



C E L E B R A T I N G  
**30 YEARS** *of* H E A L I N G



# AND THE SPIRIT *of* GIVING

## ✦ OUR MISSION

Our mission is to extend the Catholic Healthcare Ministry of the Sisters of St. Joseph of Orange by continually improving the health and quality of life for all people in the communities we serve. Our staff is committed to the highest standards of excellence in the delivery of healthcare and to ministering to the needs of the whole person ó body, mind and spirit.

We share this tradition of excellence with our sponsors, the Sisters of St. Joseph of Orange, whose four core values of dignity, service, justice and excellence are the guiding principles for the entire St. Joseph Health System.

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Sculpture: *Healing Christ*, James Barnhill

celebrating  
**30**  
Years of Healing  
MISSION HOSPITAL

## OUR MISSION

## IS YOU

In 1971, patients and visitors quickly realized brand-new Mission Community Hospital was unlike any hospital they'd ever been to. To begin with, the hospital simply looked different. The floors were carpeted and the wallpaper was anything but hospital green. The floral bedding was soft, and even the towels and surgical linens were brightly colored.

All hospital food was prepared on the premises using the freshest ingredients in small quantities, just like the top hotels and restaurants. With permission from their doctors, patients could call the full-service kitchen at any time of the day or night. They might even be allowed a cocktail or two.

A uniformed waiter served full-course meals with a flourish to patients well enough to finish recuperating in the Mission Hospital Pavilion. New parents also received a gourmet meal the night before going home: steak or lobster with champagne. To further lift patients' spirits, an in-house hairdresser and barber provided complimentary personal care services.

Decades later, patients and their families continue to notice the difference at Mission Hospital Regional Medical Center. Modern healthcare has become increasingly more technological in nature in recent years, yet every effort is still made to provide highly personalized care. At Mission Hospital, caring for emotional and spiritual needs are just as important as physical healing.

Our new five-bed Antepartum Unit is designed to be as comfortable and home-like as possible for women whose pregnancies require monitored hospital care. Italian marble, designer fabrics, wallpaper, artwork, window seats and wood-grain floors are among the many extra design touches planned to help patients feel as relaxed and comfortable as possible. Each room features a comfortable bed for the spouse or support partner who wishes to spend the night.

Granite flooring, soft carpeting and mahogany accents are some of the amenities incorporated into the technical design of the Edward and Ann Muldoon Cardiac Center, opening in early 2002. Most rooms are private, and each has a sitting area, speaker phone and relaxing outdoor view. A large aquarium is the focal point of the family waiting room, which has two computers providing Internet access for the convenience of families staying in touch with distant friends and relatives by e-mail.

The last 30 years have brought tremendous changes in the art and science of medicine. Highly personalized care, however, remains an integral element of the overall medical excellence provided at Mission Hospital Regional Medical Center. 📌



## Working Together in Partnership Benefits Us All

It is an ideal model for healthcare: a partnership in which the hospital cares for the community, while the community cares for the hospital. This is what makes Mission Hospital Regional Medical Center different from other non-profit hospitals.

Volunteerism, philanthropy and a spirit of giving combined with a passion for patient care excellence form the foundation upon which our hospital has thrived. It infuses the ideals shared by every member of the Mission Hospital family: physicians, employees, volunteers and concerned members of the community.

Mission Hospital physicians are devoted to bringing state-of-the-art healthcare services and technology to south Orange County. Our dedicated nurses and staff equally share this commitment, by striving for excellence within their own professions, as well as through philanthropic support. The spirit of giving is also clearly visible in the tireless efforts of our volunteers, who have supported our hospital for three decades.

In 1994, Mission Hospital became part of the healing ministry of the Sisters of St. Joseph of Orange. As part of our transition into a non-profit hospital, the Sisters literally gifted Mission Hospital back to the community. Since then, a full 10 percent of all hospital income has gone into outreach programs

that care for the medically underserved. In addition, 1.5 percent of operating expenses are designated for community health and healthy-community activities.

Mission Hospital recognizes the importance of the spiritual and emotional needs of our patients and their families. Our Spiritual Care chaplains respond to the needs of the whole person. All of our staff are aware that healing is more than taking care of the physical manifestations of illness, but involves the whole person.

At a time when many healthcare facilities are being forced to cut back, the spirit of giving has made it possible for Mission Hospital to enter its fourth decade with a brand-new antepartum unit and cardiac care floor.

In anticipation of community needs in the many years to come, we are planning a new five-story patient tower, which will serve as a high-tech diagnostic and critical care hub for south Orange County. This tower will add 120 private patient rooms, expand emergency and trauma services, double surgical intensive care capacity and reserve space in anticipation of future medical advances. A new chapel, for individuals of all faiths, is planned to provide a quiet area for prayer and reflection.

On behalf of the entire Mission Hospital family, we thank you for your support over the last 30 years. We look forward to your continued partnership in providing south Orange County with unparalleled healthcare services based on compassion, clinical excellence and the latest medical knowledge.

Sister Martha Ann Fitzpatrick, CSJ  
Vice President of Sponsorship

Peter F. Bastone  
President and Chief Executive Officer



## Sometimes MIRACLES DO HAPPEN



*Anton LaRosa's amazing recovery has been featured in several newspapers and on television programs. The Mission Viejo toddler returned to normal, everyday activities without any apparent disability only three weeks after suffering a near-fatal traumatic brain injury. According to Anton's parents, Cindy and Brian LaRosa, Mission Hospital physicians and staff played a large part in the miracle of his recovery.*

You may already have heard about Anton LaRosa. His amazing story is testimony to both a miracle and to a team of surgeons, physicians, nurses and therapists who wouldn't give up.

After suffering a traumatic brain injury as a result of being struck by a car, no one expected the 17-month-old to survive. But more than luck was in Anton's favor. Earlier that day, a Mission Hospital neuro clinical nurse specialist had just completed writing a new brain-injury procedure specifically for children 8 years and younger, using equipment that had received FDA approval only three months earlier.

Mission Hospital had been selected as one of only ten hospitals in the United States to use this equipment because of demonstrated expertise in treating severe, traumatic brain injuries in older children and adults.

The brand-new catheters needed for this treatment had just arrived. A trauma surgeon and pediatric emergency room physician were on alert and waiting for Anton. Expert pediatric neurosurgeons from CHOC at Mission also were on the premises. The Mission Hospital neuro clinical nurse specialist, who had already gone home for the day, suddenly got a feeling she should call the hospital. Apprised of the situation, she immediately rushed back to work.

That night Anton became the youngest child in the world to undergo LICOX monitoring, which measures the level of oxygen inside the brain. Without it, the trauma team and the pediatric critical care team from CHOC at Mission would not have been able to monitor Anton minute-by-minute throughout the night and keep his brain oxygen at target level.

The next morning, Anton opened his eyes and grabbed his nurse's hand. Within two weeks, the toddler was sitting up in bed. He was discharged home to his family three weeks later without any apparent disability. 📌

In 1997, Mission Hospital and CHOC at Mission, located on the fifth floor of Mission Hospital, became one of the first hospitals in California to adopt new guidelines for the management of traumatic brain injury developed by the American Association of Neurological Surgeons and the Congress of Neurological Surgeons.

They could implement this new standard of care because they had the clinical expertise and capabilities. The Mission Regional Trauma Center, one of only three trauma centers in Orange County, is a designated neuro receiving center. The Mission Hospital Acute Rehabilitation Unit has an accredited brain injury program. Plus, CHOC at Mission is the only pediatric facility in south Orange County specializing in the treatment of critically ill or injured children.

In October 2000, the Mission Hospital traumatic brain injury program received the Ernest A. Codman Award from the Joint Commission on Accreditation of Healthcare Organizations, the nation's predominant standards-setting and accrediting body in healthcare. This program also has received numerous awards from the American Association of Critical-Care Nurses.

A recent article published in *Journal of Trauma* indicates patient outcomes at Mission Hospital for severely brain-injured patients are equal to those at the top trauma centers in the country. Mission Hospital is the only non-teaching hospital providing this advanced level of care.

Since 1980, the Mission Regional Trauma Center has been setting the standard for leading-edge care. But the best trauma care is prevention. Over the last 20 years, the Mission Regional Trauma Center has developed several innovative programs to prevent predictable injuries, including South County Safe Rides, which has measurably reduced the number of youthful drunk-driving related incidents and deaths in the community.

That night Anton became the youngest child in the world to undergo LICOX monitoring, which measures the level of oxygen inside the brain.



## LEADING EDGE CARE *for* VASCULAR DISORDERS & STROKES



*Juan Carlo Pereira, 68, of Mission Viejo, may work part-time, but he's a full-time grandpa to Victoria, 8, and Nicholas, 6. Through the Vascular Institute and Stroke Center at Mission Hospital, he was able to receive a leading-edge carotid stent before the device obtained FDA approval.*

Last March, Juan Carlo Pereira felt a tingling sensation in his right arm. With his medical history, he knew he should call his physician right away. Over the past 15 years, Juan, 68, has had a heart attack, quadruple bypass surgery and received an implanted cardiac defibrillator. A few years ago, he had surgery to clear a blockage in his right carotid artery.

An ultrasound showed a blockage of Juan's left carotid artery. It was essentially a stroke waiting to happen. But this time, Juan's surgeon was able to offer a leading-edge alternative to conventional carotid artery surgery.

Juan was enrolled into a research study that enabled him to receive a carotid stent so new it had not yet received FDA approval. A stent is a small, slotted metal tube that is inserted directly into a blood vessel or artery that has become narrowed or hardened by plaque. Once in place, it stretches the vascular or arterial walls, keeping the passage open. The stent permanently adheres to the walls, providing added strength and support.

Stent placement is a far less invasive procedure than carotid artery surgery and does not require anesthesia. Juan received his stent on a Wednesday. By Monday, he was back at work, supervising the employees at his upholstery shop.

