

WORLD CLASS ACHIEVEMENTS:

A LEGACY OF COMMUNITY HEALTH



Oconomowoc Memorial Hospital & Foundation
2010 Report to the Community



Dear Friends,
As the health care landscape continues to evolve and change, we are very thankful for the community support Oconomowoc Memorial Hospital and Foundation have received for the past 57+ years. This year, with the addition of our new patient tower, Oconomowoc Memorial Hospital continues its evolution to provide our community with entry to the fullest possible range of high-quality health care services.

As a vital place of healing, Oconomowoc Memorial Hospital employs a health care approach that creates an environment focused solely on the patient and their family. Our patient-centered approach forms a partnership with the physician, the clinical staff and the patient to achieve the highest medical outcomes possible. This successful approach to care is shown in our patient satisfaction scores, which continue to rank Oconomowoc Memorial in the upper 90th percentile nationally. In fact, our Emergency Department (ED) has received, for the third year in a row, the prestigious Summit Award from Press Ganey for consistently outstanding ED satisfaction scores (95th percentile and above).

The opening of our new in-patient bed tower, designed with community input and supported through donations to our Foundation, has presented patients with a unique health care experience. The new ICU, birthing center and medical/surgical floors all showcase technologically advanced health care treatments in a warm, inviting setting that truly defines the concept of an optimal healing environment to promote serving patient needs. The new conference center and 791 Bistro are the windows to our community and provide areas for group meetings, exercise programs for seniors, or just a place for a quick meal and camaraderie.



The Foundation continues its vital support for many of our ongoing priorities. These include:

- *Patient research trials in the Regional Cancer Center, supported with donations from our LakeWalk for Cancer.*
- *Palliative Medicine programs — both inpatient and outpatient.*
- *New equipment purchases that include the new MAKOplasty knee replacement for Orthopedics and the upgrades to the EKG machines for all EMS/EMT services in Lake Country to increase treatment services through our Emergency Department.*
- *Support for the Diabetes Program, Regional Heart & Vascular Center, Center for Breast Care, and alternative therapies — such as the new Music Therapy program.*

Our hardworking staff, leaders, boards members and physicians at Oconomowoc Memorial Hospital and Foundation are truly proud of the accomplishments achieved during the past two years and we again thank you for your support of our mission and vision.

Best regards,

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VITAL SUPPORT FOR PATIENTS AND OUR COMMUNITY

Oconomowoc Memorial Hospital Foundation provided more than \$850,000 in support for a number of important projects and programs during calendar years 2009 and 2010. These included:

- Annual support for research trials and support for patients of Regional Cancer Center at Oconomowoc Memorial Hospital.
- Updating EMS/EMT EKG equipment to connect to new digital phone system at Oconomowoc Memorial Hospital, thus improving patient results by providing data to hospital staff before a patient reaches the hospital.
- Support for our Community Benefit Program that includes Parish and Outreach Nursing, Lake Area Free Clinic, and other support for underserved populations in Lake Country.
- Purchase of the new MAKOplasty robotic surgical equipment for Orthopedics to provide new treatment options and increase quality of life for our patients.
- Development of our system-wide inpatient Palliative Medicine Program to decrease the gap in patient care and services, broadening treatment choices for families.
- Support for the Certified Nursing Assistant Training partnership that allows high school students to explore possible health care careers through hands-on learning and training.
- Enhancements for hospital End-of-Life Carts which are used to help families dealing with the end-of-life of a loved one.
- Expansion of current Spirituality program to include on-call ministers and more patient-centered programming.
- Purchase of new MRI sound system for patients undergoing MRI exams — an important tool to improve the healing environment.
- Support for annual Men's Health Event Education program/prevention services.
- Continuation of Cancer Center Flower Program, which provides fresh flowers for patients undergoing treatment, part of our holistic approach to care.
- Senior Programming Pilot Project to explore and pilot specific tactics that benefit and serve disabled and elderly patients, including providing onsite health care services.
- Purchase of GlideScope Mobile Laryngoscope System for use in treatment of emergency patients.
- Outpatient Guided Imagery Program provides guided imagery CDs for pelvic pain/interstitial cystitis population and pre-surgical patients in urogynecology.
- Purchase of six infant car seats to support parents in our Birthing Center who are unable to purchase a safe car seat.

