

PROPERTY MANAGEMENT




Lillibridge
*... excellence in
healthcare real estate*



PROPERTY MANAGEMENT

ADVISORY

FACILITY DEVELOPMENT

CAPITAL FUNDING

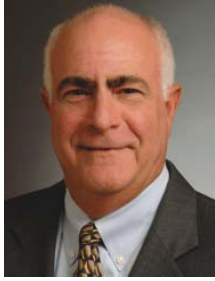


Patient comfort and convenience means success in healthcare.

Outpatient medical facilities are often the first place for patients to be exposed to a healthcare provider. Given the number of choices available to consumers, managing the patient's first impression is critical to the hospital's success.

Lillibridge enhances the patient and physician experience by attending to all the details: from a clean lobby to a ready elevator; from appropriate office and exam room temperature to accessible building staff.

Our team recognizes that keeping tenants happy improves the patient experience.



CHUCK FENDRICH
Senior Vice President

Improving the patient experience is at the heart of our property management approach. We aim to improve satisfaction with every piece of the process – from lease negotiations with your physicians to regular preventive maintenance that keeps buildings operating smoothly and efficiently.

Our seasoned healthcare real estate professionals manage ambulatory care facilities and medical office buildings for hospitals nationwide. This broad experience allows us to apply consistent best practices on a national scale. For you, our customer, we eliminate challenges in leasing and managing medical office and outpatient care facilities.

Lillibridge is here to help your office succeed with our value-added approach ... functional, flexible, and attractive suite design, move-in coordination, and courteous facility services.

“Physicians FirstSM” means we are committed to honesty and exceptional customer service. We wouldn’t have it any other way.



Excellent because ...

Property Management has size, scope and depth of experience – plus group purchasing contracts that enable us to enhance leasing and to manage properties at the lowest-possible cost. Our hallmark is a seamless transition process and our Physicians FirstSM philosophy.



TOBY (“The Office Building of the Year”) Award winning property management

This award measures all facets of a building’s operation from tenant relations to safety and environmental regulatory programs.

BEST PRACTICES. BIG BENEFITS.

We stake our reputation on well-run,
well-maintained buildings.

Improve building operations, financial results and physician tenant satisfaction with professional healthcare property management.

- Customer satisfaction culture
- Accessible, on-site management team
- Performance standards for all building service providers
- Responsive, proactive maintenance
- Healthcare-specific policies and procedures
- National vendor contracts (reduce cost)
- Strategic leasing to enhance physician mix / referrals
- Arms-length landlord / physician relationships
- Lease rates based on market surveys
- Reduce AR balances (collections)
- Space consolidations to lower fixed cost
- Increased occupancy with effective marketing

Proven approach to attract and retain tenants.

Overall benefits –

- Enhanced physician loyalty
- Increased revenue
- Market share growth



CASE STUDY

When White Memorial Medical Center in Los Angeles was looking for a company with medical office property management experience, it contacted Lillibridge. Since our hiring in 2002, Lillibridge's expertise has yielded excellent results for the portfolio.

SOLUTION

The portfolio of nine properties totals 410,000 square feet. Lillibridge manages 155,000 sf of residential housing on the campus.

Highlights include Lillibridge securing a 10-year prepaid lease totaling \$2.6 million. We also established new leasing policies and negotiated and renewed all the expired leases, converting them to a uniform format. A written rental collection policy and a new leasing policy were also implemented.

“Lillibridge has done an excellent job of managing all of our properties.”

– Steven Stubbs
Director Contract Administration and Real Estate
White Memorial Medical Center



Let us care for your physicians.

Chuck Fendrich, SVP Property Management
312 846 4787 | charles.fendrich@lillibridge.com

ABOUT LILLIBRIDGE

Excellence in healthcare real estate ... for 30+ years we've been working collaboratively with more than 250 healthcare clients of "all shapes and sizes." Lillibridge offers hospitals and systems an integrated solution for all their healthcare real estate needs: Advisory, Capital, Development, Hospital Project Management, and Property Management. We manage the risk of ownership, financing, and execution. National footprint built on local experience and strong relationships with physicians.

Call us today | put us on your next RFP.



Corporate Headquarters
200 West Madison Street
32nd Floor
Chicago, Illinois 60606
877 545 5430
312 408 1370

Facility Development Office
5308 West Plano Parkway
Plano, Texas 75093
800 433 1005
972 248 9100

info@lillibridge.com
lillibridge.com