The Spirit to GIVE.
The Strength to GROW.
A Message from Deborah Yancer

Shady Grove Adventist Hospital's health care ministry has truly been blessed. The community has shown us through record use of our facilities that there is a need today — and well into the future — for quality health care services. The choice for medical care is a very personal one, and we are very pleased that so many people allow us to serve their needs. Furthermore, we are extremely blessed by the generosity of those who donate time and financial resources to support our ministry and its growth.

Our donors have been an integral part of our past and present, and have helped lay the groundwork for where we will be tomorrow. To envision the future, it is interesting to recall our history. Nearly 23 years ago, our hospital was built to anchor the Shady Grove Life Sciences Center, a county initiative to bring bio-medical research and services to Montgomery County. At that time, most of the growing population settled in the down-county area. Now, what was once farmland in the upper part of the county is booming with high-tech companies and tens of thousands of new residents.

When I came to Shady Grove Adventist Hospital nearly two years ago, I realized the opportunity this hospital has to be everything this community needs it to be. The hospital's location offered many residents quality health care services in their own back yard.

My three-phased vision for growth is unfolding. The first phase focused on achieving full accreditation with the Joint Commission on Accreditation of Healthcare Organizations. This, as you may already know, was accomplished in August 2001 and stands as an outward statement to the community about the health of this hospital. Following this survey, we are committed to meeting the highest standards of care at all times.

Phase two centers on the financial aspect of the business — after all, our viability as a community resource depends a great deal on financial performance. Although we are a not-for-profit organization, we must show profit in order to reinvest in facilities and equipment and assure that the hospital is fully capable of responding to changing community needs. In recent years, we have invested in state-of-the-art technology, and going forward we are focusing our financial resources on growth and program development.

Shady Grove Adventist Hospital is your hospital, and as such, we must ensure that we continue to offer quality health care services today, tomorrow and for generations to come. In the third phase of my vision, the hospital responds to the growing health care needs of those we serve. As the community grows, so too should the hospital grow — both physically and clinically. In addition to plans to expand our medical services to up-county residents with the Germantown Medical Plaza, we are also in the planning process for phased-in expansion of the hospital. This will result in more private rooms for our Women's and Children's programs, and development of our oncology and cardiac and vascular programs, as well as the growth of a number of other services.

I want to extend my sincere gratitude for your support of Shady Grove Adventist Hospital and its health care ministry. It is through the support of donors such as you that we are able to grow and meet the health care needs of our community.

Deborah A. Yancer
President
Shady Grove Adventist Hospital
A Message from Bill Robertson

It is my great privilege to thank you for your generous, thoughtful support of Shady Grove Adventist Hospital.

The support you give, whether it is your personal time or financial assistance, is an extremely important and necessary asset to the health care ministry the hospital provides for patients throughout Montgomery County and Frederick County.

We are always eager to explore new ways to better serve our community, which is growing rapidly and needs more health care services. As you are well aware, the region we serve is one of the fastest growing areas in the State of Maryland.

In direct response to the needs of our community, we have initiated several important projects to bring additional health care services to those we serve. For example, we have announced plans to expand the physical space at the hospital to accommodate the growth in our clinical services. Among many things, this will include more private rooms for our patients and a larger emergency department.

We also have broken ground on the Germantown Medical Plaza, a facility that will bring physicians and outpatient services closer to the growing up-county community. In conjunction with this project, we are working to establish a satellite emergency department in Germantown that will extend a sophisticated level of emergent medical care up the I-270 corridor.

We also have acquired property in Clarksburg to develop future health care services for a community that will grow from a rural hamlet to a bustling town center within a few years.

As we work to meet the needs of our community, we are ever mindful of our responsibility to be good stewards of the resources with which you have entrusted us. That is our first priority.

It has been my distinct pleasure to be affiliated with Adventist HealthCare and Shady Grove Adventist Hospital for two years now. While I am very pleased at the progress we have made in better serving our community, there is still much more work that needs to be done. And as we move forward with connecting our community with the health care services and resources they need, it is helpful to know that so many dedicated individuals are working with us.

