



The Monroe Cli

The Heart
of **All We Do**



Monroe Clinic

Take good care.™

2006 Mission Report

100
SOLUCENT
TOP HOSPITALS
NAMED
2006



Dear Friends,

When the Congregation of Sisters of St. Agnes (CSA) established St. Clare Hospital in 1939, their vision was to provide compassionate care in the spirit of Christ. For more than 67 years, we have continued the vision of the CSA, growing to provide the residents of the communities we serve with the health care they know and need.

In 1992, St. Clare Hospital and Monroe Clinic consolidated under the continued sponsorship of CSA. On May 4, we celebrated the 15-year anniversary of this merger, which would not have been possible without the hard work and foresight of our board of trustees, physician leadership, and CSA, who had a clear vision of the direction Monroe Clinic needed to take for the future. The joining of St. Clare Hospital and Monroe Clinic ensures patients receive fully integrated services and allows us to fulfill our mission to achieve the highest standards in health care.

Now, in 2007, we are happy to say that we are still moving forward in that direction. Recently, Monroe Clinic was named to Solucient's 100 Top Hospitals National Benchmarks for Success. This award is based on publicly available data and recognizes hospitals that have achieved excellence in clinical outcomes, patient safety, financial performance, efficiency, and patient volume growth.

Monroe Clinic is also honored to be named number 88 on Verispan's 2007 100 Top Integrated Healthcare Networks in the country. Verispan rates local and regional, non-specialty health care networks on their performance level and degree of integration, taking into account factors such as financial stability, integrated technology, services, access, and physicians.

We are also pleased to announce plans to embark on a \$50–60 million facility modernization and renovation of our Monroe campus, as well as a new clinic in Albany. These capital investments in the community will further solidify Monroe Clinic's commitment to the region and the patients we serve.

Please enjoy our 2006 Mission Report and join us in celebrating, with God's blessing, how Monroe Clinic is able to meet the needs of those we are privileged to serve.

Take good care,

Elaine Strassburg
CHAIRPERSON,
BOARD OF DIRECTORS

Mike Sanders
PRESIDENT AND CEO

Superior Dialysis Services, Close to Home

Approximately 217,000 Americans receive dialysis, which is a treatment for kidney disease using a machine that acts as an artificial kidney. For those in the region who need this lifesaving service, Monroe Clinic has partnered with Liberty Dialysis to provide comprehensive care in a new, state-of-the-art facility within the hospital.

Medical Director Ambreen Gul, MD, board-certified nephrologist, supported by our team of physicians, leads a team of caregivers with more than 70 years of dialysis and health care experience. ■



Building for the Future



Conceptual drawing of Monroe Clinic's new facility on the Monroe Campus.

Monroe Clinic is embarking on a facility modernization and renovation of our Monroe campus. This plan has been built on a community health needs assessment. We looked at what our patients and communities need now and what they will need in the future. We also talked to our staff, physicians, and internal leaders, as well as leaders in our community. What we have developed is a comprehensive plan that helps us fulfill our mission and vision and further solidifies our commitment to southern Wisconsin and northern Illinois.

Our facility plan includes a new \$50–60 million building project that will connect the existing hospital and clinic building. It also includes renovation and modernization of space within

the hospital. This project will consolidate space for a number of programs, including digestive health, comprehensive surgical services, family birth, and heart health centers. It will allow us to continue providing the highest standards in health care.

Monroe Clinic is also constructing a new \$1.4 million facility in Albany. The new facility will provide our patients with increased access to appointments with medical staff and enhanced privacy.

“These new facilities will allow us to continue to provide our patients personalized, high-quality health care in a healing environment,” says Mike Sanders, President and CEO of Monroe Clinic. “This investment is evidence of Monroe Clinic’s commitment to the communities we serve.” ■

A Strong Foundation



Nearly 70 years of community support are part of everything that Monroe Clinic does today. With the wish that every gift have the greatest positive impact on our communities, Monroe Clinic recently formed a new organization—the Monroe Clinic and Hospital Foundation. The Foundation will work with individuals and organizations interested in supporting health care in the community through the programs of Monroe Clinic.

