



More than  
you would  
expect

.....  
2008 ANNUAL REPORT

Lake Forest Hospital



*On the cover: general surgeons Kim Sobinsky, M.D., (left) and Stephen Ganshirt, M.D.*

*Ten of our physician specialists (left to right): Tara Troy, M.D., Gastroenterology, Roger Chams, M.D., Orthopedic Surgery, Victoria Kut, M.D., Oncology/Hematology, Michael Liptay, M.D., Thoracic Surgery, Sonya Sharpless, M.D., Oncology Surgery, Lacy Knight, M.D., Emergency Medicine, Jeffrey Rosengarten, M.D., Diagnostic Radiology, Michael Ankin, M.D., Pulmonary Medicine, David Wang, M.D., Pathology, Thomas Mayer, M.D., Cardiology*



# More expertise – 600 physicians in 68 specialties ranked “Best Doctors”

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Healthcare consumers all over Chicagoland want the absolute best for themselves and their families—and they have many choices. But year after year, they select Lake Forest Hospital’s physicians, top-ranked in Lake and Kenosha Counties for their medical expertise.\* In fact, 80 percent of our patients come from 290 communities outside of Lake Forest to obtain the advice and treatment of our highly trained, board-certified doctors. When asked, “who’s your doctor?” our patients proudly answer with the name of a Lake Forest Hospital physician.

\*National Research Corporation named Lake Forest Hospital the Consumer Choice hospital for best doctors, best nurses, best overall quality and best image and reputation for all years in which Lake and Kenosha County residents have been surveyed (2004-2008).



# More orthopedic surgeries than any other hospital in the county

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There are reasons we're the county's leader in performing orthopedic surgeries: state-of-the-art implants, noninvasive procedures and expert, specialized care. The majority of our orthopedic surgeons are fellowship trained. And with the opening of our new Joint and Spine Center in 2008, Lake Forest Hospital offers the region orthopedic technology and a comprehensive, inter-disciplinary approach that is second to none. Our center is also designed with private rooms and a sun-filled rehabilitation room characteristic of the hospital's comforting, home-like environment. It's a better option for orthopedic patients who want the most advanced care with the personal touch of a dedicated team of nurses and therapists focused on quick recovery.



*Advanced implants, like the one pictured here, are used in prosthetic hip replacements performed by our highly trained, board-certified surgeons.*



# More advanced diagnostic imaging services

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This year we created the most expansive imaging operation in the area by acquiring three diagnostic imaging centers, bringing our system to a total of eight state-of-the-art centers. But it's not just about offering more convenient locations than anyone else—it's the enhanced comfort, recovery and wellness that come with sub-specialty expertise and advanced technology. Our 27 board-certified radiologists specialize in neuroradiology, interventional radiology, pediatric radiology, breast imaging and more. In 2008, our all-digital mammography and breast MRI capabilities supported the needs of more than 36,571 patients at the Posy Krehbiel Breast Care Center. Our experts use the most advanced technology available today, including Illinois' first 64-slice CT and open, high-field and cardiac MRI.



*Liyuan Yu, M.D., Neuroradiologist,  
reviews images using state-of-the-art CT  
and MRI technology.*

# More Children's Memorial expertise, closer to home



We've continued to build our partnership with Children's Memorial Hospital—the region's top provider of pediatric specialties—so that parents don't have to choose between immediate care and receiving the best possible pediatric expertise. In fact, for over nine years, local families have relied on the renowned expertise of Children's Memorial Hospital physicians on our staff 24 hours a day, 365 days a year. These highly trained pediatric hospitalists treat babies and children in our inpatient pediatric unit around the clock, provide consultation for young patients in our Emergency Department, and attend high-risk deliveries. Children's Memorial outpatient subspecialty services are also available on the Lake Forest campus. Parents have come to rely on the peace-of-mind and convenience of having Children's Memorial physicians nearby, without long drives into Chicago.



