

# THE MICHIGAN DIFFERENCE

Gifts in support of medicine at Michigan

## A Passion for Children Drives Sorini Family Gift

New C.S. Mott Children's Hospital and Women's Hospital and pediatric emergency medicine benefit

Despite being a successful physician, attorney and businessman, Ernie Sorini, M.D., is quick to tell you that that he is "just a little guy," and uses words such as "average" and "ordinary" to describe himself. What Sorini and his wife, Kelly, are doing to advance emergency medicine and strengthen children's health at the University of Michigan, however, is nothing short of *extra-ordinary*.

Through their recent \$7 million gift to the U-M Health System, the Sorinis are helping set the stage for new research they hope will reduce injury and disease, especially among children, as well as for training the highest quality emergency medicine physicians to provide expert and compassionate emergency care.

Of their gift, \$2 million will fund an endowed professorship in the Medical School — the Ernest John Sorini, M.D., Professorship in Emergency Medicine — and \$5 million will create the Sorini Family Children's Emergency Medicine Center in the new U-M C.S. Mott Children's Hospital and Women's Hospital.

U-M Executive Vice President for Medical Affairs and Health System CEO Robert Kelch, M.D., says the Sorinis' gift will be instrumental in helping the Health System achieve its goal of continuing to offer the finest in children's emergency medical services.

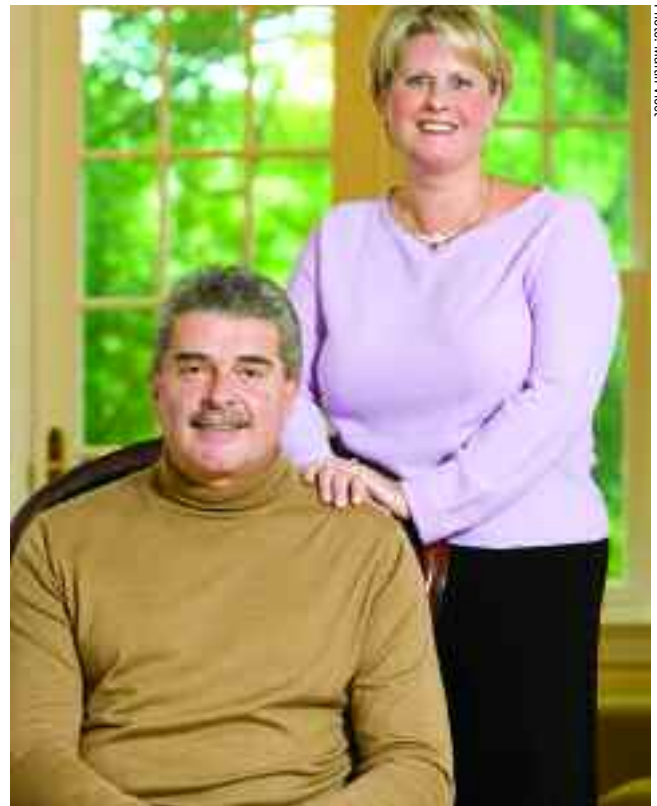
"The Sorini Center will be a magnificent space in our new children's hospital, and a model for pediatric medicine in this country," Kelch says. "Michigan today is a leader in emergency medicine, and we're excited and proud that Ernest and Kelly's gift will become a testament to outstanding children's emergency medical care at the U-M — now and into the future."

The Sorinis have seven children, including an 8-month-old. As busy parents with an active

family, the couple says they hope the Sorini Family Center will honor their own children by helping the C.S. Mott Children's Hospital and Women's Hospital facility become the standard-bearer for children's emergency medicine and, most importantly, to be a source of hope and comfort for families near and far.

"Kelly and I are so fortunate to have healthy children," says Ernie Sorini, "but we also want the very best for all children. As parents, we know that when you have a sick child who needs to go to the emergency room, it's natural to feel frightened and somewhat vulnerable. We wanted to do something to help assure parents that, if they find themselves in such a crisis, the care their children will receive at the U-M will be the highest quality and most compassionate possible."

That challenge — providing high-quality and compassionate care — is very familiar to Ernie Sorini. After graduating from the Medical College of Wisconsin and studying neurosurgery at the University of Utah, Sorini decided to specialize in the field of emergency medicine, eventually working at several southeast Michigan hospital systems, including Oakwood, Trinity, Henry Ford and the University of Michigan.



Ernie and Kelly Sorini

Photo: Martin Voet

Sorini says he soon became frustrated by the fact that so much of the time he felt he should be devoting to patients was instead spent dealing with operational inefficiencies.

A natural problem-solver, Sorini turned that frustration toward developing an innovative business model that helped him reduce costs and deliver higher-quality care, as well as improve in-patient care management, computerized physician order entry, and hospital rev-

enue-cycle management — all of which helped reduce patient wait times substantially.

The model Sorini developed was so successful that he eventually was able to establish a guarantee: his emergency room patients would be seen in less than 30 minutes. Since then, his 30-minute guarantee has become a national model for emergency care.

In 1996, Sorini took the lessons he had learned and, along with Kelly, formed a company, ER-One, which today provides numerous Michigan hospitals with high-quality physicians, nurse practitioners and physician's assistants. The company also provides hospitals around the country with consulting services regarding best practices aimed at efficiently delivering the most effective and compassionate emergency care.

The Sorinis attribute much of ER-One's success to their long-time friend and business partner Don Massey, a legendary Detroit-area automobile dealer and business entrepreneur.

"Much of what we know today about customer loyalty and service excellence we learned as a result of our business association with Don Massey," Sorini says.

