



# WAUKESHA MEMORIAL HOSPITAL



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“The hospital has been committed to this community—and only this community—for 90 years. ProHealth isn’t about having a hospital in every town in Eastern Wisconsin. We concentrate all our resources on promoting the health of the community in which we, too, live, work and raise our children.”

—Paul F. Fox, M.D.



Please check the programs and services at Waukesha Memorial Hospital that you'd like to know more about. We'll be happy to mail you information.

- Adult & Aging Resources
- Home Care and Hospice
- Birthing Center & NICU
- Center for Breast Care
- Pre-pregnancy Planning Kit
- Women's Midlife Services
- Other Women's Center Services
- Heart Center
- Regional Cancer Center
- Behavioral Medicine Center
- GI Center
- Neuroscience Center
- Pain Management
- Orthopedic Center
- Nurse-On-Line
- Other services (please list): \_\_\_\_\_

Please complete the following to help us send you information that may be of interest:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Sex:  M  F

Number of children in your household: ages 5 or under \_\_\_\_\_ ages 6-11 \_\_\_\_\_ ages 12-17 \_\_\_\_\_



Waukesha  
MEMORIAL HOSPITAL  
ProHealth Care

WAUKESHA MEMORIAL HOSPITAL  
725 American Ave.  
Waukesha WI 53188

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ProHealth Care

### Our Services

In association with the ProHealth Care system, **Waukesha Memorial Hospital** offers patients access to:

- Adult & Aging Resources**
- Behavioral Medicine Center**
- Heart Center**
- ProHealth Home Care**
- Rolland Nelson Crossroads Hospice**
- AngelsGrace Hospice**
- Neuroscience Center**
- Orthopedic Center**
- Regional Cancer Center**
  - Center for Breast Care
  - Center for Prostate Care
- Women's Center**
  - Birthing Center
- ProHealth Care Medical Centers**
- Nurse-On-Line**
- The D. N. Greenwald Center**
- LindenGrove**
- Regency Senior Communities**
- Waukesha Health Care**
- Waukesha Health System**
- Waukesha Family Practice Center**
- West Wood Health & Fitness Center**



World-class care,  
close to home

**THE HEART CENTER**  
Nationally renowned heart care

Dear neighbor,

Today, there is no need for people to travel across the country—or even across town—to receive the most sophisticated, highest quality health care. Waukesha Memorial is a hometown hospital with a national reputation for excellence. We are ranked among the top hospitals in the area for cardiac and orthopedic care. The Regional Cancer Center is among the best in the country, and our Women's Center is nationally acclaimed. We have the first and largest Level III Newborn Intensive Care Unit in the county, and are the busiest surgical service between Madison and Milwaukee.

But we believe what makes our hospital truly extraordinary is the unique blend of state-of-the-art capabilities with the special kind of care and compassion of our community setting—neighbor helping neighbor.

The people who serve on our board of trustees and hospital committees are your neighbors. As the only remaining health system in the state that is controlled by local community members, we always have the facilities, resources and technology to meet your needs—without wasting your healthcare dollars. The people who work here are your neighbors—almost 700 physicians and more than 2,700 nurses and staff members who make it their life's work to keep you and your family healthy. The more than 400 volunteers who give so generously of their time and talent are also your neighbors.

For nearly a century, generations of families have relied on Waukesha Memorial Hospital for superlative quality, competitive price and outstanding service. And future generations can count on us to offer the most technologically advanced treatments, the most outstanding physicians and staff, and the most personal, compassionate care. Because at Waukesha Memorial, you're not just our patient. You're our neighbor.

**Ed Olson, President and CEO**

When it comes to cardiac care, there's no reason to go anywhere else. In fact, Waukesha Memorial was recently ranked the best hospital in the Milwaukee area for cardiac treatment and surgery.<sup>1</sup>

One of the largest and busiest cardiology programs in the state, our Heart Center is fully equipped to perform the most sophisticated heart procedures. Our highly respected cardiologists and cardiac surgeons, state-of-the-art technology and excellent outcomes are on par with the leading cardiac programs in the country. We are a national leader in "beating heart" surgery, with 95 percent of our coronary bypass surgeries performed without a heart/lung machine.

But we offer more than a skilled cardiac team and exceptional technology. Our primary focus is on keeping your heart healthy. From heart-healthy cooking classes to smoking cessation, fitness consultations, health screenings, stress reduction, support groups, online resources and the acclaimed Women's HeartAdvantage program, we've got the solutions to help you stay heart-healthy.

"In the metro-Milwaukee region, Waukesha Memorial Hospital stands out notably in terms of delivering quality care for its cardiac patients. Patients, families and employers here truly have access to health care that is among the best in the nation."