The Vascular Institute and Stroke Center at Mission Hospital represents a collaboration of three distinct, yet interrelated medical specialties: cardiology, vascular surgery and interventional radiology. It is the only program of its kind in Orange County providing a comprehensive, multi-disciplinary team approach to the prevention, diagnosis and treatment of vascular disorders. This expertise, plus sophisticated staffing and equipment

put the Vascular Institute and Stroke Center on a par with university teaching hospitals. Because of the program's ability to meet clinical trial guidelines, Mission Hospital has been selected as a clinical test site by several medical device companies.

Currently, Mission Hospital is enrolled in the Cordis Sapphire study on a new carotid stent that has been designed with an added protective device. Earlier this year, Mission Hospital completed a clinical trial for an iliac stent, which may be placed high up in the leg or groin to treat vascular diseases. In 1999, a medical device manufacturer selected Mission Hospital as the first Orange County

hospital to use their covered stent for treating abdominal aortic aneurysm after their product received FDA approval.

The Vascular Institute and Stroke Center is also the only hospital program in the United States that has received FDA approval to study the efficacy of using covered stents on patients undergoing hemodialysis. The results of this study may change the standard of care for these patients and significantly prolong life.

In 1999, the Vascular Institute and Stroke Center introduced uterine artery embolization to Orange County. This minimally invasive treatment for uterine fibroid tumors is better tolerated and has a shorter recovery period than a conventional hysterectomy.

State-of-the-art, clot-busting drugs are available in the Mission Hospital emergency room for patients experiencing ischemic stroke. Tissue plasminogen activator (TPA) administered within three hours of the start of an ischemic stroke may actually break down the blood clot in the brain, reducing the debilitating effects of the stroke and resulting in better patient outcomes than standard treatment.

**Juan received his stent on a Wednesday. By Monday, he was back at work, supervising the employees at his upholstery shop.**



**R**on Reeves of Laguna Niguel knows very well that a heart attack can strike at any age. He had his eight years ago at age 33. Fortunately, he recognized the warning signs and went immediately to the Mission Hospital emergency room. There, physicians treated his heart attack through balloon angioplasty surgery. Additional tests revealed other blocked arteries, and Ron had triple bypass surgery a few days later.

Following his stay in the hospital, Ron participated in four months of intense cardiac rehabilitation. He committed to a low-fat, low-cholesterol diet and a regular exercise program. He also learned to manage stress more effectively and to keep the events of his daily life in perspective.

Then Ron became a iHeart Hero. A one-hour community education program offered by Mission Hospital, iHeart Heroes is designed to increase awareness about the typical and atypical early symptoms of heart attack and to develop techniques to persuade individuals with such symptoms to seek immediate medical attention. Afterwards, participants share this lifesaving information within their own community through churches, clubs and other organizations.

Ron also visits newly diagnosed heart patients at Mission Hospital through the iMended Hearts program. He is living proof that a heart attack can occur at any age, and that rapid intervention saves lives and minimizes disability.

No other program in south Orange County understands matters of the heart like the Mission Regional Heart Center. Mission Hospital physicians, surgeons and cardiac nurses combine highly compassionate care with the most technologically advanced procedures. Every year, Mission Hospital cardiologists and cardiac surgeons perform nearly 300 heart surgeries, 1,800 heart catheterizations and close to 700 interventional procedures.

Since the opening of the first Cardiac Cath Lab in 1985, Mission Hospital has been setting the standard for leading-edge, innovative care.

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In 1987, Mission Hospital cardiologists became the first in Orange County to perform a percutaneous balloon mitral valvotomy to clear blocked arteries. Two years later, Mission Hospital opened the Heart Surgery and Angioplasty program.

In 1991, Mission Hospital became one of the first hospitals in Orange County to introduce atherectomy as a less-invasive alternative to cardiac bypass surgery. In 1998, the excimer laser was used for the very first time in Orange County by Mission Hospital cardiologists, providing scalpel-like precision in a new non-invasive alternative to traditional cardiac surgery for opening blocked arteries.

In another pioneering procedure, Mission Hospital was the second hospital in the world chosen to implant an investigational defibrillator lead to help regulate irregular heartbeats.

In 1998, Mission Hospital partnered with CHOC at Mission to open Orange County's only Children's Cholesterol Clinic, a multidisciplinary program providing assessment and treatment for children and adolescents at high risk for developing coronary heart disease.

The Chest Pain Center is available 24 hours a day for rapid diagnosis and

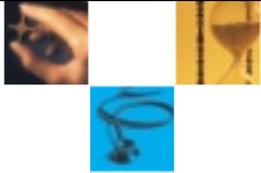
treatment of heart attack. In 1999, Mission Hospital was chosen as a research site for the Public Access Defibrillation (PAD) trial. This two-year, National Institutes of Health study is examining whether training people to use automated external defibrillators results in better patient outcomes than standard CPR. The results of this study will directly impact national policy concerning first-aid treatment for cardiac arrest.

Early next year, the Muldoon Cardiac Center will open on the fourth floor of Mission Hospital. This state-of-the-art facility will feature a 27-bed Cardiac Intensive Care Unit and a 34-bed Cardiac Telemetry Unit. In addition to the latest cardiac monitoring system available, calm, relaxing design elements have also been incorporated into the technical plan in order to provide maximum comfort for patients and their families.

## EXPERT IN MATTERS of the HEART



*I think everyone was surprised because of my age, but I think it is a real credit to the doctors that I received such excellent care immediately. I says Ron Reeves, who had a heart attack eight years ago at age 33. I believe that early intervention saved not only my life, but my quality of life.*



COMMITTED to  
EARLY DETECTION AND  
STATE-OF-THE-ART CANCER CARE



*In retrospect, getting cancer was the greatest thing that ever happened to me. It has definitely changed my perspective on life and given me the opportunity to help save the lives of others. Now I try to live every day to the fullest,* says Steve Bell, 40, of Mission Viejo, who was diagnosed with colon cancer four years ago.

Four years ago, cancer was the furthest thing from Steve Bell's mind. He was engaged and had a dream job managing recreation services for the City of Mission Viejo. Steve was 36 and in top physical condition.

A persistent, nagging pain in his side sent him to the doctor. Test results revealed a tumor the size of a lime in the upper left-hand side of his colon. The pain was a blessing in disguise because there usually isn't any during the early stages of colon cancer.

Steve had surgery and completed 32 courses of chemotherapy over the next seven months. Then he got married and returned to his dream job. But where another cancer survivor might have simply moved on with life, Steve decided to take action.

Impressed by the courageous people he met while receiving chemotherapy at Mission Hospital, Steve decided to help others by raising cancer awareness. He became a volunteer with the American Cancer Society to help promote early detection, raise funds, and serve as an advocate on cancer-related issues under consideration by state and federal lawmakers. He has traveled to Sacramento and Washington D.C. to help support legislation related to cancer research, treatment and prevention.

Follow-up medical check-ups show his cancer has not returned. Many forms of cancer have more than a 90 percent five-year survival rate when found and treated in early stages. Steve just wants to get the message out: If it could happen to him, it could happen to anyone. 📌

Since 1977, Mission Hospital has been providing compassionate care and state-of-the-art treatment for all forms of cancer. Accredited by the American College of Surgeons' Commission on Cancer as a community hospital comprehensive cancer program since 1981, the Mission Regional Cancer Care Center addresses the individual physical, emotional and spiritual needs of each patient. Many

of our oncology nurses have received Oncology Nursing Society and chemotherapy certification, indicating the highest level of commitment and dedication to their patients.

Mission Hospital provides a weekly Tumor Board which is the only program of its kind in south Orange County and may well be described as the ultimate second opinion. Each newly diagnosed case is reviewed by a multidisciplinary team of surgeons, oncologists, radiation oncologists, radiologists and pathologists who discuss possible strategies before treatment begins. Patients and family members are encouraged to attend and ask as many questions as they wish.

Impressed by the courageous people he met while receiving chemotherapy at Mission Hospital, Steve decided to help others by raising cancer awareness.

Additionally, Mission Hospital is the only affiliate member of the American Cancer Society's iPartners in Cancer Control program in south Orange County. The Mission Hospital Cancer Resource Library, located on the third floor, provides convenient access to Internet information, programs and referrals sponsored by the American Cancer Society and National Cancer Institute.

Serving as a model for other Orange County programs, the Mission Regional Breast Center is designed to remind women of the importance of early detection, while offering timely

state-of-the-art diagnostic, treatment and support services. The mammography center is accredited by the American College of Radiology, and all mammograms are read by radiologists dedicated solely to mammography interpretation.

In 2000, Mission Hospital entered into a collaborative arrangement and partnership in clinical cancer research with City of Hope Cancer Center. The first phase of this partnership will assist the National Cancer Institute in developing a standard of care to treat women with breast cancer.

Additionally, the Mission Regional Breast Center is participating in several research studies, including the high-profile STAR trial, comparing the efficacy of Tamoxifen with Raloxifene in the prevention of breast cancer.



There is a wonderful, life-affirming tradition at Mission Hospital. Whenever a baby is born, Brahmsí *Lullaby* is played over the hospital loudspeaker. It signals the miracle of a new life beginning. Like all miracles, however, the birth of a child can never be taken for granted.

Maureen Garrett believes if it were not for the care she received at Mission Hospital during the last three months of her pregnancy, her daughter, Kelly, would not be here today.

On a Sunday afternoon last August, Maureen started bleeding. She was only 19½ weeks into her pregnancy. Her doctor instructed her to come immediately to Mission Hospital for an ultrasound.

The results confirmed what Maureen, a registered nurse, already suspected. Labor was beginning too early because her cervix could not support the weight of the pregnancy.

During the next few days, Maureen went through two emergency surgeries to save her pregnancy. Then she had to remain on complete bed rest at Mission Hospital.

