

# DONOR IMPACT REPORT

## OVERLAKE'S NEW CHILDBIRTH CENTER



With the help of our donors, Overlake's brand new, **STATE-OF-THE-ART CHILDBIRTH CENTER** opened in February, 2021. Located on the 2nd and 3rd floors of the new East Tower, the Childbirth Center offers a beautiful environment with space for family, a dedicated area for moms needing bed rest and extra care before birth, an additional neonatal intensive care unit, a specialized emergency department, and compassionate staff members who have dedicated their careers to welcoming new babies to the world. **Thank you.**

"The best place he could have been"

**W**hen Katie Santiago arrived at the hospital, it was her second time having a baby at Overlake but her first time in the new Childbirth Center. She was immediately "wowed" by the difference. The rooms were much bigger. "If it were not COVID-times, there would have been plenty of space for family," she notes. (COVID-19 safety restrictions have required strict limits on visitors.) Even so, there was an immediate benefit to the expanded space and new furniture for Katie's 6'3" husband Josh Stuart, who had much more comfortable nights than he did the first time around.

Even before baby Reid was born, Katie felt wrapped in care. **"It was super busy—there was a full moon—but the nurses checked in with me frequently and made sure we had what we needed. They even made sure Josh got a meal in him before the birth. The nurses were all great at putting people at ease."**

Although Reid was in good shape when he was born, it soon became apparent that he was struggling to breathe and was not able to take in any food. A neonatologist recommended that Reid spend some time in the neonatal intensive care unit (NICU).

"That's the point where I got super emotional,"

Katie recalls. "But the staff encouraged me and walked us through everything."

Reid spent 17 days at Overlake, and the staff was with Katie and Josh the whole way. "They included us in rounds, even waiting a few minutes for us to arrive so we could hear every little bit of Reid's progress. I felt like they respected us and made sure we were comfortable and confident in caring for him."

The NICU inside the new Childbirth Center matches the rest of the facility. **"It was big and bright," says Katie. "The family lounge was very comfortable and had a shower if we needed it."** Katie also appreciated the Angel Eye camera system, which allows families to log in from anywhere and see their baby.

By the time Reid got the green light to go home, Katie felt like the whole family had been loved and cared for. "From the get go, they made us feel calm and like everything would be okay. They listened to me and they listened and cared for Josh, too. Most of all, they loved Reid. It was the best place he could have been. We will definitely keep in touch!"



Katie Santiago and her son, Reid

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