*Children's Memorial Hospital physician Vipul Singla, M.D., leads the team of pediatric hospitalists at Lake Forest Hospital.*



*Robert Karlblom, Vice Chairman,  
and Lisa Giles, Chairman,  
of the Lake Forest and Lindenhurst  
Health and Fitness Centers.*



# More focus on prevention and wellness

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With 6,700 members enrolled in 2008, Lake Forest Hospital's Health and Fitness Centers are truly extending the hospital's mission to provide exceptional care to local communities. The two locations, in Lake Forest and Lindenhurst, offer an interdisciplinary, medical fitness approach. Aside from a wide range of cutting-edge equipment, classes, and programs, the highly credentialed staff and clinical oversight by a medical director help create a continuum of care with the hospital. Local residents can achieve fitness goals and high-risk patients, or those recovering from chronic disease, can more easily transition to a healthy lifestyle.

# More patients served than ever before

40,447<sup>2</sup>  
INPATIENT DAYS

194 HIGH-RISK NEWBORNS DELIVERED 10

4,008  
PATIENTS TREATED BY CARECOACH IN 25 TOWNS



Our numbers speak for themselves—high volumes of hospital admissions, outpatients, surgeries, emergency visits and high-risk deliveries. In 2008, Lake Forest Hospital made history by achieving its best operating performance in 110 years. Record volumes at the hospital for both inpatient and outpatient services set a new standard for efficiency and excellence in care delivery. Since our beginning as Alice Home over a century ago, our mission as a nonprofit hospital has been to serve all. Today, our performance exemplifies this commitment to providing access to extraordinary community care.

9,790 SURGERIES  
34,822 GRAYSLAKE ACUTE CARE CENTER VISITS  
33,690 EMERGENCY DEPARTMENT VISITS  
374,255 OUTPATIENT VISITS  
4,667 BIRTHS  
13,013 ADMISSIONS



*A CareCoach visit in Highwood, Illinois provides care at no charge to local residents.*



# More charity care for those in need

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As the dire economic and health care needs of underserved patients in our communities grew in 2008, so, too, did Lake Forest Hospital's generosity. We delivered the highest percentage of charity care of any hospital in Lake County, providing \$5.6 million in free care. Our CareCoach, the county's only mobile health program, logged 6,228 miles as it traveled to 25 communities each month, providing vital health screenings to 4,008 patients and administering immunizations to 875 children for school and health department requirements. Our support for HealthReach Foundation included \$669,000 in pro bono laboratory and surgical services for Lake County's largest privately funded free clinics, and we contributed \$152,000 to Lake County's Specialty Care and Diagnostic Testing Program to help patients seeking primary care services. Our collective commitment to the region's need for services underscored our hospital's mission of improving access to quality health care.



More  
advanced care  
means healthier,  
happier lives



Our patients tell our story best. Every day, we provide more than they would expect from a community hospital.

For many, it's an exceptional physician who ends years of pain and illness. For others, it's the rapid response and personal attention of nurses and staff or our innovative technology. We've helped them to remain productive, enrich their family lives, and return to doing the things they love.

More and more, people who've been treated at Lake Forest Hospital are discovering what a community hospital can and should be: world-class expertise that saves lives and dramatically improves quality of life *where they live*. And new investments in expansion, facilities and advanced technology means that our reputation—and our reach—in the region will continue to grow.

Lake Forest Hospital. It's more than you would expect—but it's what our local communities deserve.

*Lake Forest Hospital obstetrician/gynecologist Akemi Nakanishi, M.D., tested the high-risk expertise of the hospital's renowned Waud Family Maternity Services by delivering her own twins, in less than optimal circumstances.*



# From high risk to healthy

As an obstetrician, I knew there were risks with any pregnancy. But I'm not a worrier. I thought whatever happens, happens. In fact, I had been delivering babies for ten years to women with far greater complications than what I might be facing. If complications arose, I felt confident that my partner, Dr. Adriana Spellman, along with our nurses, could take care of me.