—Sarah Loughran, HealthGrades executive vice president



## THE REGIONAL CANCER CENTER

Check our website at [www.pro-heart.org](http://www.pro-heart.org) and [www.waukeshamemorial.org](http://www.waukeshamemorial.org) to learn more.

Services include:

- Open heart surgery
- Angioplasty
- Cardiac catheterization
- Coronary and peripheral cath lab interventional services, including stent placement, angioplasty, brachytherapy and atherectomy
- Interventional radiology
- Electrophysiology procedures
- Echocardiography, stress testing and other diagnostic procedures
- Dedicated cardiac inpatient unit
- Cardiac Intensive Care Unit
- Cardiac rehabilitation
- Free Congestive Heart Failure Clinic
- Women's HeartAdvantage program
- Heart-healthy lifestyle education, screening and support
- Advanced cardiac life saving and CPR training

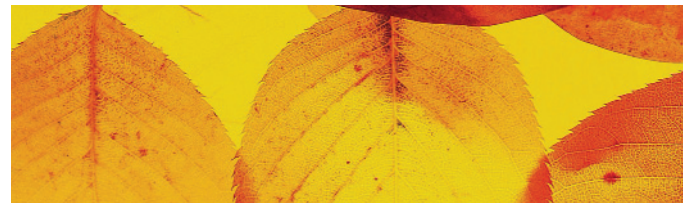
### The gold standard in cancer care

The Regional Cancer Center is the leading cancer center in Southeastern Wisconsin, and one of the largest and most successful community hospital-based cancer programs in the U.S. Trained at some of the country's most prestigious cancer centers, our medical staff offers the same cutting-edge diagnostics, treatments and technologies available at major national research institutions.

The Regional Cancer Center was the first in the Midwest—and among the first in the nation—to earn network accreditation from the American College of Surgeons, the “gold standard” in cancer care. With our partner hospital, Oconomowoc Memorial, we were also among the first in the country to offer IMRT radiation. And we have four times as many patients involved in clinical research studies as the national average.

Competent care means offering the most advanced technology. Extraordinary care means delivering it differently. At the Regional Cancer Center, the patient is at the heart of everything we do. We work as a team to bring individualized care, comfort and support to our patients and families. It's a very special kind of care that inspires reassurance and hope.





## THE WOMEN'S CENTER

Health care to span a lifetime

Regional Cancer Center services include:

- Complete diagnostic services
- Comprehensive medical, surgical and radiation oncology including stem cell transplants, brachytherapy and prostate seed implants
- National Cancer Institute and other clinical trials
- The Center for Breast Care with digital mammography
- The Center for Prostate Care (the first in Wisconsin)
- Cancer genetic risk program with board-certified, nationally renowned genetic counselor
- The new Center for Lung Care with breakthrough multidisciplinary approach
- Dedicated inpatient unit
- Private outpatient chemotherapy suites
- Home care and other supportive services for patient and family
- Counseling and support groups

Waukesha Memorial offers Wisconsin's most extensive hospital-based women's health program. Recognized as a national model of excellence, the Women's Center is a trusted partner for women at every stage of life.

Our Birthing Center is the most active in Waukesha County, with 33 private birthing suites and the county's only Level III Newborn Intensive Care Unit. Specialized services cover childbirth from pregnancy planning to high-risk care, and include the advanced fertility program, Perinatal Assessment Center and 24-hour neonatal coverage.

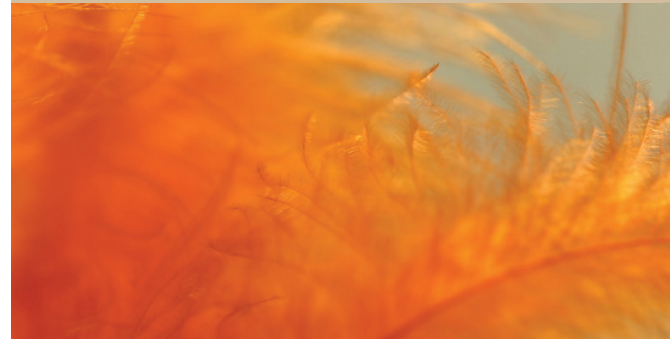
The Women's Center also offers Midlife Health Services to help women maintain their health throughout life's transitions. Programming includes wellness and health education, gynecology services, support groups, health risk assessments and bone loss screening. Women's HeartAdvantage is a comprehensive cardiac risk reduction program tailored just to women. The Center for Breast Care, offered through our Regional Cancer Center, is the most comprehensive program in Wisconsin.

"They have all the wonderful high-tech machinery. But more than that, they take the time to be there for you. They care in their hearts. It's that compassion that makes the difference."