“Giving from the heart is a joyful experience,” says Ron Georgeson, Board Chair of the Foundation. “There can be no more meaningful gift than one that saves a life or one that supports life’s final journey.”

In the Foundation’s inaugural year of 2006, community support for Monroe Clinic exceeded \$100,000 through memorial contributions to Monroe Clinic’s Hospice program, the Hospice Mini-Golf event in New Glarus, the Foundation’s first Golf Outing at the Monroe Country Club, and contributions by Monroe Clinic’s management team.

In 2007, you’ll have two opportunities to golf for health care—the Hospice Mini-Golf on July 10 and the Foundation Golf Outing on August 7.

“Both events are great ways to have a little fun and strengthen an organization that cares for your family through every stage of life,” says Deirdre Gruendler, Executive Director of the Foundation.

The giving spirit of our communities shares a legacy with Monroe Clinic. The vision that joined Monroe Clinic and St. Clare Hospital together with a single mission of creating healthy communities through God’s healing spirit and the ongoing commitment to caring for our communities are honored by the generosity of all who have included us with their gifts.

To learn more about supporting health care in the community—or to save your space for 18 holes of “mini” or “full-size” golf, call (608) 324-2868. ■

AUGUST

2007

Serving Our Co

Last year, Monroe Clinic provided over \$7 million for community benefit programs. Additionally, we incurred over \$1 million in bad debt. However, Monroe Clinic's commitment to create healthy communities goes much further than charity care and covering the shortfalls from the Medicaid program.

We offer many community benefit programs that work to improve the health status and quality of life for the underserved populations in our communities. These programs include free screenings, support and counseling services, health education programs, and financial and in-kind contributions.

We also collaborate with other organizations, such as the Healthy Community Coalition, the Sexual Assault Recovery Program, Parish Nurses, and Green County Leaders, to fulfill the unmet needs of our neighbors.

The Heart of All We Do

Working together to achieve the highest standards in health care, we create healthy communities through God's healing spirit.

—MONROE CLINIC MISSION STATEMENT

Sponsored by the Congregation of Sisters of St. Agnes, Monroe Clinic offers comprehensive health care with more than 80 providers, a 24-hour emergency room, home care and hospice services, as well as seven branch clinics in southern Wisconsin and northern Illinois. Our physicians and staff are committed to providing you with personalized health care, education, and peace of mind.

The HEART of All We Do

As a way to ensure all Monroe Clinic employees, volunteers, and trustees stay focused on the Clinic's mission, Monroe Clinic held the seventh annual Mission and Values Celebration February 5–9. This year's theme was "Mission: The HEART of all we do."

From the construction plans for our new \$50–60 million facility to the charity care made available in 2006, every aspect of Monroe Clinic's services is provided for the enhanced health and well-being of the residents of the communities we serve. During the celebration, the employees, board members, and volunteers of Monroe Clinic were encouraged to reflect on and celebrate their ministry to the community they serve.

Every Day Celebration

Though the Mission and Values Celebration is over, the impact of the week's activities resonates throughout the year. Caregivers interacting with patients and board members and administrative staff making strategic decisions regarding the future of the hospital all look to the Monroe Clinic mission as a guide.

When you need health care, and you desire it in a compassionate environment, turn to Monroe Clinic, because providing the best care is The HEART of all we do. ■

A Clear Vision

At Monroe Clinic, our Vision is to bring the best to our communities:

- » the best place for health care
- » the best place to work
- » the best place to practice medicine
- » the best community partnerships

Our mission will be visible in all that we do.