Thank you for being an active partner in supporting the mission of Shady Grove Adventist Hospital.

Bill Robertson
President and CEO
Adventist HealthCare
President’s Circle of Friends Thanked

The Foundation held its annual Donor Recognition Dinner on May 23 at Congressional Country Club for members of the President’s Circle of Friends. These special donors made gifts of $1,000 or more to the Hospital in 2000.

The Foundation Board recognizes that the Hospital would not be successful without the dedication, hard work and enthusiasm of the employees and wanted to recognize employee representatives. So employees who were STAR (Service To Achieve Results) Award Recipients in 2000 were invited to the dinner. During the program, they were recognized for the special enthusiasm and dedication they bring to their work, and for their outstanding service to patients and families at the Hospital.

Judging by comments at the end of the evening, attendees liked this part of the program very much. And STAR Employees who were present enjoyed the evening and appreciated the recognition.

The program also featured the formal recognition of new Trustees Emeritus Ron Early and Bobbie Hart, presentations from William G. “Bill” Robertson, President and CEO of Adventist HealthCare, Deborah A. Yancer, President of Shady Grove Adventist Hospital, and a special story from former patients Mitch and Michelle (last names withheld for privacy).
New Beginnings at Shady Grove Adventist Hospital

The New Year at Shady Grove began on January 30, when the employees, physicians, volunteers, and community members joined together and rededicated themselves to the mission of caring and serving patients. The formal rededication took place during a ceremony entitled “New Beginnings at Shady Grove Adventist Hospital.”

At the candle lighting ceremony, a special piece of stained glass depicting a spiritual theme was unveiled in Shady Grove’s main lobby. Representatives from every department participated and received commemorative vases to take back to their respective units. Representatives of various constituencies of the Hospital, including patients, community, medical staff, and Adventist HealthCare administration, served as candle lighters.

Speakers included Deborah A. Yancer, President of Shady Grove Adventist Hospital, and Robert Fox, M.D., President of the Medical Staff. A responsive reading written especially for the event was lead by Dan Goddard, Pastor of the Frederick Seventh-Day Adventist Church. Iantha Brown, then director of the Mother/Baby Unit, penned a special dedication statement that was read by Debi Yancer.

At the event, Yancer commented, “Shady Grove has recently come through a troubled time that tested our faith and commitment. This has strengthened us and will forever make us appreciate each other, the special gifts we have, and the sacred trust that patients and our community place in us as caregivers every day.”

The stained glass depicts hands releasing a dove, symbolizing God’s love for His children, the joy that He brings us each and every day, the freedom to express our love for Him, the peace that passes all understanding, and the brightest of hopes for tomorrow — our new beginnings.
Meet the Hospital’s Executive Leadership

Deborah A. Yancer, an executive with more than 25 years of health care experience, 20 years at the executive level, joined Shady Grove in June 2000 as President. Debi had most recently served as Executive Vice President and COO of Saint Thomas Health Services, a 541-bed tertiary facility in Nashville, Tennessee. In addition to her executive experience, Debi is a licensed registered nurse and has a Masters of Science in Nursing from the University of Kansas.

Mary McKenna joined Shady Grove in October 2000 as a consultant in the Emergency Department, accepted the position of Surgical and Ambulatory Strategy Leader in November 2000 and joined the Executive Leadership team in August 2001 when she became Vice President and Chief Nurse Executive. Mary has more than 20 years of leadership and consulting experience in Patient Care Redesign, Strategic Planning and Development, and Surgical, Emergency and Ambulatory Care. She holds a B.S.N. from Catholic University and an MBA from Frostburg State University.

Glenn Sackett, Director of Mission and Pastoral Care, joined the Shady Grove Team from Castle Medical Center in Kailua, Hawaii. Glenn has 29 years of experience as a chaplain, with 23 of those years serving at medical centers. He is a Board Certified Chaplain with a B.A. in Religion/Communications from Southwestern Adventist College, and an M.Div. from Andrews University.