Then, at 35 weeks, I developed the severe high blood pressure that comes from preeclampsia, a potentially fatal condition that can occur during pregnancy. Adding to that, we discovered a complication with the babies' positions: "Baby A" was facing down, but "Baby B" was transverse, lying across my stomach. My husband and I maintained an attitude that everything would work out, possibly because we had already gone through in vitro fertilization—twice.

My twins were born healthy, but afterwards I began to hemorrhage—that was scary. Fortunately, the Rapid Response Team here took charge. I ended up needing four units of blood transfused. I started to feel really grateful that we were at Lake Forest Hospital.

The doctors, anesthesiologists, and nursing staff really saved my life. And thanks to the entire care team, including the Children's Memorial Hospital pediatric hospitalists, I now I have Ethan and Emma (formerly Baby A and Baby B) to enjoy.

..... BOBBIE .....

# Breathing easy once again

Ten years. That's how long I lived with a cough and shortness of breath.

Before that, my husband and I used to travel all over the world. But when I got sick, I couldn't even go out in public because people thought I might have something contagious. They wanted to avoid me. I went to so many hospitals—the biggest names in the country—and saw all the experts. Some called it late-onset adult asthma. Others couldn't diagnose it at all.

A friend referred me to her doctor, Dr. Michael Ankin, and everything changed for me at that moment. Dr. Ankin took all the records and test results I had kept over ten years and reviewed each item in sequence. He determined that I needed a biopsy, which was performed by thoracic surgeon Dr. Michael Liptay. Dr. Ankin also had two different pathologists verify the diagnosis: I had a rare disease called granulomatous bronchiolitis.

All the diagnostic tools in the world had been used on me, but in the end it took the right doctor to put the pieces together and make sense of it.

I was put on prednisone for six months, weaned off, and now I'm down to just one medication. My family is overjoyed that I finally have the right diagnosis and treatment. I look forward to going to the health club and doing water aerobics again. Recently, I said to my husband, "I am so happy." I haven't been able to say that for a long time.



*Bobbie Tenner got back to healthy living after Michael Ankin, M.D., solved the 10-year mystery of her lung disease.*



*Steve Gebauer successfully tackled two knee replacements at once, thanks to the expertise and care of Roger Chams, M.D., at Lake Forest Hospital's Joint and Spine Center.*

..... STEVE .....

# Getting back in the game

I remember the day after my double knee surgery very well—it was the first time in many years that I woke up without pain.

What a change for me. I had been struggling with knee problems since I was 10 years old. Playing baseball and football growing up, I hurt the right knee and then the left. Later, it meant that I couldn't do a lot of activities without pain. I couldn't play softball with my son and I had to give up umpiring baseball games. I couldn't go for walks with my wife, or even stand to watch my daughter compete in bowling. I was edgy with my family and had to take pain medication.

I had knee scope operations that helped some, but the pain was still barely tolerable. I knew it was time to consider a total knee replacement. But like a lot of orthopedic surgeons, Dr. Roger Chams doesn't usually recommend doing both knees at once. Just one joint replacement is a tough experience that involves months of rehab. But I was determined to get my mobility back, and Dr. Chams agreed that I was young enough and committed to working hard to make the operation a success. We collaborated on how to approach the surgeries, and I was out of the hospital and in rehab in two days.

With my family's help in the exercise program, I can now use the stairs and I have a 130-degree range of motion. My rehabilitation isn't over, but I've regained mobility four months after surgery. I can even sit in a boat and fish without pain. None of this would have been possible without Dr. Chams and the support of my family.

..... ANNE .....

# And the beat goes on

I was at work when I felt pressure in the center of my chest. I really didn't know what it was—indigestion maybe, but it was getting worse.

I also felt short of breath and my arms were limp. I knew what shooting pain in the arms and chest can mean: my father died of a heart attack at 40, along with both of my grandfathers. My uncle passed away as a result of heart failure, and two of my brothers received stents. I was still a little naïve. I never believed that it could happen to me. But with one look at me, my cousin knew I needed help urgently and called an ambulance.