Highly experienced perinatal nurses continuously monitored Maureen for the next 13 weeks, also caring for her emotional and spiritual needs. Additionally, Mission Hospital physical therapists worked with Maureen to prevent the loss of muscle tone as much as possible under the circumstances.

On November 13, 2000, three months after Maureen entered Mission Hospital, Kelly Garrett was born. At 32 weeks, she was a little ahead of schedule. Physicians immediately admitted her into the CHOC at Mission Neonatal Intensive Care Unit, located on the fifth floor of Mission Hospital. After 28 days, Kelly was well enough to go home ó just in time to be the best Christmas present her family ever received. 📌

For 30 years, Mission Hospital has been helping make miracles happen by offering the most advanced perinatal, obstetric and gynecologic care available. More than 50,000 babies have been born at the Mission Maternity Center. In 1992,

Mission Hospital opened the Fetal Diagnostic Center, staffed with a perinatologist to provide advanced care for high-risk mothers.

In 1999, the Mission Hospital Fetal Diagnostic Center acquired the first color 3D Doppler ultrasound in Orange County. This diagnostic tool provides parents with a 3D image of their baby before birth. A new five-bed Antepartum Unit provides state-of-the-art perinatal care for high-risk mothers within a relaxed home-like atmosphere.

Mission Hospital also has an onsite boutique for new mothers, stocked with nursing bras, breast pumps and other necessary items.

Personalized breastfeeding support is available from a specially trained dietitian and the only hospital-based internationally board certified lactation consultant in south Orange County.

All new mothers receive a follow-up call from a Mission Hospital nurse within three to five days of discharge. Additionally, nurses are available 24 hours a day by phone to provide mother, baby or lactation advice.

Mission Hospital also offers programs for new parents, siblings and grandparents; prepared childbirth classes; mother support groups; and the only postpartum depression support group in the area.

In addition to maternity care, a full spectrum of services is available to address the physical and emotional concerns unique to women at every age. Specialized programs are offered for osteoporosis, heart disease, cancer, breast cancer, fitness and weight management. Mission Hospital also features an all-female physician network encompassing every medical specialty.

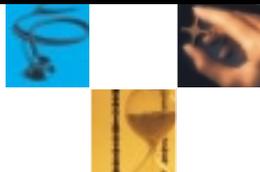
In 2001, Mission Hospital introduced iMy Health Passport, the first Internet-based health tracker in Southern California developed specifically for women. This individualized, interactive program helps women of every age stay current with recommended health screenings, tests and preventive care for an entire year.

For 30 years, Mission Hospital has been helping make miracles happen by offering the most advanced perinatal, obstetric and gynecologic care available.

## SPECIALIZED CARE *for Life's* MOST PRECIOUS MIRACLES



*With my background in nursing, I can honestly say Kelly would not be here if it were not for the care I received at Mission Hospital, says Maureen Garrett, R.N. In 2000, Maureen spent three months at Mission Hospital on complete bed rest before her daughter was born. Today, Maureen and her husband, Dave, and their daughters, Jacqueline, 6, and Kelly, 8 months, enjoy spending family time at the beach.*



## REBUILDING LIVES, RESTORING DREAMS



*“I was tremendously amazed by the staff and the nurses at Mission Hospital, especially in the ICU, where I spent most of my time. They actually started some of my therapy before I was out of ICU. They were there from the beginning,” says Clyde Dawson, who nearly lost his leg - and his life - in an automobile accident last year. “I believe the grace of our Lord hearing the prayers of my wife Genell, our family, friends and extended church family, plus the expertise of the doctors and staff are responsible for my recovery and how quickly it came about.”*

On his way home from work one day last October, Clyde Dawson's truck accidentally struck a concrete abutment. The impact sheered off the driver's side of the vehicle, all the way back to the truck bed. The truck then veered over to the right, hitting a guardrail and rolling over six times. Paramedics responding to the grim accident scene immediately rushed Clyde, who was in a coma, to the Mission Regional Trauma Center.

The impact had split open Clyde's abdomen, lacerating his kidney, liver, intestines, diaphragm and spleen. Complicating the situation was the swelling of his injured internal organs. Unable to close Clyde's abdomen, his surgeons put a temporary mesh covering over the open wound to protect against infection.

Even if Clyde survived, it was probable he would lose his left leg, which had been mangled. His crushed left foot was unrecognizable.

During the next three weeks that Clyde spent in a coma, he endured several surgeries to treat his internal injuries and to save his leg and foot. When he woke up, he learned that while the surgeons, physicians and nurses had been working so hard to save his life, rehabilitation therapy had also begun.

Rehabilitation begins immediately when a patient enters the Mission Regional Trauma Center. While Clyde was unconscious, a rehabilitation therapist began sensory stimulation, using sounds, smells and touch to help elicit a neurological response. Positioning and passive range of motion exercises helped prevent the loss of mobility and flexibility in Clyde's muscles and joints. As he awakened, therapists helped him to move and get out of bed to begin self-care.

This therapy went a long way toward helping Clyde regain strength, conditioning, mobility and cognitive skills. Nine weeks after the accident, Clyde was transferred into the Acute Rehabilitation Unit,

an essential program in the continuum of inpatient, day treatment and outpatient rehabilitative services provided at Mission Hospital. Five days after entering the unit, he was well enough to go home. 📌

Of the 400 rehabilitation hospitals nationwide reporting data, Mission Rehabilitation Center is consistently ranked in the top 10 percent in patient outcomes for brain injury, stroke and orthopedic conditions.

Since the opening of the 28-bed Acute Rehabilitation Unit in 1992, Mission Hospital has offered the full continuum of inpatient, extended rehab stay, day treatment and outpatient rehabilita-

While Clyde was unconscious, a rehabilitation therapist began sensory stimulation, using sounds, smells and touch to help elicit a neurological response.

tion services in south Orange County. Additionally, Mission Hospital is the only facility in the area accredited by the Commission on Accreditation of Rehabilitation Facilities for providing comprehensive care, including specialized inpatient treatment for brain injuries. This expertise is an important part of the continuum of care provided by the hospital's award-winning traumatic brain injury program. Additionally, a grant from the Fran Joswick Center in San Juan Capistrano provides equestrian-facilitated therapy for patients

recovering from brain injury.

Mission Hospital is currently the only hospital in south Orange County offering a separately licensed Transitional Care Unit, a program often eliminating the need for patients recovering from illnesses or conditions to move into a convalescent hospital before going home.

The Center for Rehab/Sports/Wellness provides a full range of outpatient physical, occupational and speech therapy, including the only work-hardening program in Orange County. Specialty programs also include sports medicine, a comprehensive knee rehabilitation program, hand therapy, osteoporosis exercise program, post-mastectomy and lymphedema management, weight management and fitness testing.



## HEALING *the* MIND AND SPIRIT



*“Spiritual Care is about listening. It is about healing the mind and spirit, while the physicians and nurses care for the patient’s physical needs,” says Phyllis Kramer, who has been a Mission Hospital Pastoral Care volunteer for three years. “While my husband was ill, Mission Hospital chaplains visited him at the hospital and at home where he received hospice care. They were marvelous.”*

By learning how to help others cope with a medical crisis, Phyllis Kramer developed skills that would eventually benefit herself and her family. Phyllis is one of more than 65 specially trained Pastoral Care volunteers who assist five full-time chaplains at Mission Hospital. Volunteers like her are an integral part of the hospital’s ecumenical ministry of caring for the needs of the whole person — body, mind and spirit.

Phyllis’ experience as a Pastoral Care volunteer took on a new dimension last year when her husband of 53 years, Rubin, became ill. A strong personal faith combined with her Pastoral Care volunteer training helped Phyllis and her family cope during that difficult time. Mission Hospital chaplains visited her husband both at the hospital and at home, providing spiritual support within the values of the Jewish faith. This meant a lot to Phyllis, Rubin and their adult children.

After Rubin passed away, Phyllis joined “Living Life Again,” a ten-week bereavement support group facilitated by a Mission Hospital chaplain. There, she met individuals of all ages and circumstances who shared a common thread: the loss of a loved

one. It was a place where she could share her feelings while beginning to work through the various dimensions of grief, such as shock, denial, anger and sadness.

“Living Life Again” also emphasized the importance of keeping a journal, something Phyllis initially learned during her Pastoral Care volunteer training. This powerful technique continues to help her through the grieving process. 📌

In times of crisis, it is only natural to turn to one’s religion, spirituality or values for support. At Mission Hospital, Spiritual Care services are available 24 hours a day, seven days a week for patients, families and employees of all religious faiths or beliefs.

The hospital’s interfaith, full-time chaplains are professionals who have received master’s degrees in either theology or divinity, and have completed one year of hospital residency training. Additionally, each

staff chaplain has been endorsed for hospital ministry through his or her own particular faith group. All the full-time staff chaplains are certified by either the National Association of Catholic Chaplains or the Association of Professional Chaplains. Additionally, they serve as mentors for Pastoral Care volunteers and for interns receiving clinical pastoral education training through St. Joseph Hospital of Orange.

Mission Hospital chaplains are prepared to minister to individuals of all faiths, including those without formal religious affiliations. Even individuals without spiritual beliefs may benefit from the support provided by Spiritual Care to help face a medical crisis, new diagnosis or chronic condition.

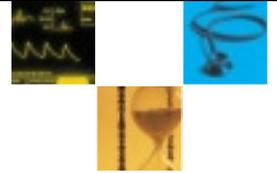
Mission Hospital chaplains are supported by a network of on-call chaplains trained in crisis ministry from different faith traditions within the community.

Spiritual Care services include visitation, pastoral counseling, intervention, prayer, sacraments and bereavement counseling. Mission Hospital chaplains are also available to provide assistance with bioethical issues, including aggressiveness-of-care and end-of-life treatment decisions. They often serve as a communication liaison between families and hospital staff, to facilitate compassionate decisions in the best interest of patients.