Tom Keefe joined Adventist HealthCare more than nine years ago and has worked at Shady Grove since July 2001. He has been a Human Resources Director for six years and is dedicated to making Shady Grove Adventist Hospital the employer of choice in Montgomery County.
Debbie Foshee joined Shady Grove Adventist Hospital in April 2000 as the Administrative Director for Quality and Performance Improvement. Hailing from Sacred Heart Health System in Pensacola, Florida, Debbie brings more than 25 years of experience, half of it in Quality and Performance Improvement. In January 2002, Debbie accepted the expanded role of Vice President for Quality and Medical Staff Services.

Debbie recently received the Quality Manager of the Year award from Inside the Joint Commission. The award is presented annually to a quality or performance improvement specialist who has led a successful performance improvement project and whose vision, enterprise and diligence best exemplify the continued excellence of the quality profession.

Michael Franklin joined Shady Grove’s Executive Leadership as Vice President for Professional Services and Product Line Development in February 2002 from Tyler, Texas, where he served as Vice President for East Texas Medical Center. Michael has a Master’s degree in Health Administration from the Medical College of Virginia in Richmond, Virginia. He has 14 years of experience in healthcare management. Michael’s top priorities are to refine, improve, and expand the oncology program, and to expand outpatient and ancillary services.

William H. Smith joined Shady Grove in January 2002. Prior to coming to Shady Grove, he was at Ashbury, continuing care retirement communities, where he directed a fund-raising program that raised $20 million over the last six years. Bill has been in the Washington area nearly 20 years and has worked in the fund-raising arena for more than 12 years.

Kathryn Zimmerman is responsible for developing and deploying Shady Grove’s strategic plans and helping to establish Shady Grove’s relationship with its community. Kathryn joined Adventist HealthCare in 1997 and has worked in a variety of roles in the last four years. Before joining Adventist HealthCare, she was a health care consultant with Ernst & Young in the Strategy & Marketing Department.
ROBERT V. ASCHENBACH EMERGENCY DEPARTMENT EXPANDS

The Robert V. Aschenbach Emergency Department treated more than 78,000 patients in 2001, which is a signal that we need to continue expanding and making changes to better serve our community.

The expanded triage area — where patients receive the initial assessment of their condition — opened in September. We’ve grown from one assessment room to three, enabling staff to see patients more quickly and providing greater privacy. We’ve also added a nurse practitioner to treat and release minor cases.

In late summer, the Emergency Department added three patient representatives to serve as liaisons between patients and the emergency medical staff. These caregivers complement the physicians, nurses, and technicians by offering patients and their families comforts such as a glass of water, a warm blanket, a compassionate ear, and calming words.

“We understand what the ‘waiting room perspective’ is like and are making every effort to meet family needs,” said Mary McKenna, Vice President of Patient Care Services and Chief Nurse Executive at Shady Grove.

As a group, the patient representatives have experience in the fields of social work, education and psychiatric/mental health, and emergency care nursing. They are available during the peak hours of 11:30 a.m. until midnight every day.
Growing for Our Community

Shady Grove Adventist Hospital is experiencing significant growth and is planning for continuing growth as we continue to be a community resource for quality health care services.

GROUNDBREAKING IN GERMANTOWN

Shady Grove Adventist Hospital and Willco Companies are partnering to develop health care services in Germantown that will include outpatient medical services and physician offices. As part of the project, the Hospital is also working on plans to develop a satellite emergency department.

A special groundbreaking reception for the project was held in Germantown on December 3, which was attended by more than 80 political leaders, county health officials, community representatives, and Hospital officials.

“This project extends important health care services to residents in the up-county region of Montgomery County, which is an important part of Shady Grove Adventist Hospital’s service area,” said Bill Robertson, President and CEO of Adventist HealthCare. “We believe this project is a responsible solution to meeting the health care needs of this growing community.”