- Expanded nurse training and education programs to develop benchmarks and new processes for patient safety and care.
- Purchase of state-of-the-art Vein Finder to increase success and safety in starting IVs and drawing blood for patients who have vein issues.
- Support for Birthing Center by purchasing an additional warmer for babies.
- Renew and expand Oconomowoc Memorial Hospital Healing Garden to increase access from the new inpatient bed tower, Regional Cancer Center and Intensive Care Unit to an area of calm contemplation and renewal.
- Support for new activities and programs for the inpatient bed tower, including music therapy, community meeting rooms and new chapel.

... along with many other projects!



2009 & 2010 OCONOMOWOC MEMORIAL HOSPITAL FOUNDATION FINANCIALS

<i>Total Income</i>	<i>2009</i>	<i>2010</i>
Gift-In-Kind	\$8,895.00	\$10,296.00
Unrestricted	\$77,728.06	\$72,319.74
Program Designated	\$529,818.14	\$517,440.68
Endowment	\$30,100.00	\$129,256.41
Total Contributed Income	\$646,541.20	\$729,311.83
Investment Income	\$1,027,580.70	\$731,330.73
Total Income	\$1,674,121.90	\$1,460,642.56

<i>Who Our Donors Are</i>	<i>2009</i>	<i>%</i>	<i>2010</i>	<i>%</i>
Corporation/Foundation	\$134,249.55	21%	\$121,246.24	17%
Organizations	\$5,003.56	1%	\$6,065.00	1%
Employee/Physician	\$93,775.49	15%	\$81,174.50	10%
Individuals	\$404,617.60	63%	\$510,531.09	71%
Gift-In-Kind	\$8,895.00	1%	\$10,296.00	1%
Total	\$646,541.20	100%	\$729,311.83	100%

Care That Ranks on a National Level

The world class care at Oconomowoc Memorial Hospital has not gone unnoticed. We recently were recognized with these national awards for high-quality care and outstanding service.

- The American Stroke Association bestowed its highest award — the 2011 Get With the Guidelines Gold Plus Award — to Oconomowoc Memorial Hospital. This award recognizes programs that have achieved stroke performance and quality measures for 24 months.
- The Emergency Department at Oconomowoc Memorial Hospital has been distinguished with the Press Ganey Summit Award, the highest honor for patient satisfaction, for three years in a row.

“VERY happy! My husband and I drove from Milwaukee due to the amazing experience at OMH.”

A HISTORY OF HEALTHY FIRSTS IN LAKE COUNTRY

It's been over 60 years since the people in Lake Country embraced a bold vision — to create a place within their own community where residents would have access to the fullest possible range of world class health care services. Out of this vision, Oconomowoc Memorial Hospital was founded.

Bringing leading-edge health care to Oconomowoc is our living legacy. The hospital continually assesses our community's changing needs, looking for best practice information from the wider world of health care to bring advanced solutions back home to you. The high-tech procedures pioneered at the hospital are positively impacting people's lives and building a healthier community for us all.

REGIONAL CANCER CENTER A 'COMFORTING HOME AWAY FROM HOME'

In January 2000, the Oconomowoc area community was proud to welcome the opening of the Regional Cancer Center at Oconomowoc Memorial Hospital. In that first year, 302 patients sought care at the Regional Cancer Center, with the majority seeking treatment for breast cancer. That number has grown and now thousands of patients have found personalized, quality care at the Regional Cancer Center at Oconomowoc Memorial Hospital.

One of those patients is Saxe's Restaurant owner Tom Saxe from East Troy.

In the spring of 2002, Tom Saxe noticed a lump in his throat. It caused minor discomfort when he swallowed, but he didn't think too much about it. "I ignored it for as long as my wife would let me," Tom jokes.

A biopsy of the lump tested positive for throat cancer. After Tom had surgery to remove the lump, he learned that pathology results showed that the cancer spread into his lymph nodes. Tom was referred to oncologist Richard Hansen, M.D. at the Regional Cancer Center at Oconomowoc Memorial Hospital for his continuing cancer care.