Emergency technicians from both Lake Forest and Knollwood arrived soon after. Dr. Bonnie Salomon diagnosed my heart attack and heart specialists Dr. Eli Lavie and Dr. Thomas Mayer immediately began treatment in the Cardiac Catheterization Lab. I had 99% blockage in my left descending artery—they needed to work quickly to save my heart. Dr. Mayer performed an angioplasty, inserting a stent and restoring regular blood flow. Amazingly, just 55 minutes had passed since my cousin called 911. They saved my life that day, and I thank them from the bottom of my newly mended heart.

And now, the Cardiac Rehabilitation staff, along with the WomenHeart support program, is helping me strengthen my heart. Fifty-three years ago I was born at Lake Forest Hospital, and thanks to their remarkable care, I have a chance at another fifty-three years.



*Bonnie Salomon, M.D.,  
became Anne McCoy's lifeline  
just after her heart attack.*



## Letter from the Chairman and CEO

In 2008, Lake Forest Hospital cared for more patients than in any other year.

While the world braced for the worst economic downturn in 70 years, our caregivers focused on what we do best—caring for the sick and injured members of our community.

Without fail, our doctors, nurses and ancillary professionals brought healing and comfort to a record number of inpatients and outpatients. As a community hospital with a century-old reputation for quality and personal service, we received endorsements from local residents that Lake Forest Hospital remains their top choice for care in Lake County. In the Chicago metropolitan area, Lake Forest Hospital also ranked among the top 10 medical centers in 25 categories ranging from nursing care and physicians to emergency care, orthopedics, surgery, and accommodations.\*

We reached an important milestone on the Lake Forest campus last year when the Hunter Family Center for Women's Health celebrated its five-year anniversary by reaching peak volumes of 205 births per month in the Waud Family Maternity Center and 3,571 breast exams and procedures at the Posy Krehbiel Breast Care Center and satellite diagnostic imaging centers. Our special care nursery cared for 194 high-risk newborns and our acclaimed nurse navigator program provided personal guidance and support to 1,235 women, including 160 diagnosed with breast cancer.

At our Grayslake campus, our Acute Care Center staff treated 34,822 patients in its fourth year of operation, and we completed its expansion to create a Freestanding Emergency Center scheduled to open in 2009.

Our best operating performance in history allowed us to invest in facilities improvements and new technologies to improve our care delivery. We renovated our pediatric unit, our outpatient oncology unit and opened a new outpatient gastrointestinal laboratory in Grayslake. We provided electronic medical record technology for area physicians and invested in technologies that enhance patient safety and improve care at the bedside. Through our partnership with Children's Memorial Hospital, we opened a pediatric endocrinology clinic in Lake Forest, and a thoracic surgery program in cooperation with Rush University Medical Center. Also last year, we finalized an agreement to expand our imaging network to include 8 diagnostic imaging centers in Lake and northern Cook counties.

Perhaps most importantly, we delivered care when the need was greatest by adhering to our mission and substantially increasing the amount of charity care provided over the previous year.

Our generous donors understood the importance of our mission and helped us reach this goal with \$4 million in charitable contributions made to Lake Forest Hospital.

Whether we saved a life, touched a heart, or healed a family with our medical expertise and personal touch, Lake Forest Hospital delivered more than expected in 2008.



Forrest R. Whittaker  
Chairman



Thomas J. McAfee  
President & CEO

\*Lake Forest Hospital has been named the Consumer Choice hospital in Lake County for four years, ranked number one for doctors, nurses, image and reputation and overall quality. In 2008, the hospital was ranked in the top ten in these categories.

