

Charter Bank Makes Transformational Donation to *Lifeline for a Lifetime* Campaign

Thanks to a generous \$300,000 donation from Charter Bank, Ridgeview Medical Center is one step closer to reaching its fundraising goal for the renovation and expansion of the Emergency Department on Ridgeview's Waconia campus.

"We're proud to be a long-standing supporter of Ridgeview Foundation," explained Troy Werk, Market President of Charter Bank. "Ridgeview Medical Center is the local hospital for many of our customers and employees, and we're committed to helping Ridgeview serve the changing health care needs of the community."

Charter Bank is an independently owned community bank—with local bank locations in Chaska and Chanhassen—and its employees support local communities by volunteering time, talent and treasure to make each community a better place.

"We believe in Ridgeview and the work this health system does," Werk said.

"We know by supporting the *Lifeline for a Lifetime* campaign, we'll have an impact on many people by helping to transform the Emergency Department to better serve the needs of the thousands of patients who receive care there each year."

Set to begin construction in 2018, renovation plans include the design of streamlined registration and triage processes, private family space, and specialized areas to accommodate senior, pediatric and mental health patients. Additional features will include virtual care options and an



Charter Bank representatives (from left to right): Michelle Harris, Gerry Weiser, Troy Werk, retiring President and CEO Bob Stevens, Paul Kohler, Melissa Carlson, Sam Caswell, Jeannie Savage, Paul Maahs.

observation unit for patients who need to be monitored prior to discharge or admittance to the hospital.

"The much-needed Emergency Department remodel will help us efficiently deliver the best health care possible and dramatically improve our patients' experience," said Matt Herold, MD, associate medical director, Emergency Services.

Charter Bank's pledge to the *Lifeline for a Lifetime* campaign will help to provide more than just physical updates to the Emergency Department. Funds from the project will also support a new, innovative emergency care model that will transform the way health care is being delivered.

"We're honored and extremely thankful to receive Charter Bank's generous gift," explained Doug Stasek, executive director, Ridgeview Foundation. "The continuing commitment and partnership of Charter Bank is a true testament of this giving spirit."

For more information on the *Lifeline for a Lifetime* campaign visit www.ridgeviewfoundation.org.



Dear Friends of Ridgeview,

By way of introduction, my name is Fred Green and I am both honored and humbled to be the new Ridgeview Foundation Board chair. I will work hard to fill the big shoes left by my predecessor, Chuck Spevacek, and all the past chairs whose contributions have made the Foundation what it is today.

The growth of Ridgeview Foundation has been truly remarkable and has been a godsend for Ridgeview Medical Center. In these days of shrinking insurance reimbursement and reduced margins, medium-sized systems such as Ridgeview simply could not sustain its growth without philanthropy. Know that we value your generosity and thank you for all you do.

My first duty as chair is to announce the exciting news that more than \$1 million was raised at the 32nd Annual Golf & Taste Celebration. Held on June 19, the event at Island View Golf Club attracted more than 900 people. Proceeds from this event are designated to the Waconia campus Emergency Department renovation. Construction is tentatively planned to begin in early 2018.

I am also delighted to announce the following new Foundation Board members who have accepted three-year terms: Brett Colbjornsen, Rochelle Lindberg, Susan Miller, Lindsey Thompson and Steve Yetzer. We look forward to their many contributions of time and talent over the next three years.

In this edition of *Foundation Focus*, please find the remarkable story of Ridgeview patient Jessie Krone and her miracle daughter, Mollie (page 3). After reading their story, I can't imagine feeling any more convinced that your contributions are being put to good use.

Also, see the story about this year's recipients of Ridgeview Foundation's Health Care Scholarships, and news of the opening of Ridgeview's new clinic in Belle Plaine.

I look forward to communicating with you over the next two years. If you should have any requests or questions for me, please contact me via the Ridgeview Foundation office (952-442-6010) and I will be sure to respond.

Thank you again, and I'll be talking with you soon.

