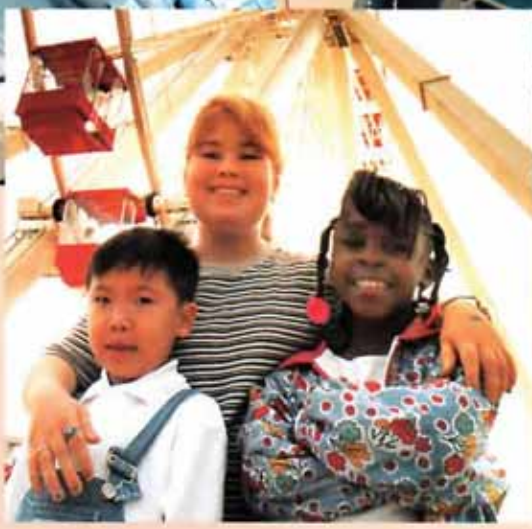




ANNUAL REPORT



A MOTHER ON A MISSION

Imagine a physician answering your page from a grocery store. Or, another physician calling you from Canada to follow up on your daughter's condition. Imagine a pharmacist, who lives closer to you than you live to the hospital, offering to bring your prescription home.

Then imagine the Duchossois Center for Advanced Medicine, the newest landmark on Chicago's skyline.

It is here that one family met and experienced the health care providers who did all this and more.

MEDICAL AND
SURGICAL CARE

For Laurae Kozlik and her mother Marianne Kozlik, the Center for Advanced Medicine is not just a building — several of the caring professionals who work there have become an extension of their family.

For the last year and a half, Laurae Kozlik, 29, has been treated at the Center by University of Chicago physicians. She suffered numerous fainting spells due to her diabetes, and mysterious migraine headaches often landed her in their local hospital's emergency room. After Laurae was hospitalized, physicians discovered that the headaches were caused by a benign brain tumor producing a growth hormone that was escalating Laurae's blood sugar, blood pressure, and bone growth. Marianne became a mother on a mission.

A Noticeable Difference in Care Quality


Marianne wanted only the best care for her daughter. She decided to have Laurae transferred to the University of Chicago Hospitals. According to Marianne, the difference in care was immediate — they felt comfortable here. The medical team held a "staffing" that included Marianne and Laurae before setting forth with a plan of action.

In a little over a year, through the expertise of this multidisciplinary team, Laurae had regular diabetes care, an eyesight-saving operation, brain surgery, and pinpoint radiation therapy to remove a small section of the tumor unable to be surgically removed because it was attached to the pituitary gland.

Now, Laurae is pain free and her insulin dose is a fraction of what it was two years ago. Her improved glucose



Laurae Kozlik (right) and her mother Marianne (left) feel almost at home at the Duchossois Center for Advanced Medicine. Over the course of Laurae's treatment, the Kozliks have made the 80-mile round trip sometimes as often as every day for two weeks straight. For the Kozliks, it's not just the exceptional care they receive here, but the people they meet that makes their experiences so special.

A woman with dark hair, wearing a bright yellow long-sleeved shirt, is smiling and looking towards the left. She is in a modern hospital lobby with a circular drive and multiple levels of balconies visible in the background.

control will reduce the harmful effects of diabetes on her body.

One of Laurae's physicians, Kenneth Polonsky, MD, endocrinology section chief, fondly refers to her as his "medical challenge." "As a physician, it has given me great satisfaction to see Laurae's progress over the last year," says Dr. Polonsky.

The Collective Opinion of Many Medical Experts

At the Center for Advanced Medicine, physicians see thousands of patients with both common and rare medical conditions. A multidisciplinary approach to care is fostered in the building's design — related services and specialists are in close proximity to one another. This closeness allows for, when needed, not just one opinion, but the collective opinion of many medical experts.

From the moment patients arrive at the Center for Advanced Medicine's circular drive, they experience a different kind of care. For both regular and first-time patients, the positive experiences start when welcomed by lobby greeter Sam Hill.

"Sammy is great," says Laurae.

"With each visit, Sammy greets us by saying 'my friends from Bolingbrook!'" says Marianne. "We enjoy him so much, we told him if he's ever in our neighborhood to come over for coffee and pie."

Once inside the Center for Advanced Medicine, patients experience medical care at the forefront. It's all here — advanced diagnostic equipment, the latest treatments and therapies, and, most importantly, a caring and professional staff. Patient surveys report that while the center is a huge facility, everyone is friendly and courteous.

High Patient Satisfaction

These same surveys show that outpatient satisfaction has increased since the center opened in November 1996. Overall, 91 percent of outpatients would "definitely return." Further, 93 percent of patients reported that they think their care is either "excellent" or "very good."

"We live 40 miles away, but I would travel 200 miles to come here for Laurae's care," says Marianne. "The University of Chicago Hospitals truly saved Laurae's life and eyesight.

"This could have been a nightmare for us, but it hardly has been with the help we've received here. We've been in the right place from the start."

the need for surgery. Social workers, patient advocates, child life specialists, and nutritionists provide important support to children and their families before, during, and after the hospital stay.

All of this makes a difference, often a critical difference, in the lives of thousands of children with hundreds of different medical problems each year. Children like Erin and Brittany receive a second chance at life ... and happiness.


"It's a miracle," says Erin's mother Sheila Mund. "This little girl who was so traumatized she couldn't talk ... she couldn't recognize us, today has all kinds of energy. She plays. She reads. She rides her bike."

"Since Brittany had transplant surgery, there's a smile there that hasn't left," says her mother Kim Salinas. "Seeing Brit today, you'd never dream how very sick she's been."

WALKING FOR A HEALTHIER AND HAPPIER LIFE

Mention the Museum of Science and Industry to anyone who grew up in the Chicago area and you are likely to see a lot of smiles. While many area residents have visited this local landmark as adults, nearly every Chicago native's fondest memory of the museum involves going there as a child — usually on a field trip during grade school. What could be more fun to 10-year-olds than wandering through this place of wonder with their very best friends?

For the past nine years, another group of "very best friends" has been strolling the floors of the Museum of Science and Industry. These friends, however, are not just there for the exhibits. They are all participants in the University of Chicago Hospitals' Fitness Walks — designed to encourage good fitness habits and to integrate regular exercise into the health



Fitness Walkers Marianna Pollard, Mary Ellen Newcell, and Spurgeon Lester pause beside the Museum of Science and Industry's walk-through heart. Three days each week, Fitness Walkers stroll past the heart, which is part of the museum's exhibit on cardiovascular health. Some walkers have logged more than 1,000 miles since the program's beginning, improving their health and making new friends.



COMMUNITY HEALTH

routines of those who live in the neighborhood. Many Hospitals physicians and staff are actively involved in the Fitness Walks and hundreds of other community health initiatives, such as seminars, health education programs, and screenings.

Great Exercise and Friendships

Three mornings a week, approximately 125 health-conscious walkers stroll by the famous coal mine exhibit and right by the real German submarine from World War II on their way to the balcony level where they walk around a quarter-mile path. Marianna Pollard is one of the program's most dedicated walkers. She comes to walk the museum path regularly and has logged over 1,000 miles so far. In addition to helping her keep fit, she declares that the walks have allowed her to decrease the amount of medication she takes to improve her circulation.

Not only are the Fitness Walks a free and enjoyable way to exercise year-round, they have also fostered many close friendships. Staff members and volunteers who supervise the program often comment on how much the walkers care about each other. If a regular walker doesn't show up for several days, the others will ask about him or her. "I don't know what I cherish more about the Fitness Walks," says Pollard. "The health benefits I receive or the wonderful friendships I've developed."