## 2008 Operational Highlights

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<i>(in thousands)</i>	2008
Operating Revenue	\$ 248,166
Operating Expense	\$ 227,660
Operating Income	\$ 20,506
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Total Assets	\$ 329,725
Total Liability	\$ 172,291
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Total Inpatient Charges	\$ 227,652
Total Outpatient Charges	\$ 338,162
Gross Patient Revenue	\$ 565,814
Net Patient Revenue	\$ 226,801
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Uncompensated Care	
Charity	\$ 5,635
Bad Debt	\$ 9,304
Unreimbursed Government Sponsored Health Care	\$ 22,840
Total Uncompensated Care	\$ 37,779

AT A GLANCE STATISTICS	2008
Inpatient days	40,447
Outpatient visits	374,255
Emergency Department visits	33,690
Grayslake Acute Care Center visits	34,822
Inpatient surgeries	2,315
Outpatient surgeries	7,475
Imaging procedures	152,862
Births	2,467
CareCoach patient visits	4,008
Nursing home days	18,126
Physicians	595
Employees	1,714
Volunteers	404
Volunteer hours	30,557

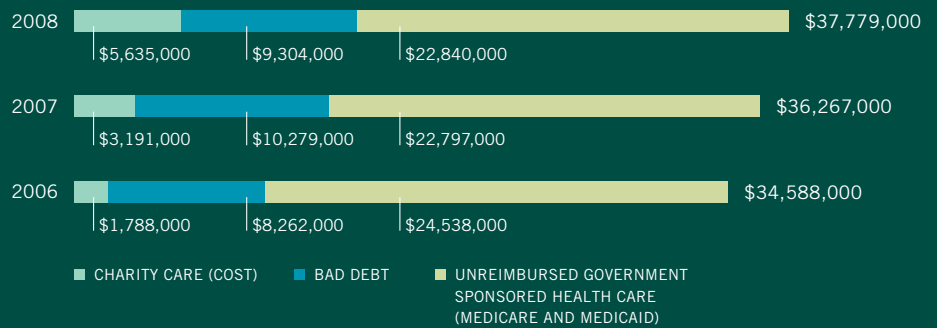
ADMISSIONS



OPERATING REVENUE



TOTAL UNCOMPENSATED CARE



■ CHARITY CARE (COST) ■ BAD DEBT ■ UNREIMBURSED GOVERNMENT SPONSORED HEALTH CARE (MEDICARE AND MEDICAID)



*The hospital benefited from the generosity of our patients, community members and staff members, including Aristeidie Diveris, M.D., Jacqueline Wacker, Marianne Finlay, R.N. and Charles M. Brennan.*

## Donors help redefine community care

Throughout our hospital's 110-year history, our generous donors have been instrumental in helping us achieve our mission. Our record-breaking growth in 2008 would not have been possible without the support of many individuals, families, corporations and foundations. Gifts to Lake Forest Hospital are an investment in protecting the health of our community for years to come. As a nonprofit hospital, these gifts help us redefine the meaning of community care.

In 2008, the hospital received \$4,224,961 in gifts, a slight increase over 2007. We were very fortunate to receive two gifts of \$1 million each. One of these incredible contributions, given by **The Grainger Foundation**, will support renovation of the hospital's surgical suites, increasing efficiencies and enabling more complex procedures. A second \$1 million gift, made anonymously, will advance the hospital's mission through support of programs, facilities and charity care for our community.

Year after year, we are truly touched by donors who strengthen our hospital by leaving bequest gifts. All planned gift donors are included in the A. Watson Armour III Society. Last year, bequest gifts accounted for \$386,000 of our total support, with the largest gift of \$250,000 coming from the estate of Eleanor Gann Bronson.

The Annual Fund continued to serve as the backbone of our philanthropic support. Together, our Spring Appeal and Annual Fund appeal generated \$1.8 million in 2008. Online giving offered a convenient new channel for donors, and more than \$19,000 was given through the hospital's secure website.

Lake Forest Hospital employees and physicians also played a vital role in our success, contributing a record \$30,000 to their annual campaign. Altogether, generous gifts of our donors—large and small—continuously advance our care for the community.

# Donors

**PILLAR SOCIETY** Lake Forest Hospital recognizes its valued donors whose cumulative contributions total \$2,000 or more annually as members of The Pillar Society. Whether providing unrestricted support or designating gifts for a specific program or purpose, Pillar Society members are valued partners in our hospital's mission.

## \$1,000,000+

**Anonymous** – This generous, unrestricted contribution will help advance our medical technology, upgrade our facilities and provide charity care for our community.