Dr. Hansen discussed treatment options with Tom. "We talked about whether chemotherapy or radiation would be most effective. Dr. Hansen was very thorough and reassuring. When he explained how the Lord had designed the human throat, I knew I was in the right place," says Tom. Ultimately, Dr. Hansen advised that radiation would be the best course of treatment based on Tom's type of cancer and its location. Tom was referred to radiation oncologist Wingate Clapper, M.D. and underwent 37 radiation treatments to his throat, neck and jaws.

"My experience at Oconomowoc Memorial Hospital was excellent," says Tom. "From the receptionist to the nurses, everyone knew me by name and made me feel welcome each time I walked through the doors. It was a comforting home away from home — I knew they would take great care of me."

Today, Tom says he is doing great and hasn't had a cancer recurrence. "I believe God put me in the best place for treatment," Tom says. "It was out of my control; I just let go and let the Lord handle things. I will always be thankful for the outstanding care at Oconomowoc Memorial Hospital. I can't say enough good things about the doctors and my experience."



A Legacy of Award-Winning Cancer Care

The Regional Cancer Center is the first network-accredited program in Wisconsin and was further distinguished by earning the 2007 Outstanding Achievement Award from the Commission on Cancer — the only recipient in Southeast Wisconsin to repeat the honor since 2004.



HIGH-TECH ORTHOPEDIC PROCEDURES AT OCONOMOWOC MEMORIAL CHANGING LIVES, ONE JOINT AT A TIME

There's nothing like a robotic knee replacement to get your life moving again. And there's only one hospital in Southeastern Wisconsin where you can find this amazing new technology — right in your backyard at Oconomowoc Memorial Hospital.

Just ask Paul Komlodi of Waukesha. Having had surgery on one knee and ongoing pain in the other, Paul Komlodi lived his entire life on the couch, icing his knees. He was excluded from family activities and felt like a burden. When his other knee finally demanded attention, Paul decided to try MAKOplasty, a new robotic surgical technique for partial knee replacement.

Just five weeks later, Paul could walk, garden and ride his bike. He went back to work full-time only eight weeks after

surgery. "I'm enjoying the opportunities of doing things with my family again and having fun with life," says Paul. "I feel fantastic! I experienced much less pain and stiffness with MAKOplasty and couldn't feel more positive about the procedure."

Paul is not alone in his positive experience. Just a year after Oconomowoc Memorial Hospital first introduced MAKOplasty to the community, more than 250 people have made the life-changing decision to have the procedure. Why? MAKOplasty is more precise, with typically less pain and a quicker recovery time. Since it's a partial knee replacement, the repair lasts longer — making it another option for knee pain sufferers and a better choice for younger, more active people.



A Legacy of Orthopedic Firsts

Oconomowoc Memorial Hospital's Orthopedic Center is known for offering advanced procedures on the leading-edge of medicine. Modeled after the top 10 orthopedic programs in the country, we achieve patient satisfaction scores that are consistently higher than the national average, ranking in the top ten percent nationally.

- The hospital was the first in Wisconsin to offer the revolutionary MAKOplasty partial knee resurfacing.
- We were the first in Waukesha County to offer the world-class anterior hip replacement procedure.
- The latest technology: we offer computer-assisted joint replacement surgery for those who require a total knee joint replacement.
- Hip resurfacing is an exciting alternative to total hip replacement. The surgeon resurfaces the end of the thighbone, or femur, instead of replacing it.
- Our specially trained orthopedic surgeons offer the new reverse shoulder replacement surgery.

ADVANCE IN MEDICAL SCIENCE ENDS DANGEROUS WAITING GAME

Father John Yockey, a priest at St. Jerome Catholic Church in Oconomowoc, has suffered from heartburn since the early 1970s. So in 2005, he consulted David A. Carron, M.D., a gastroenterologist specialist, about his symptoms. Dr. Carron determined that years of GERD had damaged Father Yockey's esophageal lining, leaving him with a more dangerous condition called Barrett's esophagus.

With Barrett's esophagus, the tissue lining the esophagus is replaced by tissue that is similar to the lining of the intestine. About 3.3 million Americans have this condition, and many don't even know it — there are no symptoms.

About 1 in every 200 people with Barrett's esophagus will develop esophageal cancer. For a couple years, it was a case of watch and wait while Dr. Carron closely monitored Father Yockey's condition.