Mass is celebrated Monday through Friday in the hospital chapel, and a special healing service is offered once a month. An in-house television channel features meditation and relaxation techniques, music, spiritual programs and religious movies. Outreach services are provided to a local retirement community.

Spiritual Care reinforces the hospital’s mission of meeting the needs of the whole person: body, mind and spirit. The responsibility of providing this care is shared not only by chaplains and the Spiritual Care department, but also by all caregivers at Mission Hospital — dedicated individuals who truly help heal all whom they touch.

At Mission Hospital, Spiritual Care services are available 24 hours a day, seven days a week, for patients, families and employees of all religious faiths or beliefs.



# THE SPIRIT of GIVING

Support from community partners has brought world-class medical care and technology to Mission Hospital Regional Medical Center. As a result, south Orange County residents are just minutes away from access to some of the most advanced procedures in medicine. In addition to helping Mission Hospital achieve such high standards of medical excellence, this support has resulted in community programs that have measurably improved the quality of life for all who reside within our neighborhood.

Continuing to meet these high standards, to which all of us have become accustomed, is an ongoing endeavor requiring community partnership. Keeping world-class healthcare close to home requires a mutually supportive collaboration, one in which Mission Hospital and the community share the responsibility.

#### Focused on the Needs of Our Community

Maintaining a hospital of the highest caliber is as important to the quality of life of our community as excellent schools, beautiful parks and safe neighborhoods. With our rapidly growing population, limited capacity and increasingly high expectations for world-class medical care and technology, partnership is more important than ever to maintaining the healthcare infrastructure of this community.

During the 30 years Mission Hospital has been a central force in south Orange County, our programs and services have expanded past the traditional definition of healthcare, as well as beyond hospital walls. We have redefined and broadened our definition of healthcare to mean much more than merely the absence of disease.

Accordingly, we have been challenged to find new ways to serve unmet needs impacting the health of our community from the broader sense. Support from our community partners has led to such innovative solutions as providing safer playgrounds for healthy exercise, improving access to basic healthcare, and creating a place for families to learn new skills.

Ultimately, philanthropic support has made it possible for a local hospital to offer the latest technological advances and even earn national recognition for innovative programs, while remaining grounded in the needs of the community. At Mission Hospital, we embrace the power of technology as it leads to better outcomes for our patients, yet we never lose sight of the healing power of human touch to provide comfort and care.

At Mission Hospital, physicians feel empowered. We can get the equipment we need and not have to accept less than the best.



*The Crean Cardiac Catheterization Lab at Mission Hospital became a reality after a generous, pace-setting contribution of \$1.5 million from John and Donna Crean. Gifts from all levels of community partnership keep Mission Hospital equipped with the latest technology and programs. This support is essential to keeping Mission Hospital at the forefront of healthcare ó for the benefit of all who enter our doors.*

#### Maintaining Medical Excellence

A gift to Mission Hospital is a lasting contribution to the greater good of our community. The Mission Hospital Foundation offers a variety of opportunities in which to support hospital programs and services, including several support groups, fundraising events and the Foundation Tribute Program.

Perhaps one of our physicians says it best: At Mission Hospital, physicians feel empowered. We can get the equipment we need and not have to accept less than the best. We wanted to practice in a community in which we could make a difference. The hospital and the community have allowed that dream to come true.

# ENVISIONING *the Future*

**S**outh Orange County, circa 1969: On a barren hillside on the O'Neill Ranch, a group of proactive, concerned physicians envision the future. They know the rolling hills and wide-open spaces around them will soon be one of the fastest-growing communities in Southern California. They realize the need for accessible, quality medical care to serve the coming population. And they recognize the opportunity to practice medicine as they feel it should be practiced — a hospital built by doctors for doctors, allowing them to do the best job they know how to do.

Eventually, 100 physicians invest in the dream. Mission Hospital opens on August 11, 1971 with 124 patient beds, 330 employees and a medical staff of 41 physicians providing general acute care, including obstetrics, pediatrics, surgery, intensive care and emergency services. It is the first step toward becoming a regional medical center that will eventually serve the healthcare needs of the entire south county.

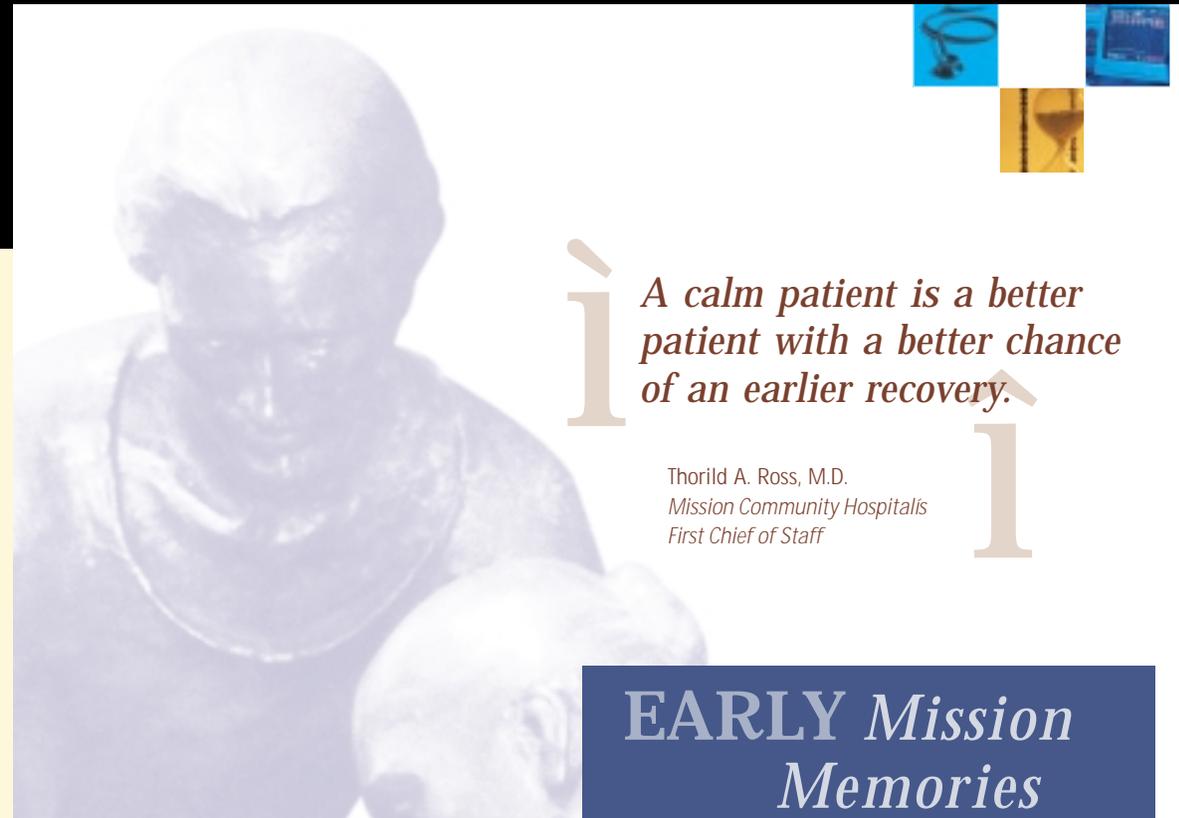
Unlike older, more established hospitals in the county, most physicians on staff at Mission Hospital are young and have recently completed medical training. They share a common desire

for creating an environment of excellence based on the latest medical knowledge.

From the outset, the physician staff demands the very best of themselves, and of those who work with them. Strong, cooperative relationships form between physicians, nurses, staff and administration. Together, they shape the core philosophy and destiny of Mission Hospital.

With support from the hospital's owners and administration, Mission Hospital physicians are able to bring the most sophisticated, often space-age equipment to south Orange County, including nuclear medicine, ultrasound and radiology. As a result, Mission Hospital is able to provide a sophisticated level of care not usually seen at the local community hospital level. Specialized programs for ophthalmology, gastroenterology and kidney dialysis become available soon after the hospital opens.

Additionally, Mission Hospital quickly becomes a vital part of the growing south Orange County community. Working in partnership with Saddleback



**i** *A calm patient is a better patient with a better chance of an earlier recovery.*

Thorild A. Ross, M.D.  
Mission Community Hospital's  
First Chief of Staff

## EARLY Mission Memories

When family practitioner Thorild Ross, M.D., admits the very first patient into Mission Community Hospital, Crown Valley Parkway is a two-lane country road. Cows graze on the surrounding hillsides, and patients looking out their windows might see deer or even a bobcat. At night, coyotes serenade physicians and employees going to their cars. Shortly after the hospital opens, swallows build their nests in the eaves outside the front doors. Some see it as a sign of good luck. Others, who find the swallows have damaged the finish of their cars, aren't so sure.

Orthopedic surgeon Mark Legome, M.D., often rides his horse to the hospital on weekends. He ties up outside of the pediatrics unit, much to the delight of the young patients. One day he is needed in the emergency room, but there is no place to tie his horse. So he asks an emergency room clerk to go outside and hold onto the reins while he attends to the patient.

Jorge Olamendi is specifically recruited to work in the Doctor's Dining Room and to coordinate the hospital's many special events. The doctors are so impressed with his culinary talents, they encourage him to open his own restaurant. In 1973, with personal savings and physician support, he opens the first Olamendi's restaurant in San Clemente. By 2001, he and his family own seven restaurants in the Orange County and Phoenix areas.

Dr. Ross fondly remembers the ham-and-cheese omelets Mr. Olamendi prepared in the Doctor's Dining Room.

College, Mission Hospital provides student nurses with practical, hands-on training. The hospital also becomes part of the county EMS system and participates in regular disaster drills. In 1973, the hospital is designated as a paramedic base station, foreshadowing greater accomplishments ahead.