**The Grainger Foundation** – Thanks to the generosity of the Foundation, Lake Forest Hospital can now reconfigure and renovate its current surgery facilities. The enhancements will allow for more complex surgeries as well as new procedures requiring more space. The changes will also enable more efficient scheduling of procedures.

## \$100,000 – \$999,999

Estate of Eleanor Gann Bronson  
Trustmark Insurance Company  
Mrs. Herbert A. Vance  
Women's Auxiliary Board of Lake Forest Hospital

## \$50,000 – \$99,999

Estate of Donald C. Cottrell  
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Edmond and Alice Opler Foundation  
Selim Tideman Charitable Trust

## \$25,000 – \$49,999

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The Buchanan Family Foundation  
Healthcare Foundation of Northern Lake County  
Heizer Foundation  
Lake Forest Hospital Medical Staff  
Mr. and Mrs. Charlie Mills  
Mills Family Foundation  
The Visiting Nurse Association of Chicago  
The Kathleen B. and Charles R. Walgreen III Foundation  
Mr. and Mrs. Charles R. Walgreen III

## \$10,000 – \$24,999

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Vance Publishing Corporation  
Mr. and Mrs. William C. Vance  
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## \$5,000 – \$9,999

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## \$2,000 – \$4,999

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**\$1,000 – \$1,999**

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*Mrs. Mona Strenger was honored by Senator Susan Garrett and NBC5 Chicago anchor Allison Rosati at the Volunteer Center of Lake Forest/Lake Bluff luncheon.*



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## Community service and support makes the difference

Our dedicated volunteers and members of our Women's Auxiliary Board and Women's Health Advisory Council freely gave their time and skills in support of the hospital. Through fundraising, scholarships and community education—not to mention thousands of service hours—they are part of the many lives we touch.

### **VOLUNTEER SERVICES**

Volunteers are key to the compassionate personal service that so many associate with Lake Forest Hospital. In 2008, our Volunteer Services team oversaw the efforts of 404 men, women, students, retirees, and parents—people of all ages and backgrounds who gave 30,577 hours of their time. They worked in virtually all areas of the hospital, both clinical and non-clinical. They greeted and oriented patients and visitors, assisted at nurses' stations, helped with reception and clerical work, and lent a hand at community events.

### **WOMEN'S AUXILIARY BOARD**

Since 1946, the Women's Auxiliary Board of Lake Forest Hospital has supported the hospital through fundraising, advocacy and volunteerism. This outstanding tradition of support was as strong as ever in 2008. The Women's Board raised \$430,000 and its members personally contributed or solicited an additional \$380,000 for the hospital. Collectively, the Women's Auxiliary Board gave a total of 9,040 hours of service to the hospital in 2008.

The group is active in the community on behalf of the hospital, raising funds through its annual—and much anticipated—Benefit, Holiday Boutique and holiday greeting cards. Additional community events organized by the Women's Board included the Baby Alumni Party and Health Awareness Days. Since 1926, the Board has run the Lake Forest Hospital Resale Shop, located in Market Square.

In addition to making an annual contribution to the hospital, the Women's Board also provided \$60,000 to the CareCoach program and \$30,000 in healthcare education scholarships.

### **WOMEN'S HEALTH ADVISORY COUNCIL**

In 2008, the group of 40 regular and sustaining volunteers who make up the Women's Health Advisory Council again fulfilled their mission to promote health and wellness in the community.

In partnership with the hospital's medical staff, the Women's Health Advisory Council organized several community education events, including *House Calls*, a series of evening talks with medical experts on health care topics. They also brought former U.S. Surgeon General, Antonia Novello, M.D., to speak at their *Choose Health, Choose Happiness Speaker Series*.

The group gave special attention to adolescent health, organizing the annual G.R.O.W. program (Girls Reaching Out to Wellness) and partnering with local organizations to educate adolescent girls and women on healthy lifestyle choices. Volunteer contributions from the members of the Women's Health Advisory Council included 1,085 hours of service at Lake Forest Hospital.

# Community service and support boards

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