



# community

2009 REPORT TO THE COMMUNITY



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



If there's one constant in healthcare, it's change. We're used to it. We're accustomed to advances in medical care, breakthroughs in research that call for a different approach, changes in technology and evolving standards of care. We don't yet know what fundamental changes the federal government will make in healthcare or how it may affect us. We do know that no matter what changes occur, we'll adapt and adjust as necessary. As I said, for those of us committed to healthcare careers, we're used to an evolving environment. It's part of our early training and our everyday language.

What won't change at Overlake is our approach to patient care. We'll remain focused on getting our patients back to the best health possible and back to their unique places in the greater community. Our primary goal is getting our patients through their healthcare experience – whether it's a minor procedure or a major health crisis – and back on their feet. Providing compassion, efficiency and quality care during their stay, we help patients return home to their families, get back on the job, back to school, and back to pursuing their goals and dreams.

Because of the creativity, drive and energy of those who live and work here, the Eastside continues to thrive. Even when challenged by a struggling economy, residents here continue to persevere and make the Eastside a better place to live, work and raise a family. For nearly 50 years, Overlake has played a big role in helping this part of the Puget Sound region continue to flourish.

Overlake began as a small, 56-bed hospital, built by the community, for the community and operating without any taxpayer support. Since that modest beginning, Overlake's capabilities and reputation have grown to that of a medical center providing world-class care, and we've done so because of strong, local support. We know we're doing our best for the community, not only when patients turn to us for care, but when patients walk out our doors and return to the vigor and vitality of their daily lives.

Thank you for sharing our vision of community.

Craig Hendrickson

President and Chief Executive Officer  
Overlake Hospital Medical Center







“

I’ve spent a lot of time at Overlake. The staff and physicians cared for me through one of the most difficult challenges in my life – breast cancer. They helped me through it, not just once, but twice. Now I’m six years cancer free, full of energy and celebrating each day with my family.

”

Michele Trumbull, Mom, Wife and Cancer Survivor  
(pictured with her son Nathan)



## Your Hospital.

# Overlake is your hospital – and so much more. It's also the heart of the Eastside's expanding medical district and the center of healthcare delivery for East King County.

Overlake's central Bellevue campus provides the bulk of our healthcare services, and because of donor support and a strong year financially, Overlake was able to make progress on several capital projects there.

One major effort underway is our move to a fully integrated electronic medical record (EMR). In 2009, Overlake embarked on a five-year, \$32 million plan to get us there. With multiple components of EMR already in place, Overlake is working to upgrade and connect these pieces into one easy-to-use system that can be accessed by all our affiliated healthcare providers, which will improve the patient experience while helping us increase efficiency and reduce costs.

Another key initiative launched in 2009 is the acquisition of a da Vinci® Surgical System at Overlake. With the help of contributions from our community, patients in need of certain specialty surgeries will soon be able to benefit from the next generation of surgical technology. This latest minimally invasive

surgical technique will initially be used for prostate and gynecological cancer patients. Patients who undergo da Vinci surgeries experience multiple benefits including reduced pain, less blood loss and scarring, fewer complications, shorter hospital stays and faster recoveries.

Cancer patients at Overlake this year found a new built-in support system with the addition of our patient navigators. The navigators guide patients through the often complex process of cancer care. One works with all cancer patients and focuses on removing any barriers to treatment. She educates patients on the wide range of support services available, from financial aid to transportation and lodging during treatment, to support groups and classes. Another navigator focuses on support for lung cancer patients. She works with the many specialists involved in a patient's lung cancer care, ensuring patients are moving through treatment in the most timely and efficient way, connecting







with caregivers and communicating patient needs so patients can focus on healing. Our navigators have proven such a critical support to patients and families often overwhelmed by a cancer diagnosis that we plan to add another navigator specifically for breast cancer patients.

The Cancer Center at Overlake also partnered with Seattle Cancer Care Alliance (SCCA) in 2009, becoming part of its affiliated regional network. The affiliation provides Overlake patients with access to many clinical trials conducted at SCCA, provides our cancer treatment specialists with access to the leading cancer care physicians in the region, and offers ongoing educational opportunities for staff.

A new helistop on campus elevates Overlake's responsiveness in any emergency or regional disaster. It allows us to bring patients here, or transport them out if needed, without concern for traffic slowdowns on the ground. The helistop will also help us transfer newborns from our neonatal intensive care unit to Seattle Children's for the highly specialized care they provide.

In addition to award-winning hospital services, Overlake offers access to some of the region's top specialist physicians. And in 2011 several hundred additional physicians will join us in the new Medical Pavilion that's being developed by Healthcare Realty Trust, a real estate investment trust. Concentrating services this way simplifies access for patients and helps us coordinate and deliver care more efficiently.

We're also increasing access to primary care physicians who play such a central role in every patient's health and wellness. Overlake continues to add internal and family medicine providers to our medical staff at the Bellevue Clinic on campus and to our Senior Health Centers a few miles away in Bellevue and on Mercer Island. A new primary care clinic is also planned for downtown Bellevue to serve the thousands of new residents and workers in Bellevue's central core. It will open in mid-2010.