Community

Financials

2006 Financial Summary—12/31/2006

**What we charged our patients
and customers:** **\$217,453,759**

We charged but did not receive full payment from:

- » Medicare and Medicaid: \$75,012,649
- » Managed Care: \$23,743,310
- » Charity Care: \$2,230,335
- » Bad Debt: \$3,497,695

TOTAL DEDUCTIONS: **-\$104,483,989**

What we received: **\$112,969,770**

What it cost:

- » To pay staff: \$49,874,133
- » To provide staff benefits: \$12,333,326
- » To purchase supplies, insurance,
utilities, interest, etc: \$40,833,917

TOTAL COST TO CARE FOR PATIENTS: **-\$103,041,376**

**Funds available for new programs,
equipment, and facilities for the
benefit of our patients and
the communities we serve:** **\$9,928,394**

MONROE CLINIC
BOARD OF DIRECTORS

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All Aboard *for Community Health*

Monroe Clinic's Board of Directors, comprised entirely of volunteers, makes decisions to ensure everyone in the community has access to quality programs and services essential to maintaining their health.

The board attends formal bimonthly meetings and roundtable discussions to determine the direction the health system will take. Additionally, board members—who are community and business leaders with diverse backgrounds, as well as physicians and representatives of the Congregation of Sisters of St. Agnes—serve on various committees, including quality review and finance. Board members also invest significant time and energy preparing for and attending meetings, educational sessions, and community outreach events.

"Our work wouldn't be possible without the dedication of our board members," says Mike Sanders, President and CEO of Monroe Clinic. "They aren't just names on a letterhead—they're integral in helping us implement our mission and vision." ■

LIVING OUR VALUES

Every day, Monroe Clinic employees live our values of compassion, integrity, respect, customer service, and continuous improvement.

Take, for example, Jody Makos. Jody works in our Emergency Room (ER). A few months ago, an out-of-town elderly couple was involved in a car accident. While the wife was being admitted to the ER, the couple's car—containing all their belongings—was towed from the scene of the crash. Jody located where the car had been towed, collected their belongings, and then found the husband a place to stay for the night. All of this was done on her own time.

Here's another example. A family gathered in the medical imaging area to wait for a loved one who was in surgery. The family was very anxious and didn't want to leave the area until the surgery was completed. When one of the medical imaging staff overheard that a few of the family members were hungry, she called and ordered them a pizza. Sometimes, it doesn't take a big gesture to make someone's day. It's the little things that speak volumes.

These are just two examples of our employees living the mission and vision of Monroe Clinic. There are hundreds more stories that happen all of the time. Our employees don't do this because it is expected—they do this because they care. ■

Caring for the Skin You're In

Dedicated to expanding our service offerings to provide high-quality, comprehensive health care close to home, Monroe Clinic welcomes Valerie Huls, DO, board-certified dermatologist. Dr. Huls specializes in diagnosing and treating skin, hair, and nail conditions and focuses on general dermatology, which includes:

- › skin cancer screenings
- › treatment of eczema, psoriasis, acne, and warts
- › facial rejuvenation
- › chemical peels

- › treatment of varicose and spider veins
- › cosmetic procedures such as Botox and Restylane injections

Whether you need treatment, would like to learn about sun safety, or would simply like to strengthen your daily skin care regimen, Dr. Huls and the Dermatology team are committed to meeting your needs with advanced procedures and educational materials.

To schedule an appointment with Dr. Huls, call (608) 324-2357. ■

Pure Medicine at Its Best

After more than two decades of teaching resident physicians at a busy hospital in Iowa, Michael Kelly, MD, family practitioner, decided he wanted to get back to what he considers to be “pure medicine.” By establishing a strong practice at the Monroe Clinic-Lena branch, Dr. Kelly is achieving his goal.

As the only full-time physician at Monroe Clinic-Lena, Dr. Kelly is a busy man. Each day, the University of Iowa Medical School graduate sees more than 20 patients in his office, providing guidance for everything from croup in infants to arthritis in senior citizens.

Patients are offered quality primary care close to home, with complete access to a 100 Top Hospital in Monroe when necessary, thanks to Dr. Kelly.

“The best thing about working in a small clinic is developing long-lasting relationships with my patients,” the married father of two says. “The care is more personalized and my patients appreciate it. I look forward to serving the people of Lena for many years to come.” ■



Making Strides in Surgery

Monroe Clinic is one of the only hospitals in the region to offer an innovative procedure that adds years to the lives of local residents who are diagnosed with an abdominal aortic aneurysm (AAA).

