area to post Emergency Department (ED) wait times on its website. ED wait times can be easily viewed using a computer, smart phone or any web-enabled device. The hospital also increased its social media presence by utilizing Facebook and Twitter to keep patients informed on the latest news, answer questions and post health and nutrition information.

## INVESTING IN INFRASTRUCTURE FOR THE FUTURE

This past year Overlake brought a high level of attention to developing a fully integrated Electronic Medical Records (EMR) system. Overlake will work in 2012 and 2013 to implement a hospital-wide EMR that will connect all of Overlake's facilities, providers, and, ultimately, patients. Having an integrated EMR in place will allow physicians and nurses the time to focus even more on what sets Overlake apart – delivering exceptional patient care. Additionally, patients will have access to their own medical records which can be viewed from their home, office or any location convenient to them. This powerful system will give the hospital the solid foundation to continually raise the bar on providing superior patient care.

#### **BUILDING TECHNOLOGICAL EXPERTISE**

In the world of medicine, innovation is a constant. Overlake takes pride in adopting best practices and proven advancements. That's why the hospital uses the latest treatment techniques and invests in state-of-the-art technology. Overlake's Medical Imaging Department offers patients access to some of the most technologically advanced MRI equipment in the Puget Sound area. Overlake recently acquired a second MRI scanner that is the most powerful

on the market. With this new scanner adjacent to the Emergency and Trauma Center, patients and physicians have easy access to a comprehensive range of imaging studies, seven days a week.

## SHOWCASING LEADING-EDGE TECHNOLOGY

Due to the generosity of donors, last year Overlake was able to make a significant investment in its surgical center with the purchase of a da Vinci® Surgical System. The da Vinci is a sophisticated robotic device that offers surgeons a less invasive alternative to traditional open surgery. Overlake initially used the da Vinci system for gynecological and urological surgeries, and is now using it for patients undergoing bariatric, or weight loss surgery. The da Vinci's robotic arms give surgeons greater flexibility with their surgical tools and better precision when performing complex movements in very small spaces. In addition, the system's high-definition camera offers an up-close 3-D view of the surgical field which is a significant improvement over the 2-D view provided by traditional laparoscopic equipment. Patient benefits include smaller incisions, less scarring, reduced blood loss and pain, and faster recovery time. Patients are able to recover and return to work and home life more quickly.

These investments in programs, technology and growth will keep Overlake at the forefront of medicine and deliver the highest quality medical care in a more integrated, collaborative and efficient way. These qualities allow the hospital to remain a financially strong and independent organization, providing value to the patients and community far into the future.



#### **DONORS**

Overlake Hospital Foundation and Auxiliaries raise funds to support Overlake's vital programs, strengthening our commitment to Medical excellence every day<sup>TM</sup>. We extend our heartfelt gratitude to each of our donors. The following individuals, corporations, and organizations made contributions of \$500 or more during the 2011 fiscal year, July 1, 2010 to June 30, 2011.

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The Foundation wishes to thank all those who have made a legacy gift by naming Overlake as a beneficiary of their will, trust, insurance policy, annuity or retirement plan. For more information about making a planned gift, please contact plannedgiving@overlakehospital.org.

Overlake acknowledges our generous contributors on our Donor Recognition Wall off the South Tower lobby. For more information about making a contribution, a tribute or planned gift, or to volunteer, please contact the Foundation & Auxiliaries at 425-688-5525 or foundation@overlakehospital.org.

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We wish to thank the many volunteers who so generously give their time, energy and talents to support the mission of the Foundation and Auxiliaries.

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## FINANCIAL REVIEW

Patient Revenue	\$ 405,087,000
Other Operating Revenues, Income, Contributions	\$ 20,813,000
Total Revenues	\$ 425,900,000
Expenses	\$ 391,107,000
Net Income	\$ 34,793,000
Uncompensated Care and Community Services	\$ 17,000,000
Admissions	21,235
Patient Days	71,184
Outpatient Visits (including clinics)	235,898
Surgical Patients	13,769
Average Patient Stay	3.36 days
Births	4,029
Physicians	79
Employees	2,643
Volunteers	893
Auxiliary members	170
Donors	2,630



<b>Overlake Hospital Medical Center's Vision</b> To provide exceptional quality and compassionate care to every life we tou

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