Then in 2009, Oconomowoc Memorial Hospital brought Barrx Halo — a new leading-edge treatment for Barrett's esophagus — to the region.

Dr. Carron explained the high-tech solution to Father Yockey. "Utilizing Barrx Halo, I can eliminate pre-cancerous cells with radiofrequency ablation before they become invasive cancer," says Dr. Carron. "It is becoming the gold standard of care for Barrett's esophagus — with a 98 percent track record of success."

Impressed by the science and the success rate, Father Yockey didn't hesitate. "I chose to undergo the procedure rather than to wait for the other shoe to fall," he says.

So far, Father Yockey has had four Barrx Halo treatments at the hospital. He's had no negative side effects and almost all the Barrett's tissue is gone. He's happy with his results. "I have faith in the science of the procedure," Father Yockey says. "It's a relief not to worry about imminent danger of esophageal cancer."



Oconomowoc Memorial Hospital was the first in the region to offer the Barrx Halo procedure for those suffering from Barrett's esophagus. Learn more about Barrx Halo at www.prohealthcare.org.



GIFTS ARE AT THE HEART OF THE COMMUNITY

Waukesha County, Lake Country and the surrounding areas are fortunate to have access to lifesaving heart care more quickly thanks to gifts from the Oconomowoc and Waukesha Memorial Hospital Foundations.

The Foundations funded a \$200,000 grant over four years to provide EMS ambulances in 23 area municipalities with updated EKG transmittal capabilities through a process known as a 12-lead transmission. In addition, Oconomowoc Memorial Hospital Foundation upgraded all the Lake Country EMS/EMT service units to digital equipment for better communication access.

With this new technology, EMS providers can transmit detailed EKG data about a patient's heart with greater speed while a person is in transit to the emergency department at either Oconomowoc or Waukesha Memorial Hospitals. As a result, an emergency physician at the hospital interprets the EKG to quickly determine if the individual is having an acute heart attack. If so, the physician mobilizes the cardiac team so that the patient will be quickly expedited to the cardiac catheterization lab for intervention when the ambulance arrives at the hospital — a process referred to as door-to-balloon time.

The national benchmark for door-to-balloon time is 90 minutes. Both Oconomowoc and Waukesha Memorial Hospitals greatly exceed that national benchmark, meaning area residents receive care much faster than they would at other hospitals.

This rapid deployment is not solely the result of new technology. David Cullinane, M.D., ProHealth Care cardiologist and medical director for the Regional Heart & Vascular Center at Oconomowoc Memorial Hospital, works with area EMS teams to ensure all their equipment needs are met and that the in-field responders are trained and comfortable with the EKG transmission process.

“ProHealth Care has experienced some remarkable door-to-balloon times — evidence of how streamlined the process has become,” says Dr. Cullinane. “This partnership with the community also demonstrates ProHealth Care’s commitment to optimizing patient care and positive outcomes.”



“The best hospital stay I have ever had! I came into a situation we did not expect and we received the best care by the best staff we have ever encountered! Thank you for everything you’re all so great my family and I will remember everything you did for us forever! Thank you!”

Community Benefit Program Touches Many Lives

Our Community Benefit Program is a strong, involved partner in local efforts, supporting the Lake Area Free Clinic, Community Outreach and Parish Nursing in Oconomowoc area churches, schools and other community locations and much more. Here are just a few more examples of our community service from 2010:

- More than 2,500 babies sleep safer thanks to the gift of a HALO Sleep Sack as part of ProHealth Care’s Safe Sleep initiative.
- 211,635 community members were served by community education programs that emphasized prevention and wellness.
- 839 people received free screenings for such diseases as skin cancer, colorectal cancer, peripheral artery disease and more.
- Support groups, including such topics as diabetes, heart failure, stroke, pain management, postpartum depression and more, helped 1,881 people.
- 17,162 trips provided transportation for people who have no other way to get to their health care appointment (ProHealth Care funded \$815,000).

The Oconomowoc Memorial Hospital Foundation has touched thousands of lives through its more than \$20 million in grants to the hospital and the community, funding health care initiatives, research, capital projects, community education and treatment, and state-of-the-art technology.

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