



Architect's rendering of the new Careage Connector

THAT'S A WRAP!

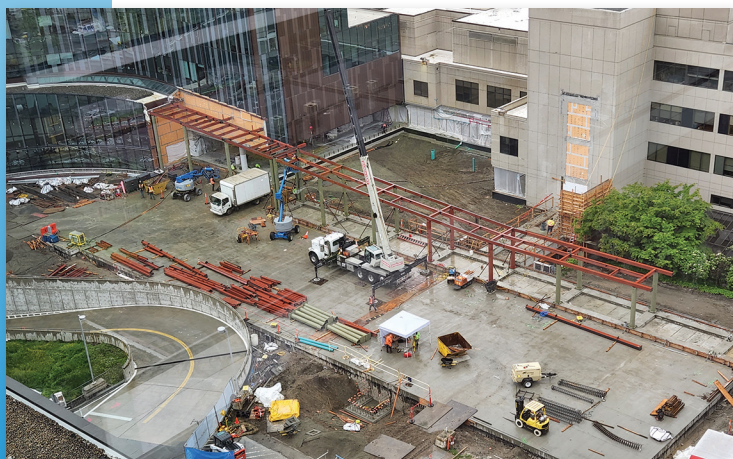
When the fiscal year ended on June 30, 2022, Campaign FutureCare officially closed. We are thrilled to say that our incredible, generous community contributed \$54 million, which is 108% of our original \$50 million goal.

"Donor contributions absolutely made the whole project possible," says Tom DeBord, Chief Operating Officer. "We are so honored to be here serving in a place where people care so deeply about the well-being of the whole community. I can't thank the donors enough."

Meanwhile, the project has reached its final stage. The former East Tower has been taken down and the new Careage Connector, a glass-walled corridor that will connect the two sides of our campus, is going up. When the work is done, Overlake will have a beautiful new main entrance, patients and visitors will have an easier time finding their way around, and everyone will get a welcome break from construction activities.

The Connector is slated to open in January 2023, and Project FutureCare will be complete.

Your contributions have helped make our facilities match our care: world-class. Thank you.



The red framing forms the skeleton of the new Careage Connector, where the old East Tower once stood.

DONOR SPOTLIGHT

When donors **NORMA AND LEN KLORFINE** make a gift, they like to make a big impact.

“Our family foundation supports the arts and the environment, and our main thrust is medical care and research,” says Len. “Our philosophy is to give to whatever is going to help everyone live longer and healthier lives.”

As recent transplants to the Eastside, the Klorfines immediately looked for ways to benefit their new community. Overlake impressed them. “It’s just 10 minutes from our home and our experiences there have been very positive,” Len explains.



Photo: Palm Beach Post

“You spend a lot of time seeing doctors when you reach a certain age, and we have found Overlake a caring and considerate hospital.”

When the Klorfines learned that a new cardiac catheterization lab was needed, they did their due diligence to learn about the need and the project. Then they jumped in with an incredibly generous \$2 million gift to make it happen. The lab will be

used by Overlake’s new Complex Coronary Therapeutics program as well as a slate of minimally invasive heart and vascular procedures.

The couple views top-quality medical care as a critical part of a great community.

“We are happy to be part of the Overlake family now and will continue giving. We are grateful for everything your staff does.”



Members of our **Benefactor Society** (those who have remembered Overlake in their will or established an endowment) attended a coffee event with **CEO Mike Marsh and Dr. Kelan Koenig, Chief Physician Executive of the Overlake Clinics.**

Mike and Kelan updated the group on Overlake’s past year and future plans, and the group engaged in a robust Q&A session.

We are thrilled to be able to host small events and tours in person once again, and are grateful to all who have chosen to create a legacy by supporting Overlake for future generations.

OVERLAKE MEDICAL CENTER
BANDAGE BALL

THANK YOU!

Our generous community stepped up to raise over
\$1,000,000
for our heroic caregivers!

bandageball.org

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Building Our **DIVERSITY ROADMAP**

When JOSEPH WILLIAMS joined the Overlake staff last March, he took on the job of overseeing the implementation of our DIVERSITY, EQUITY AND INCLUSION (DEI) strategy and actions from the ground up.

DEI describes programs and policies that build representation, participation and inclusion of diverse groups of people, including people of different genders, races and ethnicities, abilities and disabilities, religions, cultures, ages and sexual orientations. At Overlake, DEI initiatives play a role in both improving the experiences of our employees and ensuring that all patients receive the care they need and deserve.

We sat down for an interview with Joe to learn about DEI at Overlake and plans for the future.



Joseph Williams, CDE, Overlake's new Diversity, Equity and Inclusion Program Manager

Tell us a little about yourself.

I spent 31 years as a Boeing engineer and leader, and during that time, I did a lot of work in the DEI space. I mentored newer employees, led employee resource groups and built a multitude of other skills that align very well with the work we are doing here. When I retired from Boeing, I pursued and received a certification to work as a Diversity Executive. I think my background in engineering and business have prepared me well for this role as I have experience in evaluating the benefits of an initiative relative to its associated costs and making the best decision based on the data.

This is a brand new effort. How did you get started?

I did a lot of walking around, learning the layout of the campus and the footprint of the organization. Then I canvassed a small group of individuals (leaders and staff) via a brief questionnaire to ask about their stories, their perspectives and their views of DEI at Overlake. I learned that many have very positive feelings about where we are headed on this inclusion journey, and some wish we could do more, faster.

What about equity of care for all of our patients?

Overlake has started that part of the journey as well, led by our Chief Medical Officer, Dr. Knoepfler. It all starts with data. Patients who are admitted to the hospital are asked a set of questions related to the social determinants of health, meaning factors in their lives or in their environments that may impact their care and their healing. Clinicians ask these questions and the information is entered into our electronic medical record system, so it's totally confidential. Patients are asked whether they have challenges with food security, stable housing or reliable transportation. Once we have this data as well as data about race, ethnicity, gender and other factors, we can begin to see how it correlates with clinical outcomes and what Overlake can do if we find there are disparities.

Do we know how we're doing compared with other organizations?

Overlake is participating in a national survey conducted by the American Hospital Association, covering a multitude of healthcare practices related to patient experience and

employee experience, where we will get benchmarked against national averages. This will validate the work we've been doing, and also inform us on best practices that we may be able to adopt as we progress.

What would a successful first year look like?

Success is defined in different ways in the DEI space, but here are three things that I believe will demonstrate Overlake's commitment to the journey toward inclusion: reviewing results from surveys in which we've recently participated, as well as comments from our annual employee engagement survey to help guide us on our inclusion journey; developing and implementing a strategic diversity plan that communicates our DEI goals to the workforce and community and lays out how we'll achieve them; and the DEI Council successfully stepping through its first new member transition process, where new members are welcomed in and previous members transitioned off, ensuring that the Council has an influx of new perspectives.

Sounds like you are pretty jazzed about Overlake's future.

Oh yes ... and spreading the word!

No One Is Turned Away

Overlake offers one of the most generous Charity Care programs in the region. Income-eligible patients may qualify to have their medical bills reduced or waived.

Each year, thousands of patients receive assistance, relieving the worry and financial pressure that healthcare expenses can create. Last year, Overlake waived over \$12 million in medical costs for patients in need.

When you give to the Charity Care program, you are helping ensure that no patient is ever turned away due to inability to pay for services. Please use the enclosed envelope or visit overlakehospital.org/giving to help.

“ I want to thank you from the bottom of my heart for financial assistance at a time of need. I am really going through a tough phase now. I would like to thank all the staff who looked after me and my son and gave all the possible support. Continue all the good effort. The world needs more like you! ”