A new and expanded Medical Center Issaquah recently opened to better serve residents of Issaquah, Sammamish, Snoqualmie and beyond. Three family medicine providers will locate there in our new primary care clinic, along with our relocated 24-hour Urgent Care Clinic, Anticoagulation Clinic, Breast Screening Center, Women's Clinic and community education classroom.

As a nonprofit hospital that relies on community donations to provide medical excellence, all of these expanded services and facilities are only possible because of your support. Thank you.



“  
We’re all lucky to have such  
an excellent healthcare provider  
right here in our own backyard.  
I knew Overlake had a great  
reputation, and after my  
surgery, I understand why.”

John Costello, Physician, Bicyclist and Overlake Hip Replacement Patient  
(pictured with George Downing and Dean Quall, Joint Replacement Patients)



HealthGrades 2009 Five-star rated for Joint Replacement

HealthGrades 2009 Five-star rated for  
Total Knee Replacement

HealthGrades 2009 Five-star rated for Spinal Surgery, Spinal Fusion and Back and  
Neck Surgery; Recipient of the Spine Surgery Excellence Award



## Your Community.

### Overlake plays a central role in your community. We're proud to be part of it.

In addition to the excellent care we provide our patients, Overlake reaches outside our facility, offering free and low-cost classes for all age groups, sponsoring health and family-oriented events and donating our time in support of important health initiatives.

Health education is an important part of wellness and preventive care. Many classes Overlake offers help young adults make the transition to the most important role in their lives – parenthood. These classes help prepare them for childbirth as well as the challenges that come in raising a family. Other classes help seniors stay active, safety-proof their homes, improve their balance to prevent falls and remain vital and independent. Still others focus on nutrition, smoking cessation, cardiac health, cancer prevention and more.

In 2009, we wanted to do even more to promote health and wellness so we featured free health screenings at many of our events, including our first Eastside Vitality Community Health Fair. It brought more than 600 people out to receive important health screenings, attend physician-led seminars, engage in face-to-face talks with our physicians, undergo fitness testing and more. We also offered free screenings at the Bellevue Farmers Market and other events throughout the Eastside.

We strive to be a responsible community citizen, identifying new ways to enhance the health and vitality of those who live here. Overlake maintains one of the most generous charity care policies and looks to help those who otherwise would not be able to afford much-needed medical care.







“

The Puget Sound region is a great place to live and it's important to me to make a contribution. Giving to Overlake makes me feel like I'm giving back to the whole community.

”

John Trench, Volunteer, Patient and Overlake Supporter

2009 Premera Blue Cross Blue Distinction Center for Cardiac Care

HealthGrades 2009 Five-star rated for  
Valve Replacement and Carotid Surgery

2009 HealthGrades Maternity Care Excellence Award  
Top 5% in the country for maternity care



## Your Commitment.

Overlake supporters don't give up in a tough economy. They work harder and get more creative. Like most every organization in 2009, we suffered some losses on investments. Fortunately, with our innovative partnership with Group Health, the careful management of resources and the dedicated commitment of our donors, we endured one of the most financially turbulent times in our nation's history. Working together helped see us through.

An important program our donors helped fund is one of the most dynamic and thorough nurse residency programs in the region. This educational and highly supportive program will help us more effectively train and retain newly graduated registered nurses by ensuring these new graduates are both competent and confident professionals, fully prepared to take on their role in a challenging, acute-care setting.

Another area of the hospital that benefited from your support was our Childbirth Center that underwent a year-long, \$4 million refurbishment project. What better way to start a new life and a new family than in the comfort and security of a new, upgraded facility that's backed up with highly trained professionals caring for you and supporting you every step of the way?

Your donations helped us make great strides. As a nonprofit organization, a successful year means more funds to re-invest in hospital services that have a direct impact on patient care – more physicians, enhanced facilities, new clinics close to home, emerging technology and critical staff training. In 2009, we were able to move forward on many of our goals that result in increased access to care, reduced treatment times, better patient outcomes – and, ultimately, our patients' faster return to the rich and full lives they lead in our community. Thank you.





The Overlake Hospital Foundation and Auxiliaries extend our sincere gratitude to every donor for your generosity and commitment. The following donors have made contributions of \$1,000 or more during the 2009 fiscal year, July 1, 2008 to June 30, 2009.

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OVERLAKE HOSPITAL MEDICAL CENTER

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Revenues	\$376,527,000
Other Operating Revenues, Income, Contributions	\$21,910,000
Total Revenues	\$398,437,000
Expenses	\$352,565,000
Net Income	\$45,872,000
Uncompensated Care and Community Service	\$10,123,000
Admissions	21,887
Total Patient Days	74,933
Outpatient Visits (lab tests, outpatient surgeries, x-rays, etc.)	220,417
Surgical Patients (inpatient and out)	15,473
Average Patient Stay	3.43 days
Births	4,080
Physicians	1,000
Employees	2,500
Volunteers	768
Auxiliary Members	140
Donors	2,100