—Donna Granger, patient



## BEHAVIORAL MEDICINE CENTER



### Comprehensive behavioral health services

Our Behavioral Medicine Center is the most comprehensive provider of mental health services and drug and alcohol treatment in Southeastern Wisconsin. With confidential, 24-hour assessment and referral service and convenient outpatient therapy sites, our Center ensures that your family gets help when and where you need it.

Our highly skilled, compassionate staff offers a full continuum of treatment for children through older adults, from outpatient counseling to intensive inpatient therapy. Specialty areas include chemical dependency, eating disorders, anxiety disorders, depression, and child and adolescent services.

Behavioral Medicine Center services include:

- Adult and adolescent alcohol and drug treatment
- Inpatient treatment, partial hospitalization, day treatment and outpatient therapy
- Child and adolescent services
- Eating disorders program
- Neuropsychology
- Geropsychiatry (specialized treatment for older adults)
- Women's alcohol and drug treatment program
- Support groups

The Women's Center offers something for every woman, including:

- Birthing Center with Level III NICU
- Center for Breast Care
- Women's HeartAdvantage
- Pelvic Floor and Incontinence Center
- Gynecological services
- Osteoporosis screening
- Classes on parenting, nutrition, exercise, heart health and other topics
- Annual event featuring nationally recognized speakers
- Women's Center membership including discounts and classes
- Women's Resource Library
- Online newsletters with up-to-date women's health information

## ORTHOPEDIC CENTER

Top-rated orthopedics

## NEUROSCIENCE CENTER

Building on the success of our Center for Joint Care, the Orthopedic Center integrates orthopedic surgery, therapy and rehabilitation services, diagnostic imaging and consulting services.

The Orthopedic Center was recently ranked among the top 10 percent of all orthopedic programs in the nation.<sup>2</sup> Waukesha Memorial received the HealthGrades 2005 Specialty Excellence Award and a five-star rating for clinical quality and performance in overall orthopedics, joint replacement surgery, total knee, total hip and partial hip replacement. Our outstanding physician partners are joined by a skilled team of nurses, physical and occupational therapists, and other professionals to help patients restore optimum function as quickly as possible.



### Multi-disciplinary neurological care

Neurological disease is increasingly prevalent, especially from injuries and age-related Alzheimer's disease and stroke. In response to this growing need, we created the Neuroscience Center in 2004. Based on nationally recognized best practices and rapidly emerging therapies, the Center offers state-of-the-art diagnosis and treatment of neurological disease.

The Neuroscience Center integrates neurology, neurosurgery, neuroradiology, neuropsychology and pain management into a seamless, multidisciplinary service that provides our patients with the highest standard of care. This team approach ensures that patients will receive an accurate diagnosis and treatment plan.

## ADVANCED SURGICAL SERVICES

## The D. N. GREENWALD CENTER

Waukesha Memorial has one of the busiest surgical centers in South-eastern Wisconsin. Ours is the most sophisticated surgical service between Milwaukee and Madison, with state-of-the-art equipment and highly skilled general and specialty surgeons and anesthesiologists. Capabilities include heart, vascular, joint replacement and other orthopedic surgeries, urology, neurosurgery, spine, laser, laparoscopic and other specialized surgeries.

Day surgery is performed at the hospital, as well as at the freestanding Ambulatory Surgery Center. The Center is convenient and easily accessible, with ample free parking and easy registration. Family waiting areas, surgery suites and recovery areas are all designed for comfort, privacy and efficiency. The Center is often preferred for pediatric day surgeries, and we've created a special orientation for pediatric patients.

### Sophisticated imaging services

Our Radiology Department is home to all digital imaging technology, and a PACS system that links physicians to radiologists 24/7. We were among the first in the country to use completely filmless X-rays. Our nuclear cardiology and nuclear medicine laboratories were among the first in the U.S. to receive accreditation by the International Commission for the Accreditation of Nuclear Medicine Laboratories.

### Expanded care options in Mukwonago

The D. N. Greenwald Center, opened in January 2005, added even more extraordinary healthcare resources to the Mukwonago community. The 150,000 square foot Center includes both the Waukesha Memorial Outpatient Center and the relocated ProHealth Care Medical Centers— Mukwonago. Services include high-tech diagnostic imaging and cardiac diagnostics, the Center for Breast Care, the renowned Women's Health Center, and the Regional Cancer Center.

The expanded ProHealth Care Medical Centers—Mukwonago has primary care physicians and board-certified physicians in family practice, family practice with obstetrics, pediatric and adolescent medicine, allergy and immunology. Other specialties include behavioral medicine, cardiology, dialysis, ear/nose/throat, hearing services and more. Combined with a Walk-In Urgent Care center open seven days a week, Mukwonago area residents now have convenient, affordable access to all their outpatient healthcare needs.