“We are currently working with state officials on the regulatory approval of the satellite emergency department,” said Deborah A. Yancer, President of Shady Grove Adventist Hospital. “This project, which enhances geographic access for patients, enjoys wide support from county health officials, as well as elected officials who represent this area.” Yancer noted the volumes in Shady Grove’s Emergency Department continue to grow and increased traffic in the region adds additional importance to this project.
Community Supports Shady Grove

HANDMADE ITEMS PROVIDE COMFORT

Ladies at the First Baptist Church of Damascus and the Comus Homemakers Club brought handmade pillows for patients in surgery to use. These pillows are given to patients who need to lie on their stomachs for certain surgical procedures. The pillows are also useful for patients who have had an incision or procedure in the abdominal area, to hold against the stomach when coughing or sneezing.

The nurses in the recovery area were thrilled to receive the pillows because the patients are so happy and thankful when they receive a pillow full of handmade comfort.

FLOWERS BRIGHTEN HOSPITAL STAY

Natural Blossoms brought 500 bouquets of roses to the Hospital for patients. Bouquets were given to every patient and decorated the Nurse’s Stations as well. Everyone’s day was improved by this beautiful gesture.

STUDENTS HELP PEDIATRIC PATIENTS

Students from David Migdal’s third grade class at Flower Hill Elementary School collected money and purchased toys and videos for the patients in Shady Grove’s pediatric unit.

Mr. Migdal’s wife and two fellow students were hospitalized at Shady Grove earlier in the year. As a way of showing their appreciation to the doctors and nurses for caring for their friends, the students decided to collect money and buy toys and videos for future pediatric patients.

WEDDING ANNIVERSARY GIFTS COME TO SHADY GROVE

When Mr. & Mrs. Bruce Kremer celebrated their 40th wedding anniversary, they didn’t want gifts for themselves. Instead, they asked their friends to contribute to the Neonatal Intensive Care Unit (NICU) at Shady Grove. Because of this, nearly $1,000 in gifts was received to help purchase equipment for the tiny babies the NICU serves.

The Kremer’s aren’t the only Shady Grove supporters in the family. Ever since her move to the Lutheran Home more than two years ago, Mrs. Kremer’s mother has been crocheting booties for babies in the NICU and feels very strongly about the wonderful care provided to “her” preemies.

CITY OF GAITHERSBURG CONTINUES SUPPORT

Since 1997, The City of Gaithersburg has included Shady Grove Adventist Hospital’s Neonatal Intensive Care Unit (NICU) as a beneficiary of the annual Winter Lights Festival.

In 2001, the NICU received $5,000 from the event. Over the last five years, the NICU has received $31,000 from the event, which has purchased equipment to better serve the increasing numbers of babies in the NICU.

ROTARIANS SUPPORT SHADY GROVE

The Rotary Club of North Bethesda made a first-time gift of $250 to Shady Grove in 2001 to benefit Women’s & Children’s Services.

The Rotary Club of Rockville has supported programs at Shady Grove since 1988 and has made a gift every year since 1993. In fact, the Hospital is the only organization to have received a multi-year pledge from the club. In 2001, the Rotarians contributed $500 for the Immunization Clinic for Children.

The Gaithersburg Rotary Club made the third of four $5,000 pledge payments to the Hospital for an isolette to be used in the Neonatal Intensive Care Unit.

The Hospital is most appreciative of the continuing support from the men and women who volunteer as Rotarians to improve their communities.
Giving on the Rise

Philanthropic gifts to the Hospital in 2001 topped the prior year totaling $763,255. About half of that was given by "Hospital Family," that is, employees, physicians, volunteers, the Auxiliary, Adventist HealthCare Board Members, Hospital Board Members, and Foundation Board Members. This indicates a renewed confidence in Hospital leadership and a shared desire that the Hospital continue to grow and succeed.

While ongoing support from the Hospital Family is important and will be key to our future, in the coming years we will focus on increasing financial support from our community friends.

Key accomplishments in 2001:
- The Golf Classic was the most successful ever, netting more than $119,000.
- Physician support totaled $211,000 — nearly double the year before.
- Employees gave more than $34,000.

