

# 2020 Giving Report

## A year to remember

For 60 years, the Eastside community has relied on Overlake to provide high-quality medical services. In 2020, you stood shoulder-to-shoulder with us to ensure we had the equipment and support we needed to take care of you in an unprecedented crisis.

Overlake's pandemic response began early, as some of the first COVID-19 cases in the country occurred on the Eastside. We quickly assembled a team, stood up a robust response and worked with the help of our incredible, generous community to care for the sick and keep our patients and staff safe.

Day after day, the donations rolled in. Our neighbors scoured their basements for boxes of gloves and brought them to us. Our corporate friends handed over every N95 mask in their storerooms. Some companies quickly retooled their factories and began producing face shields for our staff. Restaurants sent meals to fuel our caregivers. Hundreds of people contributed to the COVID-19 Response Fund.

Overlake has cared for hundreds of patients with COVID-19, providing lifesaving treatment while keeping our staff and patients safe. Thank you for helping make that possible.

## What else happened in 2020?

In spite of the many challenges posed by the pandemic, Overlake continued caring for patients, expanding our services and helping the Eastside thrive.

Just a few of our 2020 accomplishments:

### Project FutureCare

Project FutureCare, Overlake's \$250 million campus renewal, is about to hit an exciting milestone. A new building, opening in February, will include our beautiful, new Childbirth Center as well as facilities for heart, cancer and orthopedic patients. The building replaces an outdated one and leverages new technologies that will make our patient care even better.

As part of Project FutureCare, our existing 14-bed inpatient behavioral health unit will move to a remodeled space that will better meet the needs of patients and staff. Design work was completed in 2020, with construction planned for 2021. The whole project will wrap up in 2022 with a glass-walled connector between the two sides of campus, making it easy for patients to find their way around.

We asked our generous community to contribute 20% of the project cost. Our fundraising campaign is ongoing until the project is completed. To date we have raised over \$40 million—80% of the way to our \$50 million goal.

### New mental health approach

Overlake has launched a new program providing specialized treatment for individuals struggling with both mental illness and substance abuse disorders. The many stresses of the pandemic have only increased the number of patients needing this service and the severity of their disorders. The program is expected to continue growing.

### Joint cancer treatment program with SCCA

The shared program with Seattle Cancer Care Alliance expands nationally renowned cancer services and research in the heart of the Eastside, complementing the outstanding cancer care and support Overlake has provided the community for decades.



Photo: Tomi Pinto



Photo: Sozinbo Imagery



Photo: Jean-Marcus Strole



# Overlake by the Numbers

FISCAL YEAR 2020



## 1,159

Total number of donors



## 432

Number who joined the Circle of Excellence by giving \$1,000 or more

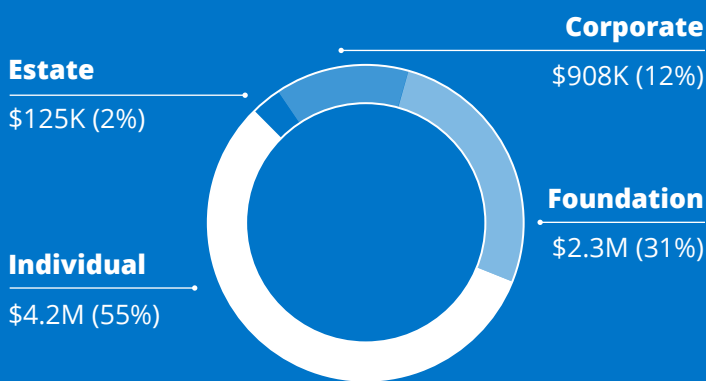


## 406

Total number of first-time donors

## \$7,620,072

Total amount donated



## 3,229

Number of patients who received full or partial financial assistance with their medical costs

## \$18.5 million

Financial assistance provided to patients

### Telehealth and telemedicine

When the pandemic made it difficult for many people to visit their doctors, Overlake quickly implemented virtual visits. Both primary care providers and specialists now offer virtual visits when appropriate. Many Overlake classes and support groups have also transitioned to an online format. Telehealth and telemedicine services have been well-received by patients and are likely to continue.

### Specialty clinic addition

Overlake has added an established sleep medicine center to our system of clinics. “Overlake Clinics Sleep Medicine is the largest full-service sleep disorders center on the Eastside,” said Scott Bonvallet, MD, Overlake Clinics Sleep Medicine and pulmonary/critical care specialist. The addition of the clinic will allow for more streamlined management of patients with sleep disorders and is part of an ongoing expansion of clinics to serve our patients and community.

### Interpreter services

Overlake is committed to ensuring that all patients receive clear and understandable information, from the moment they enter our facility. We provide interpreter services in more than 100 languages and have never had a patient in our care for whom we could not provide an interpreter. Because the pandemic has limited our ability to bring interpreters onsite, we have pivoted to a technological solution. Video carts equipped with iPads and speakers are stationed throughout the patient care areas of the hospital and clinics. When needed, we connect with an interpreter who can then communicate with the patient face-to-face while maintaining everyone’s safety. Community support helped provide interpreter services over 12,000 times last year.

### Senior health

As the only primary care clinic focusing on the needs of older patients on the Eastside, Overlake’s senior health clinic provides a vital service. In 2020, we implemented a number of changes aimed at ensuring safety and access to care for our patients. These included new procedures around social distancing, facility enhancements and the addition of a nurse practitioner to our staff to ensure timely access to care for our patients. The senior health clinic cared for 2,243 patients last year.

**Support from our caring community has helped bring many programs, services and innovations forward. Thank you.**

### The end of an era: We say a grateful thank you to the Overlake Auxiliaries

Although Overlake was officially founded in 1960, it began in 1952, as a plan spearheaded by community leaders who saw the need for an Eastside hospital. In 1953, a group of Eastside “young mothers” formed the Fabiola Auxiliary to raise funds for the new hospital. They were soon joined by other Auxiliaries, and over the next several years, they tirelessly raised funds to establish the new hospital.

The work didn’t stop once the hospital was built. The Auxiliaries served as the primary fundraising mechanism for Overlake for many years, until the Overlake Foundation was established in 1978. Some Auxiliary members remained actively involved for the rest of their lives. Bake sales, fashion shows, bridge tournaments and many other strategies, including the early Bandage Balls, were employed to support healthcare for our community.

In 2020, the last of the Auxiliaries ceased operations. Many of their members remain active supporters and ambassadors for Overlake.

We offer a heartfelt salute to the women and men who worked so hard, for so many years, to help ensure the Eastside would have the kind of medical facility that helps a community thrive. Thank you.

# Overlake Medical Center extends our deepest gratitude to the individuals, corporations and foundations that generously supported our mission in fiscal year 2020.

## Thank you.

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