# Creating a CENTER OF EXCELLENCE



1971 - 1981

1971

Mission Community Hospital opens on August 11, 1971 with 124 patient beds. Family practice physician Thorild Ross, M.D., admits the first patient: 7-year-old Richard Rothman, of Mission Viejo. Five days later, Mari Ann LaBarbera is the first baby born at Mission Hospital.

Working in partnership with Saddleback Community College, Mission Hospital begins providing nursing students with practical, hands-on training.



1976

The Helipad opens at Mission Hospital for the transport of critically injured patients.

Mission Hospital offers swine flu immunizations.



1977

Oncology services become available at Mission Hospital.

The Mission Hospital Advisory board is established, comprised of community leaders and local businessmen.

1978

The hospital's first set of triplets is born on July 5. A set of twins is also born that very same day!



Mission Hospital introduces infant bonding after delivery, a new concept allowing families to be together before the baby is taken to the nursery. The number of obstetrics beds double, from 12 to 24, to meet the needs of the growing south Orange County community.

1979

Pulmonary Rehabilitation becomes available at Mission Hospital.



1980

Mission Hospital becomes one of the six original Orange County hospitals designated as a regional trauma center. The systems required for a trauma program benefit the



entire hospital. The enhanced training and skill required of the medical and clinical staff strengthen intensive and cardiac care services.

In-house blood banking capabilities also increase. The trauma center designation allows the hospital to put the acquisition of state-of-the-art, capital equipment on the fast track.

Outpatient surgery becomes available at Mission Hospital.

Three Mission Hospital nurses receive AORN certification when it is offered for the very first time by the Association of Operating Room Nurses. Additionally, Mission Hospital nurses are among 1,400 nationwide taking and receiving certification from the Emergency Department Nurses Association.

Mission Hospital donates a PAR Course to Saddleback Community College to promote physical activity.



Volunteers are an integral part of the healing ministry our physicians and staff provide. Today, 320 volunteers support Mission Hospital through their gifts of time and talent. Since 1971, they have generously given 960,535 hours of time to perform countless tasks for our staff and patients.



Additionally, Mission Hospital volunteers have donated \$758,225 in scholarships to young people pursuing careers in healthcare. Mission Hospital also has received \$450,000 in volunteer gifts over the years.

1981

The Oncology Care Unit opens at Mission Hospital, encompassing the physical, emotional, social and spiritual needs of patients and their families. The program receives accreditation by the American College of Surgeons' Commission on Cancer.

The Mission Hospital Renal Care Center, one of only two in south Orange County, moves into a new six-bed facility.

Mission Hospital becomes a member of the CHOC and UCI Perinatal Outreach Program.



Within three months of opening, the hospital is operating at 78 percent capacity.

1972

Within a year of opening, Mission Hospital receives a full, three-year approval by the California Medical Association. Plans are already underway to expand the hospital by 89 new beds to accommodate growing demand.

1973

Mission Hospital receives paramedic base station designation from the county.

The 89-bed expansion is completed, bringing the total number of patient beds to 212.

Babies born in April go home in Easter baskets made by auxiliary members. During the holidays, newborns go home in red and white felt stockings. This tradition continues for several years.

The Hemodialysis Unit opens.

1974

Cardiac Rehabilitation opens at Mission Hospital providing safely monitored exercise for patients recovering from a heart attack or heart surgery.

# Building on a FOUNDATION of EXCELLENCE

# 80s

## 1982 - 1991

1982

The iBaby's First Ridei car seat awareness program coordinated through the Mission Hospital Trauma Center encourages parents to use car seats for babies and toddlers. To help new parents ensure a safe ride home for their babies, Mission Hospital makes car seats available at discharge. California law requiring infant and child car seats will not go into effect until 1983.

Mission Hospital welcomes its 10,000<sup>th</sup> baby ó Lauren Trown of El Toro. To accommodate the community's rising birthrate, the hospital expands OB services, adding more labor, delivery, c-section and recovery rooms.

Lithotripsy becomes available at Mission Hospital, using extracorporeal shock waves as an alternative to open surgery for the removal of kidney stones.

Mission Hospital physician Dore Gilbert, M.D., is elected to the Saddleback Valley Unified School District Board.

1983

The Mission Hospital Trauma Center becomes the first Orange County trauma program to be

verified by the American College of Surgeons.

Orthopedic surgeon Mark Legome, M.D., serves as chief medical director for 1983 Junior World Championship of the Modern Pentathlon, held in Coto de Caza.



1984

Neonatologist William Blankenship, M.D., joins Mission Hospital to develop a Neonatal Intensive Care Unit to provide highly specialized care for critically ill or premature newborns.

Care Unit opens at Mission Hospital for the treatment of substance abuse.

Olympic fever sweeps Southern California. Several Mission Hospital personnel volunteer for Olympic events, including cardiologist Richard Jacob, M.D., and orthopedic surgeon Mark Legome, M.D., who provide medical direction for the Olympic Pentathlon held at Coto de Caza.

Mission Hospital begins offering child fingerprinting/ID kits at community health fairs as a public service.

1985

The Cardiac Cath Lab opens at Mission Hospital.

The first genetic counseling and amniocentesis program in south Orange County opens at Mission Hospital.

The Trauma Center acquires a cell saver machine, which helps avoid blood transfusions.

1986

On May 25, 1986, the Mission Hospital staff participates in iHands Across America.i

1987

Percutaneous balloon mitral valvotomy, which clears blocked arteries, is performed for the first time in Orange County by Mission Hospital cardiac surgeons.



Mission Hospital neurosurgeons introduce stereotactic neurosurgery, a technique guided by computers and a CT scanner. Mission Hospital becomes the first hospital in Orange County to be equipped with two CT scanners.

Mission Hospital oncology nurses receive certification from the American Cancer Society.

New members of the medical staff form the iYoung Physicians Sectioni to enhance overall medical excellence. Research becomes a primary focus to ensure treatment is based on leading-edge knowledge. The physicians also develop a fundraising group to help fund the capital equipment necessary for hospital expansion.

Mission Community Hospital is renamed Mission Hospital Regional Medical Center to more accurately reflect the expanded regional scope of the facility.

The Conference Center is constructed to provide additional classroom, administrative and support space for the growing hospital staff.



1988

Mission Hospital introduces the Heart Surgery and Angioplasty program.

In the new Mission Medical Tower, the Center for

Rehab/Sports/Wellness opens at Mission Hospital, providing comprehensive outpatient rehabilitation and wellness programs.

A new four-level parking structure links the upper and lower medical campuses and hospital services.

Mission Hospital physician Jean Ellis, M.D., attempts to summit Mt. Everest.



1989

Mission Hospital forms an Institutional Review Board, a committee that reviews all biomedical and behavioral research conducted by healthcare professionals on staff at the hospital. By 2001, the hospital is participating in 42 research studies.

The Foundation at Mission Hospital Regional Medical Center is established to support community health education, medical staff research and programs to benefit the community.

Trauma Center Medical Director,



Thomas Shaver, M.D., is appointed state chairman

on trauma by the American College of Surgeonsi Committee on Trauma.

The Pediatric Intensive Care Unit opens at Mission Hospital, providing advanced care for critically ill or injured children. The Neonatal Intensive Care Unit is upgraded to a Level II program.

Mission Hospital acquires state-of-the-art MRI and CT scanners.

Seven sets of twins are born at Mission Hospital during the month of May.

1990

Construction is completed on the Mission Ambulatory Surgicenter, a free-standing outpatient surgery facility located on Mission's lower campus. The new Mission Regional Imaging Center also opens. Construction begins on the new five-story patient tower.



1991

Mission Hospital becomes one of the first hospitals in Orange County to introduce atherectomy as a less-invasive alternative to cardiac bypass surgery.

A second Cardiac Cath Lab opens at Mission Hospital.

# Setting the Standard for LEADING-EDGE CARE

## 1992 - 2001

1992

With the opening of the five-story patient tower, Mission Hospital becomes the largest medical center in south Orange County with a total of 274 beds.

The Fetal Diagnostic Center opens, staffed with a perinatologist to provide advanced care for high-risk mothers.

The Mission Rehabilitation Center opens as the largest inpatient program of its kind in south Orange County, offer-

ing a full array of inpatient and outpatient physical, occupational and speech therapeutic services.

Mission Hospital enters into a relationship with Children's Hospital of Orange County to expand and manage pediatric services.

1993

Children's Hospital at Mission, now known as CHOC at Mission, opens on the fifth floor of Mission Hospital. It is the first and only pediatric hospital in south Orange County. The Neonatal Intensive Care Unit and Pediatric Intensive Care Unit offer the most advanced level of care

available for critically ill or injured newborns, children and adolescents.

1994

Mission Hospital Regional Medical Center becomes a member of the non-profit St. Joseph Health System sponsored by the Sisters of St. Joseph of Orange. Now, as a non-profit hospital, the Mission Hospital foundation broadens its scope to include raising funds for capital needs. The Pastoral Care department, later renamed Spiritual Care, is developed to meet the spiritual and emotional needs of patients and their families.



The Most Rev. Norman McFarland, Bishop of Orange, presides over the blessing and dedication of the hospital.

1995

The Mission Rehabilitation Center becomes the only rehabilitation program in south Orange County to receive accreditation in both Comprehensive Integrated Inpatient Rehabilitation and Brain Injury Comprehensive Inpatient Rehabilitation for Adults by the Commission on Accreditation of Rehabilitation Facilities (CARF).

1996

Mission Hospital collaborates with five other not-for-profit organizations to open the South Orange County Family Resource Center serving as a clearing-house for information and resources available to families.



Mission Hospital assumes sponsorship of South County Community Clinic, in San Juan Capistrano, renaming it Camino Health Center.

1998

The excimer laser is used for the very first time in Orange County by Mission Hospital cardiologists. The laser unblocks arteries with scalpel-like precision, providing a new, non-invasive alternative to traditional cardiac surgery.