## NURSE-ON-LINE

Free health information  
and referrals

## YOUR COMMUNITY PARTNER

With Nurse-On-Line, expert health information is just a phone call or a mouse click away, 24 hours a day, seven days a week. Staffed by registered nurses with extensive training, Nurse-On-Line provides free, confidential healthcare information and physician referrals. Call Nurse-On-Line anytime at (262) 544-2745 or toll-free at 1-800-544-2745. The same services, as well as valuable wellness tips and health articles, are also available at [www.waukeshamemorial.org](http://www.waukeshamemorial.org). Nurse-On-Line also gives consumers charge information for the most commonly provided services at WMH and OMH.

Since its founding in 1914, Waukesha Memorial Hospital has been a leader in improving the health and well being of our community, bringing to life the hospital's mission "to promote health and deliver extraordinary health care in the communities we serve."

One way we do this is by providing good jobs for nearly 3,000 area residents. In fact, ProHealth Care was recently recognized by *Milwaukee Magazine* and MRA—The Management Association as one of the "Best Places to Work" in Southeastern Wisconsin. We were rated as the best health-care organization and ranked third best overall for large companies.<sup>3</sup>

Other ways we help improve our community's health is through these initiatives:

- In 2004, ProHealth Care hospitals provided more than \$3 million in care for those who could not afford to pay for services.
- Waukesha Memorial and ProHealth Care provide hundreds of free educational programs, screenings, health fairs and classes to area residents.
- Through our Parish Nurse and Health Outreach programs, we place registered nurses in churches, elementary schools, shelters, community centers and housing developments.







• We fund an alcohol, tobacco and drug abuse coordinator in the Waukesha School District, and have a coordinator to help those without health insurance access government programs and other resources.

• ProHealth Care provides courtesy transportation for appointments and hospital visits at Waukesha Memorial Hospital, Oconomowoc Memorial Hospital and ProHealth Care Medical Centers. Almost 80,000 trips were provided in 2004. Waukesha Memorial also provides courtesy parking at the hospital, and has a special transport service for Waukesha School District students who need to attend doctor's appointments with their parents.

• Waukesha Memorial and ProHealth Care partner with numerous community agencies to promote health care and safety. Working with area municipalities, we've created programs on immunizations, car seat safety, HIV prevention and other health issues. We also have Community Benefit Committees that collaborate with other groups such as the Women's Center, Waukesha County Health Council and the Hispanic Collaborative Network.



## WAUKESHA MEMORIAL HOSPITAL

### Fast Facts

**Established:** 1914

**Hospital type:** general acute care

**System affiliation:** ProHealth Care

**President & CEO:** Ed Olson

**Available beds:** 301

**Areas of excellence:** Heart Center, Regional Cancer Center, Women's Center, Behavioral Health Center, Center for Breast Care, Orthopedic Center, Neuroscience Center

**Key clinical services:** advanced surgical procedures, Level III NICU, Emergency Department, 24-hour Urgent Care, Critical Care services, radiology, physical medicine and rehabilitation, outpatient services (including surgery, pediatrics, gastroenterology, neurology, urology, plastic surgery and more), ProHealth Home Care, Rolland Nelson Crossroads Hospice, AngelsGrace Hospice, Adult & Aging Resources, sleep disorders, occupational health, community education and wellness programs, Nurse-On-Line

**Average annual admissions:** 16,257

**Average patient days:** 72,439

**Average outpatient visits:** 294,068

**Average annual births:** 2,381

**Physicians on staff:** 684

**Number of employees:** 2,711

**Number of volunteers:** 420

**Funds raised by:**

WMH Foundation . . . . . \$2,555,435 (in 2004)

#### Mission

To promote health and deliver extraordinary healthcare in the communities we serve.

#### Vision

As the foundation of an integrated health care system, we will improve the health of the people we serve by...

- continuing to advance as the major provider of health care services in Waukesha County and beyond;
- providing hospital services of the highest value;
- using its resources to help address community health needs through collaborative activities, informational and clinical services;
- responding to each individual with excellent service, respect and compassion.

#### WAUKESHA MEMORIAL HOSPITAL

725 American Avenue  
Waukesha, WI 53188  
(262) 928-1000  
[www.waukeshamemorial.org](http://www.waukeshamemorial.org)

<sup>1</sup> HealthGrades 2005; [www.healthgrades.com](http://www.healthgrades.com)

<sup>2</sup> HealthGrades 2005; [www.healthgrades.com](http://www.healthgrades.com)

<sup>3</sup> *Milwaukee Magazine*, February 2005