

Roate, George

12-041

From: Anne Cooper [ACooper@Polsinelli.com]
Sent: Wednesday, August 15, 2012 11:56 AM
To: Roate, George
Cc: Bell, Julie; Kara Friedman
Subject: Hawthorn Surgery Center Proj. No. 12-041
Attachments: patient support letters.pdf; Business Support Letter.pdf

George,

Attached please find letters in support of Hawthorn Surgery Center. If you have any questions, please feel free to contact me.

Anne

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AUG 15 2012

HEALTH FACILITIES &
SERVICES REVIEW BOARD



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To Illinois Health Facilities and Services Review Board:

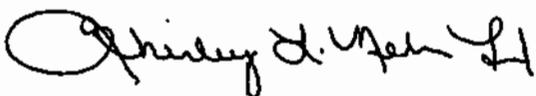
HEALTH FACILITIES &
SERVICES REVIEW BOARD

I was asked to write you regarding my experience at Hawthorn Surgery Center. When my son needed to have an elective procedure done, my Doctor spoke highly of Hawthorn. As a parent I had many concerns. Living in this community for the last 30 years I had been at various hospitals for surgeries. Some experiences were average, some not so good. Our experience at Hawthorn far exceeded my highest expectations. The anesthesiologist was trained specifically in Pediatric Anesthesia. The staff went out of their way to make my son feel safe and comfortable. Everything was explained in a manner he could understand. One staff member even dressed his teddy bear in surgical attire complete with mask, booties and head cover so they could go through the surgery 'together'. I can't say enough about the staff. They made a scary time for us pleasant. They even called to check on us the next day. We sure did not feel like we were just another number.

However, my husband was unable to wait with us before surgery. At first we were upset, but when I saw how small the pre-op area is I could understand. The area is really small, you could hear and see other patients getting ready for surgery. My husband and I had to keep trading off sitting with our son because of the cramped quarters. It would have been better to have privacy and both parents together.

If Hawthorn Surgery Center was in a bigger facility, we would of had a better experience. Their staff is terrific, but they really need a new facility.

Thank you for your attention,



Shirley Ford-Nelson

310 Ardmore Ct.

Vernon Hills, IL 60061

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AUG 15 2012

Dear Mr. Chairperson:

HEALTH FACILITIES &
SERVICES REVIEW BOARD

I had my surgery at Hawthorn Surgery Center and I was asked to share my experience with your committee. I have never had surgery before and really don't like big hospitals. My Doctor told me Hawthorn was a good choice because it was less expensive than having it done in the hospital. He also said there was less risk of infection because of the patient population and with each case being elective-they could run more efficiently.

Everything went very well for me. The check in process was quick. The staff was superb. What a great group they have! Everyone has a smile on their face and seems to really enjoy their job. We were in and out in no time, and then home where I was most comfortable. My Doctor was right about the day, I am really glad I chose Hawthorn Surgery Center for my procedure.

I told the staff that everything went well except my husband got lost on his way to speak with the surgeon. You have to cross the entire atrium and go to a completely different area. Also my husband was not able to wait with me before surgery because the admitting area is so small. It would have been nicer if he could have been there while I was waiting. The staff apologized saying the building is old and we are very short on space. They told me they have been trying to get out of this building for some time. This lead to this letter I was asked to write.

Hawthorn Surgery Center really does need a larger, more modern facility. They are great now, but could be even better. Isn't that the

goal in health care today? To be the best-at the best price-with the patient coming first.

Thank you for reading my letter and listening to my concerns.

Best regards'

Tracy Spivey

Tracy Spivey

3908 Washington Rd #208
Kenosha WI 53144

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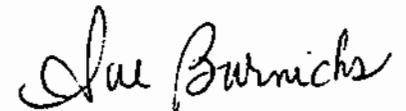
To whom it may concern:

My son recently had surgery at Hawthorn Surgery Center in Libertyville, IL. He received excellent care while at the facility. Everyone we came in contact with was kind and reassuring. The anesthesiologist, surgeon and the nurses were wonderful. I felt my son was in expert hands.

My only comments in regard to the facility are: the pre-operative area is very small and the lay-out of the building is quite old. We felt cramped and uncomfortable as we waited for the surgery to start. It would really be nice to have more room and privacy for families awaiting surgery.

Those issues stated, if you have to have out-patient surgery- Hawthorn Surgery Center is a great place to be.

Sincerely,


Sue Burnicks
450 Grove St
Mundelein, IL
60060



Medline Industries, Inc.

One Medline Place
Mundelein, Illinois 60060
Tel. 847.949.3066
Fax 847.949.2633

James D. Abrams
Chief Operating Officer

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HEALTH FACILITIES &
SERVICES REVIEW BOARD

August 8, 2012

Dale Galassie
Chairperson
Illinois Health Facilities and Services Review Board
525 West Jefferson Street, Second Floor
Springfield, Illinois 62761

Dear Mr. Galassie:

I am writing on behalf of Medline Industries, Inc. in support of Hawthorn Surgery Center's ("Hawthorn") application for permit to relocate its existing surgery center to Lakeview Parkway and Center Drive in Vernon Hills. Hawthorn has been at its current location for over thirty years. It is our understanding that due to the age and design of the building it is no longer optimal and cannot be reconfigured to accommodate new technology. The new facility will provide modern state-of-the-art care to patients and will further enhance patient care and improve quality.

To have these services offered in a state-of-the-art facility will be an even greater benefit for our workforce.

Surgery centers offer numerous benefits to patients, including convenient location, shorter wait times, and easier scheduling. Further, surgery centers provide more efficient clinical operations compared to hospitals, which saves both time and money in delivering services.

From an employer's and insurer's standpoint, the cost savings are substantial. Injuries both on the job and off cost employers about \$200 billion annually, or \$1,700 per employee. Injuries to workers and their families generate an



estimated 29% of employers' health-related fringe-benefit costs, including 19% of health-care costs and 46% of disability costs. Having access to quality surgeons and surgical services is essential to ensuring that the negative impact of injuries and other medical conditions on our bottom line is minimized and we continue to be a anchor employer in the community.

We are pleased support to Hawthorn Surgery Center's application to relocate to Vernon Hills.

Sincerely,

A handwritten signature in black ink, appearing to read "James D. Abrams". The signature is stylized and somewhat cursive.

James D. Abrams