In another pioneering procedure, Mission Hospital becomes the second hospital in the world to implant an investigational defibrillator lead, to help regulate irregular heartbeats.

The Chest Pain Center opens for rapid diagnosis and treatment of heart attack.

## A Passion for Making a Difference

Mission Hospital employees are dedicated individuals who share a common passion: making a difference for patients, their families and the community. In addition to working for Mission Hospital, they volunteer their own time and financial resources to further support our many programs and services. Mission Hospital employees have contributed \$415,643 to the Mission Hospital Foundation to support the needs of the hospital.

Additionally, our employees support programs benefiting local children from low-income families. Every summer, they anonymously help 40 to 45 children prepare for the new school year through the Mission Hospital-initiated iStudent Angeli program. Individual employees, their families and



even entire hospital departments outfit each child with all the necessary items, including clothing, school supplies, and athletic uniforms or equipment. A few months later, they return with several thoughtfully selected gifts for each child through the Mission Hospital iChristmas Angeli program, providing the only presents these children will receive.

Many of our employees and hospital departments have been sponsoring the same child for several years. Mission Hospital also sponsors the iAngel Tree program every December, granting the fondest wish of an additional 150 children.

Mission Hospital partners with CHOC at Mission to open the Children's Cholesterol Clinic, a multidisciplinary program providing assessment and treatment for children and adolescents at high risk for developing coronary heart disease.

Orange County's first and only Vascular Institute and Stroke Center opens at Mission Hospital. It is the only hospital program of its kind in the county providing a comprehensive, multidisciplinary team approach to the prevention, diagnosis and treatment of vascular disorders.

The Mission Hospital Thrift and Gift shop opens in San Juan Capistrano. All proceeds benefit Camino Health Center, South Orange County Family Resource Center and hospice services.

The Crean Cardiac Catheterization Lab opens at Mission Hospital.

1999

The first use of the FDA-approved AAA stent in Orange County is performed at Mission Hospital.

Three new, state-of-the-art surgical suites open at Mission Hospital.

the hospital's nine operating rooms, two are dedicated to cardiac procedures and one to pediatrics. The Laminar Flow



operating room has a special air-flow system that filters airborne contaminants, reducing the risk of infection in orthopedic patients.

The Mission Regional Breast Center opens, providing timely, state-of-the-art diagnostic, treatment and support services. The Center offers a mammography program fully accredited by the American College of Radiology.

Mission Hospital becomes a member of the American Cancer Society's iPartners In Cancer Control Affiliate Program. The Mission Hospital Cancer Resource

Library opens on the third floor of Mission Hospital, as a resource for patients, family members, hospital staff, physicians and the community. Specially trained volunteers are available to help obtain information from the databases of the American Cancer Society and National Cancer Institute.



2000

Mission Hospital receives the Ernest A. Codman Award, from the Joint Commission on Accreditation of Healthcare Organizations for excellence in the use of outcomes measurement to achieve healthcare quality improvement in traumatic brain injury.

Mission Hospital enters into a collaborative arrangement and partnership in clinical cancer

research with City of Hope Cancer Center.



The Mission Hospital Surgical Trauma Intensive Care Unit, which has been honored with numerous awards from the American Association of Critical Care Nurses, receives a multidisciplinary team award for work with traumatic brain injury patients.

2001

The Mission Hospital traumatic brain injury program receives the iInnovation Award from the American Association of Critical Care Nurses.

A portion of Medical Center Road is renamed Dr. Guevara Way, to honor the memory of one of the hospital's founding physicians. P. Roger Guevara, M.D., is remembered as a compassionate OB/GYN who exemplified our core values of excellence, dignity, service and justice.



# Meeting the Needs of TOMORROW

*For 30 years, Mission Hospital Regional Medical Center has played a pivotal role in the well-being of south Orange County. Mission Hospital has grown along with the community, evolving from a well-respected, physician-owned hospital to the premier healthcare provider for the entire region.*

Today, 42 percent of all hospital patients in south Orange County receive care at Mission Hospital. Current projections estimate south Orange County will grow 20 percent by the year 2010. This growth increases the need for compassionate, quality care.

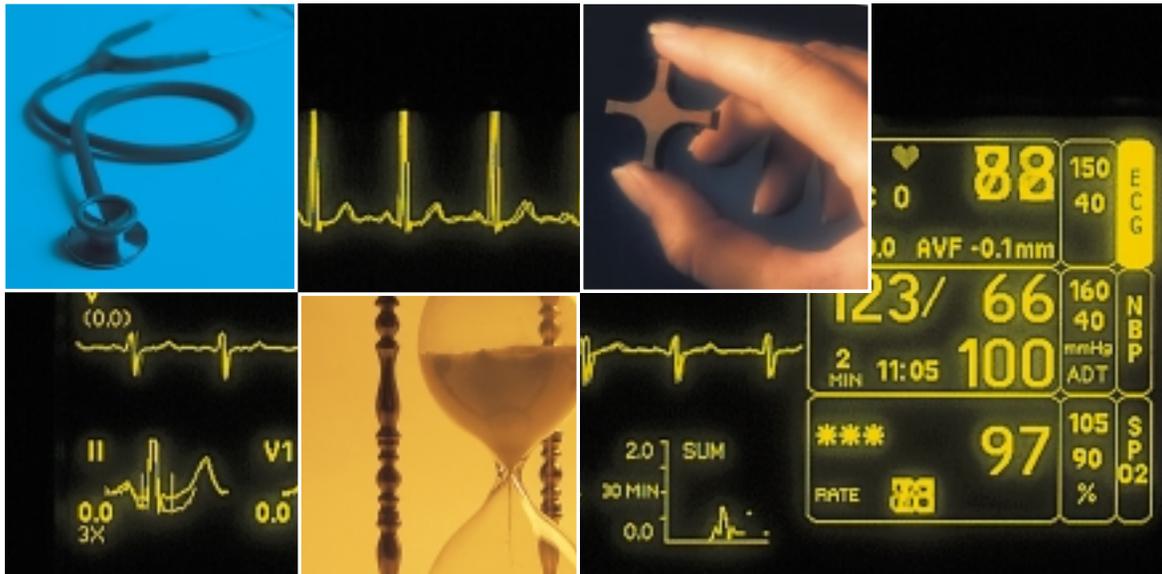
In addition to a rapidly increasing population, the baby boom generation is beginning to reach the age in life when healthcare becomes a greater priority. Plus, people are simply living longer. As a result, more healthcare services are needed, especially for those acutely ill.

The future of healthcare lies not only in advanced technology, but also in the ability to provide for the increasing need for available patient beds. In response to these anticipated needs, Mission Hospital is embarking upon its most major expansion project in 10 years.

### Expanded Emergency and Trauma Services

To better serve patients and emergency response personnel, Mission Hospital will expand the Emergency Department into the area currently occupied by the Intensive Care Unit, expanding its space by 40 percent. The entire space will be redesigned to better meet the needs of patients, addressing issues of efficiency, comfort and privacy. The ICU will be relocated to another part of the hospital.

Fifty percent of the patients admitted into Mission Hospital come through the Emergency



Department. During 2000, nearly 50,000 people received emergency care in a space that was designed to accommodate 30,000. There have been times when all but the most life-threatening patients had to be diverted to another hospital.

Yet even with such confining space, the Emergency Department continues to demonstrate patient care excellence. A patient can be transported from the Mission Regional Trauma Center, located inside the Emergency Department, into the operating room within eight minutes. The national average is one hour. As a result, Mission Hospital trauma patients experience better outcomes. Seventy

percent of patients admitted for traumatic brain injury are discharged home and are able to care for themselves. Many return back to work or school.

### The Edward and Ann Muldoon Cardiac Center

Opening on the fourth floor early next year, the \$12 million Muldoon Cardiac Center will feature a state-of-the-art Cardiac Intensive Care Unit (CICU)

with 27 private rooms. The new CICU will offer maximum comfort for patients and provide the highest quality of care. The other wing will contain 34 telemetry beds for CICU patients as they step down into private and semi-private beds.

Cardiac care is the fastest-growing service at Mission Hospital. Heart attacks are occurring at younger ages than ever before, and baby boomers, the nation's largest generation, are increasingly at risk.

Mission Hospital's cardiac programs have greater success rates than the national average. The Mission Hospital readmission rate for heart failure is

17 percent versus 20 percent nationally. The readmission rate for open-heart surgery is 9 percent versus 11 percent nationally. Finally, the mortality rate for heart attack is 7 percent at Mission Hospital, versus 10 percent nationwide.

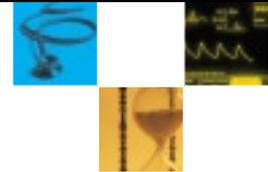
### The Southeast Patient Care Tower

With construction scheduled to begin in 2003, the 80,000 square-foot Southeast Patient Care Tower will include four floors and a basement. Occupancy is anticipated as early as 2004.

The first floor will devote more than 17,000 square feet to imaging services including MRI, X-ray, nuclear medicine, CT and radiography. Two of the tower's remaining floors will be dedicated to intensive care, and the other floor for medical/surgical beds.

Additionally, a new chapel will be located in a prominent position on the first floor of the new tower. Intended for people of all faiths or no faiths or the Mission Hospital Chapel and its adjoining reflection garden will be friendly to all. It will be a quiet place for prayer and reflection, as well as for Catholic worship. It will be a visible symbol of the Mission Hospital commitment to caring for the whole person or body, mind and spirit.

Expanding patient care services and adding 122 new patient beds represent a serious, immediate investment in the continued well-being of south Orange County. Mission Hospital appreciates the generous support from the many philanthropic partners who are making this expansion possible. It will help ensure that leading-edge, world-class care remains available at a moment's notice or when every second counts.



# PUTTING OUR VALUES *in* ACTION

Catholic healthcare is based on the fundamental belief in the intrinsic worth and dignity of each individual.