While abdominal aortic aneurysms rarely cause symptoms, they can be dangerous if left untreated. Fortunately, the condition is often found during routine primary care or imaging appointments. AAA occurs when the abdominal aorta (the artery that supplies blood to the lower half of the body) becomes weak and bulges. If the weakened vessel bursts it can cause severe internal bleeding and death.



FROM LEFT: Richard Baker, MD, interventional radiologist; Valentine Feiner, AAA patient from Freeport, IL; Lawrence Landerholm, AAA patient from Brodhead, WI; and Nicholas Maxwell, MD, vascular surgeon, stand together in the Angiography Suite.

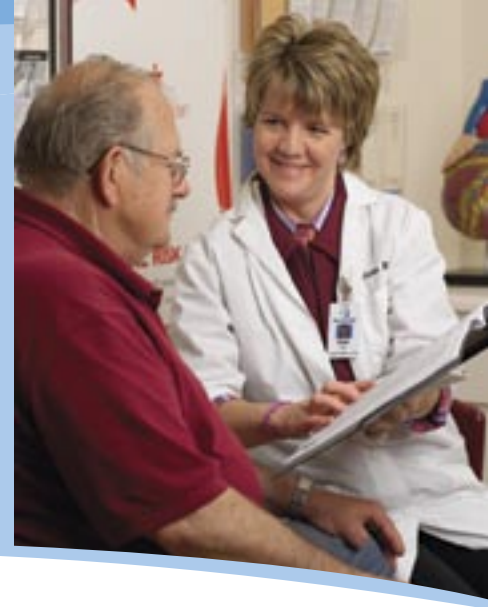
Advanced Care

On September 13, 2006, Nicholas Maxwell, MD, vascular surgeon, and Richard Baker, MD, interventional radiologist—both on staff at Monroe Clinic—performed the first minimally invasive procedure to treat AAA in the Angiography Suite at Monroe Clinic.

While the surgeons’ progress is tracked with live X-rays displayed on a video screen, a small incision is made in the groin area to thread a tiny graft through the blood vessels to the aneurysm. Once in place, the graft expands, and seals off blood flow to the AAA, and strengthens the aorta. An angiogram (X-rays of blood vessels) is taken to ensure blood flow to the aneurysm has stopped.

This surgery is just one of the many innovative surgical options available to patients at Monroe Clinic. Our talented team of surgeons offers a variety of minimally invasive and same-day surgeries that minimize recovery time.

Most patients recover from this procedure in 24 hours and resume normal daily activities within a week. ■



Rising to the Top

Solucient, a leading provider of information and solutions to improve the cost and quality of health care, recently named Monroe Clinic one of the nation's 100 Top Hospitals in 2006 in their Benchmark for Success Award.

The award recognizes health care systems that have achieved excellence in clinical outcomes, patient safety, financial performance, efficiency, and growth in patient volume. Only five health care systems in the state of Wisconsin received this award.

"Our mission is to achieve the highest standards in health care," says Mike Sanders, President and CEO of Monroe Clinic. "This honor is a testament to the hard work of all of our physicians, staff, board members, and volunteers."

As a state-of-the-art health system, Monroe Clinic offers advanced medical equipment and technology combined with care and sensitivity. Since the award is based on publicly available data, patients can trust that everyone at Monroe Clinic, from physicians, nurses, and all other roles throughout the organization and in all of our branches, is doing his or her best to ensure the continued health of the community.



PATIENT TESTED, JOINT COMMISSION APPROVED

Monroe Clinic recently received re-accreditation status from The Joint Commission—the health care watchdog for ensuring patient safety and quality standards in hospitals throughout the United States.

Each year, The Joint Commission determines whether a hospital meets standards of care that exhibit dedication to quality and safety by extensively reviewing hospital protocols and practices. When a health care institution receives The Joint Commission Gold Seal of Approval—which Monroe Clinic did—community members can rest assured they're in professional, expert hands.



Monroe Clinic

Take good care.™

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