"Don Massey is the smartest guy I've ever met, and he's taught me virtually everything I know about the service industry. We intend to apply the lessons we learned from him — and later fine-tuned in the medical, auto and hotel industries — toward making the new Sorini Family Children's Emergency Medicine Center the most efficient, patient-friendly, 'high-tech, high-touch' emergency department in the world, period."

While improving the quality of emergency medical care remains an important goal for the Sorinis, Ernie Sorini says that he and Kelly are especially interested in finding practical ways to reduce childhood illnesses and injuries, as well as developing ways to better care for very ill and critically injured children.

Ernie Sorini recalls a time when, as a child, he was hospitalized during a bout with the flu. While recovering in a children's ward, he awoke to a great commotion in a nearby room where doctors were struggling to save the life of another child who suddenly had become critically ill.

That child died, and Sorini says that to this day he remembers seeing the child wheeled away, and becoming acutely aware that even the lives of children can be cut short by tragedy. "The memory of that child and his bereaved parents remains indelibly etched in my mind," Sorini says.

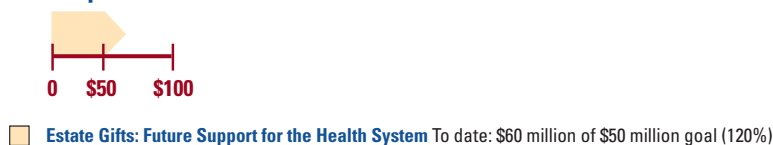
## The Michigan Difference A Campaign for Medicine at Michigan

The Difference Made to Date\*: \$440 million (88%)

### Fund-raising Goal: \$500 million



### Bequest Intentions Goal: \$50 million



\* as of October 20, 2006

That's just one of the reasons that, through their gift, he and Kelly hope to partner with the Health System in achieving its goal of becoming what they call "a new national standard for children's emergency services."

In addition to being a busy mom and an active partner in running ER-One, Kelly Sorini also is a strong advocate for women's and children's health. As such, Kelly says that, like her husband, she is pleased to be able to support the U-M's efforts to improve pediatric emergency medicine.

"Ernie and I are absolutely passionate about children, and we want to do everything possible to improve the medical care they receive," she says. "So when we decided to turn our passion into something more concrete, it seemed only natural to turn our attention to the University of Michigan, and to invest in enhancing what is already a leading center for children's health."

Despite a gift that's among the largest to the Health System during The Michigan Difference fund-raising campaign, the ever-modest Ernie

Sorini insists that what he has done is really not that special.

"When people try to thank me, I tell them if you really want to thank me then consider doing whatever you can to help support the outstanding people at the U-M who work so hard every day to save lives, alleviate suffering, and improve the quality of life for so many people," he says.

—Glen Sard

## Herbert D. Doan, Loyal to Family and the U-M, Dies at 83

**W**hen Herbert D. (Ted) Doan died May 16 in Ann Arbor, the University of Michigan lost one of its most loyal and caring supporters. Prior to his death at age 83, Doan, and family members, through gifts to the Medical School, honored the legacy of his parents, while advancing research and patient care at the U-M.



Photo: Martin Vioet

Grace A. Dow Foundation — also was a supporter of the Samuel Zell & Robert H. Lurie Institute for Entrepreneurial Studies, and the Center for Venture Capital and Private Equity Finance in the Stephen M. Ross School of Business.

The University in October 2005 honored Doan with an award celebrating his lifetime of innovation and service to the state of Michigan. During a reception and dinner with President Mary Sue

Coleman, Doan was presented the inaugural University of Michigan Award for Outstanding Leadership in Entrepreneurship and Innovation. Today, it is the Ted Doan Award for Outstanding Entrepreneurship and Innovation.

In addition to his wife, Junia, Doan is survived by their daughter, Alexandra Anne Alden Doan; and Doan's children from a previous marriage, Jeffrey, Christine and Michael Doan, and Ruth Doan France.

As part of the ongoing The Michigan Difference campaign, Doan and his wife, Junia, in 2001 endowed the Ruth Dow Doan Professorship in Biologic Nanotechnology and Directorship Fund for the Center for Biologic Research — not only as a tribute to his mother, but also an acknowledgment of the extraordinary promise of nanotechnology and its applications to medicine.

Seeking to pay similar homage to their father, Doan and his sister, Dorothy Doan Arbury, in 2005 created the Leland Ira Doan Research Professorship in Vascular Surgery. Although new in Leland Doan's name, the fund already had family roots. Originally established in 1953 as an endowment to honor Leland Doan's mother, Hester Spencer Doan, it was converted to a professorship last year to honor her son.

Doan was a businessman and philanthropist and the last Dow family member to serve as CEO of Dow Chemical — the company founded by his grandfather in 1897. Doan, who was president and CEO from 1962-71, is credited with transforming Dow from an obscure firm that made chemicals for other companies into one of the most widely known U.S. companies and one of the world's half-dozen largest chemical companies.

A long time benefactor of the University who believed strongly in entrepreneurship, Doan — who hailed from Midland, Michigan, and served as chairman of the Herbert H. and



Photo: Martin Vioet

**A. Alfred Taubman, whose name graces the outpatient building attached to University Hospital, as well as the University's Medical Library, stands next to a photo of himself taken at the groundbreaking for the Taubman Health Care Center in 1981. Taubman, a leading benefactor to the Health System and the University, was joined by his sons William (far left) and Robert (far right), and his daughter Gayle Taubman Kalisman at a July 11 dinner celebrating the 20th anniversary of the Replacement Hospital Project (RHP). Taubman and other principal benefactors and key leaders were honored at the dinner for their role in helping to make the RHP a reality.**