In 1994, Mission Hospital Regional Medical Center became a member of the St. Joseph Health System, a values-based Catholic healthcare organization dedicated to continually improving the health and quality of life for all people in the communities it serves. As part of this healing ministry, Mission Hospital commits a full 10 percent of its net income toward programs benefiting the medically underserved. An additional 1.5 percent of hospital operating expenses are designated for programs that contribute to healthy community activities.

Since 1995, Mission Hospital has given a total of \$51.7 million to support programs and services that have had a measurable impact on improving the health status of our community. In 2000 alone, we contributed \$11.9 million toward the development of new programs and the support of existing ones in order to meet clearly identified health concerns and quality-of-life issues.

## Camino Health Center

In 1996, Mission Hospital became the sole corporate sponsor of Camino Health Center, formerly known as South County Community



Camino Health Center Dental Clinic

Clinic. In an effort to reach individuals who have difficulty accessing care, Camino Health Center offers several no or low-cost services:

**Medical Clinic** ó Providing primary medical care, medication, cancer screenings, minor surgical procedures, specialty referrals and health education.

**Dental Clinic** ó Staffed with bilingual dental professionals who provide affordable, quality dental screenings, cleanings and restorations.

**Mobile Medical Van** ó Providing on-site medical care and health education at several locations within the community

**WIC** ó One of only four programs in Orange County, Women, Children and Infants (WIC) provides nutritional education, food vouchers and referrals to pregnant and breastfeeding women and for children up to age 5.

## South Orange County Family Resource Center

The South Orange County Family Resource Center was created to provide parenting education and support to local families, many of whom are new to the community.

In collaboration with founding partners Mission Hospital, Prevent Child Abuse Orange County, Children's Bureau of Southern California, and Community Service Programs, Inc., the Center offers a wide range of parenting and family enrichment classes, a resource library, community agency referrals and a confidential telephone warm line for parents.

## South County Senior Services

In the early 1990s, public budget cuts drastically reduced the availability of transportation services for elderly individuals. In 1996, Mission Hospital helped fund the cost of refurbishing three vehicles obtained by South County Senior Services to provide free, driver-assisted, door-to-door service for older or



South Orange County Family Resource Center

temporarily disabled individuals needing transportation to medical appointments or to adult day care.

Since that time, Mission Hospital has contributed several matching grants toward the purchase of several brand-new mini-vans and buses, providing free transportation not only to medical appointments but also to senior centers in San Clemente, Laguna Niguel and Laguna Hills.

## Mission Hospital Health Ministry Partnership

The Mission Hospital Health Ministry Partnership is an ecumenical program emphasizing the undeniable link between the health of the body, mind and spirit. It is an integration of faith and healing, connecting congregations of all faiths with Mission Hospital to promote wellness and spirituality.

Health Ministry Partnership staff serve as mentors to each congregation's health committee, and help assess the health needs and concerns of the faith community. Resources are made available from the hospital, as well as from the congregation, including health screenings, education and referrals. This program currently assists 14 congregations within south Orange County, integrating physical healing with spiritual well-being.

## Asthma Education Outreach Program

Too many asthmatic children live in constant fear of an attack and

refuse to participate in healthy physical activities. The Asthma Education Outreach Program is a collaboration between Mission Hospital, Saddleback Valley and Capistrano Unified school districts, providing education, resources and support to help elementary school children, parents and school personnel understand the symptoms and management of asthma.

## Community Health Enrichment Collaborative (CHEC)

CHEC was founded in partnership with Mission Hospital, Catholic Charities of Orange County and Mission San Juan Capistrano Parish



Mission Hospital Health Ministry Partnership

to better meet the needs of lower-income families in the community. This collaborative effort is necessary to examine and address the many factors contributing to unhealthy lifestyles and poverty.

**Community Park Refurbishment** ó To promote healthy exercise in children, CHEC is leading the renovation of an existing community park and recreation area. This year, CHEC plans to refurbish a soccer

field. Future goals include a basketball court and play areas for young children.

**iLeer es Poder/Reading is Power** ó In collaboration with the Capistrano Unified School District, CHEC is addressing adult literacy through iLeer es Poder/Reading is Power, a program designed to increase the opportunities for adults to develop literacy skills within the community.

CHEC is also focusing on local implementation of the nationally successful children's literacy program, iReach Out And Read.

CHEC Family Resource Center ó Located in San Juan Capistrano, this center helps strengthen families by making health services, family support, and safety and child development education available locally. Services are provided in a bilingual and bicultural atmosphere to help ensure families have access to all the healthcare resources they need.

## Diabetes Education and Outreach

During the last decade, cases of Type II diabetes rose by a staggering 76 percent among individuals in their 30s. Even worse, this form of the disease, commonly referred to as iadult-onseti diabetes, is now being diagnosed in children.



# Building a HEALTHIER COMMUNITY

## Community Benefits 2000

Traditional Charity Care:	\$	320,000
Medical Services to the Indigent:		1,716,000
Medi-Cal:		3,143,000
Helping Hands:		10,000
Community Wellness:		520,000
Health Ministry:		132,000
Camino Health Center:		514,000
South County Senior Services:		99,000
Miscellaneous Donations:		181,000
Unpaid Cost of Medicare Program:		4,611,000
Sponsorship:		210,000
South Orange County Family Resource Center:		193,000
Community Education Programs:		38,000
St. Joseph Health System Foundation:		206,307
<b>TOTAL</b>	<b>\$</b>	<b>11,893,307</b>

Diabetes greatly increases the risk of heart disease and stroke, and is a major cause of blindness, kidney failure and leg amputations. Mission Hospital is providing community blood glucose screenings for children and adults, as well as education about the importance of nutrition and exercise. Through Camino Health Center, a mobile diabetes van will provide exams, medications and preventive education to diabetic patients and at-risk individuals who do not have transportation. Low-cost medicine and supplies are available as necessary to overcome any possible barriers to care.

### Breast Cancer Screenings and Outreach

Orange County women are statistically at higher risk for breast cancer than the state average. However, a recent Mission Hospital community cancer survey showed that fewer than half of the women over age 50 received an annual mammogram. Less than one-quarter of the respondents under age 40 had received a baseline mammogram.

To increase awareness about the importance of early detection and recommended screening guidelines, Mission Hospital is providing educational programs within the local community as well as at the

hospital. Access to care will be enhanced by the provision of more free or low-cost screening mammography for women in underserved communities.

### Our Promise For A Healthier Tomorrow

The success of a society depends on the physical, emotional and spiritual health of all its members. Mission Hospital remains dedicated to improving the health and quality of life of all who reside in south Orange County, now and in the years ahead.



**M**ission Hospital Regional Medical Center enters its fourth decade fiscally strong and poised for the largest facility expansion in 30 years. In an ever-changing and often turbulent healthcare marketplace, Mission Hospital continues to be the foremost provider of high-quality medical care in south Orange County. Our physicians and staff are committed to the higher purpose of providing leading-edge, compassionate care to all who enter our doors regardless of financial status.

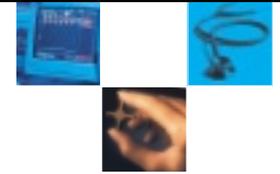
In 2001, Mission Hospital posted an operating profit margin of 5 percent, significantly higher than the industry average, which collectively for the state of California was a negative 4 percent. As Mission Hospital offers many healthcare services unavailable anywhere else within south Orange County, the responsibility of maintaining fiscal health is one that is taken most seriously.

Mission Hospital willingly accepts the responsibilities inherent in seeking to care for every member of the community. Just as in all matters of patient care, every administrative decision is guided by our core values of dignity, justice, excellence and service. It is simply a matter of doing the right thing, the right way.

## Leading from a POSITION OF STRENGTH

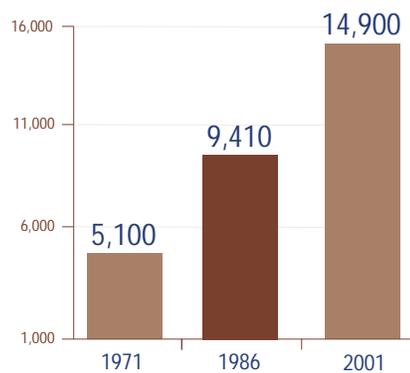
### Timeline Financial Overview

	FISCAL 1971	FISCAL 1986	FISCAL 2001
Total Revenue	\$ 5,522,000	\$ 46,881,000	\$ 174,876,000
Net Income	69,000	1,389,000	8,680,000
<b>Assets</b>			
Current Assets	1,200,000	10,486,000	64,368,000
Property & Equipment, net	750,000	2,246,000	115,301,000
Other non-Current Assets	--	1,026,000	48,145,000
<b>Total Assets</b>	<b>1,950,000</b>	<b>13,758,000</b>	<b>227,814,000</b>
<b>Liabilities &amp; Fund Balance</b>			
Current Liabilities	1,800,000	5,344,000	39,836,000
Long-Term Debt less Current Position	50,000	11,896,000	125,375,000
<b>Total Liabilities</b>	<b>1,850,000</b>	<b>17,240,000</b>	<b>165,211,000</b>
Fund balance	\$ 100,000	\$ (3,482,000)	\$ 62,603,000



**Reinvestment For Continued Quality And Expansion**

Shrewd management and careful stewardship of resources have allowed Mission Hospital not only to persevere during uncertain times, but to begin planning for anticipated future needs. In addition to the 11.5 percent of total hospital revenues allocated for community benefit programs and services, Mission Hospital annually reinvests an additional 80 to 100 percent of free cash flow into its capital



ADMISSIONS

structure. These funds support facility expansion and maintenance, equipment upgrade, expanded service lines and the purchase of leading-edge equipment ó all of which are necessary to keep Mission Hospital at the forefront of medicine.