WHERE THE GIFTS CAME FROM

<table>
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<tr>
<th>Category</th>
<th>Amount</th>
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<tr>
<td>Corporations/Businesses</td>
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<td>Community Individuals</td>
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<td>Private/Family Foundations</td>
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<td>Other</td>
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### Where the Gifts Went

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<thead>
<tr>
<th>Department/Area</th>
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<td>Annual Fund/Unrestricted Uses</td>
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<td>Nursing Station Renovation Campaign</td>
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<td>Code Carts</td>
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<td>Pediatric Emergency Department Campaign Pledge Payments</td>
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<tr>
<td>Pediatric Emergency Equipment</td>
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<td>Mobilette Plus X-ray Machine</td>
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<td>Pediatric Unit</td>
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<td>Infant Flow Nasal C-PAP Systems</td>
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<td>Defibrillators for ICU</td>
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<td>Breast Cancer Screening Program</td>
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<td>Fetal Monitors</td>
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<td>Flexible Tip Ureteroscope</td>
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<td>Oncology Library</td>
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<td>Pediatric Campaign Pledge Payments</td>
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<td>Nursing Scholarship</td>
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<td>Pharmacy</td>
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<td>Gifts to Other Restricted Areas</td>
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<tr>
<td><strong>Grand Total:</strong></td>
<td><strong>$763,255</strong></td>
</tr>
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</table>
The Spirit of Caring and Dedication

During Nurses Week in May, Shady Grove Adventist Hospital recognized the “first nurses” at the Hospital. Eighteen nurses who joined the staff at Shady Grove when the Hospital opened in 1979, were still working at Shady Grove in various capacities in 2001; some have recently retired.

In 1979, Shady Grove had a new and creative concept of primary nursing that empowered these first nurses and gave them professional opportunities that no other area hospital could offer. Each had a devotion to make Shady Grove Adventist Hospital a leader in the health care industry and each has many wonderful stories to tell.
Sharing the Gift of Good Health: How to Make a Gift

Thousands of people each year share the gift of good health with family, friends, and neighbors by making contributions to Shady Grove Adventist Hospital. Some prefer to support a particular program. Others make undesignated gifts, knowing that they will be used for the most urgently needed equipment, programs, and services.

Gifts of all sizes have the power to save lives. Whatever the size or form of your contribution, you are ensuring that Shady Grove Adventist Hospital continues its tradition of providing excellent, innovative, family-centered health care for our community.

**HERE ARE A FEW WAYS YOU CAN MAKE A GIFT:**

**GIFTS OF CASH**
Cash gifts have immediate impact, supporting existing programs and services and helping us develop new ones. Cash, checks, money orders and VISA and MasterCard are accepted.

**GIFTS OF APPRECIATED ASSETS**
Gifts of appreciated assets such as stock, real estate or property, and artwork can do generous work while offering valuable tax advantages. Donors receive a charitable income tax deduction, often for the full value of the gift, and also may avoid hefty capital gains taxes.

**BEQUESTS**
A simple sentence such as “I bequeath ___% or $____ to Shady Grove Adventist Hospital” in your will costs nothing today, but offers tremendous benefits to the generations who will turn to Shady Grove for health care in the future. Consult your tax attorney or estate planner or William H. Smith in the Foundation Office about how a bequest can reduce your estate taxes.

**COMMEMORATIVE GIFTS**
If you wish to honor or remember a loved one in an enduring way, Shady Grove offers a variety of naming opportunities in the Hospital starting at $5,000. The Foundation Office can supply you with a list of possibilities. Smaller commemorative gifts may be made simply by including a note to let us know who the gift is in honor or memory of. We will notify the family or loved one of your thoughtful gesture.

**NAMED FUNDS**
With a gift of $25,000 or more, you may establish an endowed or current-use fund in the name of a loved one for a specific or undesignated use at Shady Grove. Foundation staff can discuss details with you.

**OTHER GIFTS**
If you have a specific gift idea or would like to learn more about other avenues for sharing the gift of good health with your community, please call the Foundation Office at 301-279-6570.

**FOR MORE INFORMATION, CALL OR WRITE:**
Shady Grove Adventist Hospital Foundation
9901 Medical Center Drive
Rockville, MD 20850
Phone: 301-279-6570

All gifts received by Shady Grove Adventist Hospital Foundation benefit Shady Grove Adventist Hospital.
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