However, reinvestment of such a high proportion of its free cash flow leaves Mission Hospital in a vulnerable position, especially during uncertain times. This is why philanthropic support and partnership remain essential to continuing the level of medical excellence both the hospital and community have come to expect.

Philanthropic support is also vital to planning for the future needs of the community. Although the communities Mission Hospital serves are expected to increase 20 percent by 2010, real growth had already

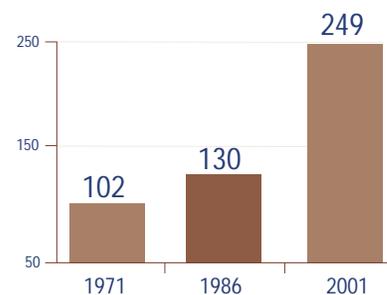
reached 8.5 percent as of 2000. Coupled with this trend is a steadily aging population, which will increasingly require more healthcare services and hospital care in the years to come.

In response to these clearly identified needs, a new five-story patient tower is being designed with enough space to accommodate future medical programs and services for the next 20 years. A 150,000 square-foot medical office building is also planned for completion by spring 2003. With the pivotal role Mission Hospital plays in the health and welfare of this community, proactive planning is not an option, it's a responsibility.

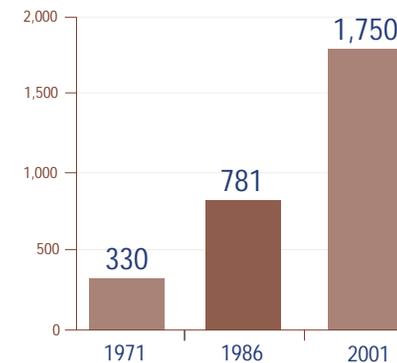
**Efficient Business Practices**

Most California hospitals derive between 50 to 80 percent of their bottom lines through investment income. On the contrary, Mission Hospital is less dependent on market return, receiving less than 10 percent of its net income through investment return. The remaining 90 percent of net income is the result of efficient business practices.

Guided by core values as well as the bottom line, Mission Hospital has several systems in place to contain unnecessary costs while maximizing healthcare quality. The hospital's outcomes management team is comprised of registered nurses with advanced degrees who advocate first for patient care, then identify ways to cut unnecessary costs.



AVERAGE DAILY CENSUS



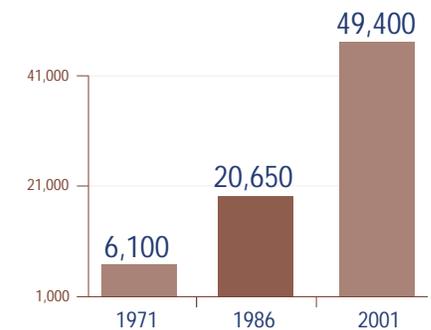
NUMBER OF EMPLOYEES

In an effort to reduce costs through improved efficiency, Mission Hospital recently introduced barcoding and scanning for inventory and equipment items commonly used in the cardiac catheterization lab, angio room, radiology and, next, the operating rooms. This new inventory tracking system eliminates the need for an item's service code to be manually entered onto a ticket and then taken to another department for processing. These efforts have proved to be so successful in increasing accuracy and reducing paperwork, that Mission Hospital will be demonstrating this program to every facility within the St. Joseph Health System as a best practice.

In addition to improving efficiency, Mission Hospital has examined every service line offered to determine profitability and cost structure. This effort is necessary to ensure fair and reasonable pricing and that profit margins are achieved. Realizing that every patient is an individual with highly personal needs, Mission Hospital Fiscal Services directors work closely with the clinical staff to gain insights into the human side of healthcare.

Every two weeks, Mission Hospital Fiscal Services directors from ten departments, including the Business Office, Patient Accounting, Medical Records,

Admitting, Managed Care, Information Systems, Decision Support and Case Management visit various hospital floors and service departments to better appreciate the work of our physicians and nurses ó we call this management by wandering around. These eye-witness observations, which are shared among the directors, give our Fiscal Services team a greater understanding of the various clinical factors necessary for the delivery of quality patient care. It helps ensure that every business decision is rooted in the cause and purpose of Mission Hospital.

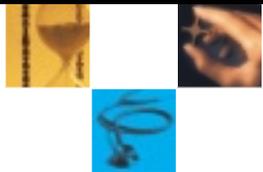


ER VISITS

**Fair and Reasonable Reimbursement**

Of all the changes that have occurred in healthcare during the past 30 years, the most dramatic have been the technological advancements in medicine. Physicians and surgeons are saving more lives through highly aggressive treatment, yet it takes costly equipment and expensive medications to do so. Over the years, the unfolding economic impact of these costs has dramatically impacted the way hospitals are reimbursed for providing services.

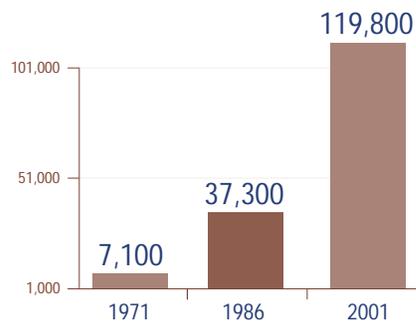
In 1971, most hospital services were rendered on a fee-for-service basis. By the late 80s, however, rising costs had resulted in the development of managed



care, specifically preferred provider organizations (PPOs) and health maintenance organizations (HMOs). A variation of the fee-for-service model, PPOs offered incentives to patients choosing hospitals contracted with payors at reduced, fee-for-service rates. HMOs sought to share the risk of patient care between the payor and provider.

By the 90s, the managed care trend coupled with an economic downturn set the stage for capitated risk. In this model, physicians and hospitals received reimbursement in advance from payors for assuming the risk of caring for patients. By 2001, the tide had turned once again, with more patients and employers choosing PPO plans. Mission Hospital, too, has moved away from the risks associated with capitated health plans and returned to the fee-for-service model for a majority of its business.

Over the last 30 years, the hospital's payor mix has remained consistent: private insurance, 45 percent; Medicare, 35 percent; CalOPTIMA, 10 percent; and self pay and other, 10 percent. Mission Hospital's fiscal strength has been accomplished



**OUTPATIENT VISITS**

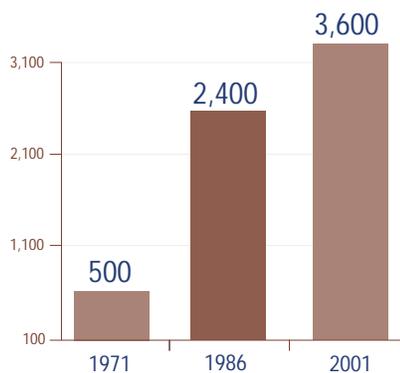
through aggressive analysis of the costs involved in delivering quality healthcare, and development of fair and reasonable charges on a fee-for-service basis.

But it should be noted that in keeping with the Catholic healthcare philosophy, care is not denied to anyone.

**Prepared For The Future**

In healthcare, in as life, only change is certain. As the art and science of medicine continue to evolve, Mission Hospital remains committed to bringing leading-edge, world-class medical care to south Orange County. Regardless of the challenges ahead, Mission Hospital will continue to lead from a position of strength.

Mission Hospital physicians, nurses, clinical support and administrative staff share a passion for healthcare excellence. Systems already in place have formed the foundation for our continued fiscal health and well-being. In the years ahead, we look forward to playing an even more prominent role in meeting the healthcare needs of the south Orange County community.



**DELIVERIES**

**2001 BOARD OF TRUSTEES**

- |                           |                          |
|---------------------------|--------------------------|
| Kent Adamson, M.D.        | Sherri L. Medina         |
| Robert J. Arrigoni        | Sister Louise Ann Micek  |
| Peter F. Bastone          | Sylvain Palmer, M.D.     |
| Jim Graham                | Donald Pratt, M.D.       |
| Sister Diane Hejna        | Joe Randolph             |
| Sister MaryAnne Huepper   | Sister Jo Ann Tabor      |
| Robert A. Lombardi, Ed.D. | Sister Michelle Tochtrop |

**2001 FOUNDATION BOARD MEMBERS**

- |                                       |                                      |
|---------------------------------------|--------------------------------------|
| Victor Avila                          | Sherri L. Medina, <i>Vice Chair</i>  |
| Peter F. Bastone                      | John Messerschmitt                   |
| R. Clifford Carper                    | Edward Muldoon                       |
| Michael Cerni, D.O.                   | Terrence Noonan                      |
| Peter C. Czuleger, M.D., <i>Chair</i> | James O'Sullivan                     |
| William Eldien                        | James Pierson, <i>Secretary</i>      |
| Pat Graham                            | Robyn Robinson                       |
| Joe Hernandez, Jr.                    | Beth Schimmel                        |
| Dan Kelly                             | Loren B. Shook                       |
| William Kelly                         | Jon Stillman                         |
| Daniel Kulick, M.D.                   | Michael S. Sutton, <i>Past Chair</i> |
| Gary Lisenbee, <i>Treasurer</i>       | J. Chris Walsh                       |
| Lawrence Luppi, M.D.                  |                                      |

**2001 EXECUTIVE TEAM**

- |   |   |
|---|---|
| Peter F. Bastone<br><i>President and Chief Executive Officer</i>              | Shirley Barnes<br><i>Vice President, Human Resources</i>                                |
| Sister Martha Ann Fitzpatrick<br><i>Vice President, Sponsorship</i>           | Winnie Johnson<br><i>Vice President, Foundation</i>                                     |
| Markie Cowley<br><i>Executive Vice President and Chief Operating Officer</i>  | Michael Beck<br><i>Vice President, Quality and Systems Improvement</i>                  |
| Kenneth McFarland<br><i>Senior Vice President and Chief Financial Officer</i> | Lisa Weaver<br><i>Associate Vice President, Business Development/Strategic Planning</i> |
| Linda Johnson<br><i>Vice President, Patient and Nursing Services</i>          |   |