Fred Green
Ridgeview Foundation Board Chair

Please Welcome New Board Members



Brett Colbjornsen
Victoria



Susan Miller
Chanhassen



Rochelle Lindberg
Delano



Lindsey Thompson
St. Louis Park



Steve Yetzer
Waconia

Michael Phelps named President and CEO by Ridgeview Medical Center Board of Directors



Michael Phelps was named Ridgeview's new President and CEO, effective July 10, 2017, by the Ridgeview Medical Center Board of Directors. Phelps replaced Robert Stevens, who will retire from Ridgeview on Dec. 31, 2017, after leading the organization for 21 years.

Phelps has held a number of executive positions in his 13 years at Ridgeview, including serving as Vice President of Diversified Service from 2006-10, Chief Administrative Officer from 2010-13 and as Chief Operating Officer since 2013. In these roles, Phelps led operations for Ridgeview's network of hospitals, primary and specialty care clinics and outreach services in Ridgeview's six-county service area. He developed and implemented many of Ridgeview's key business strategies, expansion projects, clinical partnerships and programs,

and led the system's financial operations, provider and payer relations, and acquisition activities. Phelps led the development of Ridgeview's first Accountable Care Organization, serving as CEO of Ridgeview Community Network.

Phelps is the third President and CEO in Ridgeview's 54-year history, succeeding Stevens and its first president John Devins. "Ridgeview has been fortunate to have such stable and visionary leadership with John Devins and Bob Stevens in the CEO position. I sincerely appreciate and thank Bob for his mentoring and leadership during the past 13 years," Phelps said.

Patient Thankful for Emergency Department's Life-Saving Care

Despite a car accident that broke her neck and forced doctors to amputate her left arm, Jessie Krone is filled with gratitude. She's thankful for the skilled team of medical professionals who saved more than her life.

On the morning of July 18, 2016, Krone left her Lester Prairie home to drop her son off at a local football camp and then head to work in Waconia. She took her usual backroad route so she could enjoy the rolling hills and farmland. It was a relaxing drive, but suddenly everything went dark.

"I blacked-out. The last thing I remember is veering over to the side of the road, and I ended up hitting a tree," Krone explained.

When first responders arrived, they found Jessie unresponsive and bleeding extensively, with her left arm trapped in the wreckage. They worked diligently and within minutes were able to extract Jessie using the Jaws of Life. "Jessie was losing a lot of blood and she needed help fast," said Patty Flattery, EMT, Ridgeview Ambulance.

The Emergency Department at Ridgeview was waiting for Jessie and immediately



began stabilizing her airway and treating her arm. Valerie Johnson, MD, Emergency Physicians & Consultants, P.A., used a bedside ultrasound machine to look for internal injuries.

As Johnson explored Jessie's abdomen, she found something unexpected. "I saw a heartbeat, I saw a head, I saw a baby," Dr. Johnson recalled. "We were trying to save Jessie's life and realized there's a baby, a baby who isn't doing well."

Because Jessie was unresponsive, no one knew she was seven months pregnant.

The team went from having one critical patient, to having two. The room quickly

filled with additional medical staff to support Jessie and her baby. Mollie was born by C-section seconds later. "Our hospital community came together for Mollie, our little miracle," said Dennis Mohling, MD, Western OB/GYN, A Division of Ridgeview Clinics. The Ridgeview neonatal team was standing ready to take over Mollie's care. "Having the resources in place, we were able to get Mollie quickly stabilized and transported safely to Children's Hospital," says Ellen Bendel-Stenzel, MD, Minnesota Neonatal Physicians, PA.

A New Beginning

Just over a year after her accident, Jessie is finding her new normal. Her quick laugh and easy smile are signs of her gratitude for everyday moments with son Logan and Mollie, Sunday dinners at her parents' farm and the ability to return to work. "Thank you isn't enough," Krone explained, "I could have had nothing, but now I have everything."

Watch their grateful patient video at www.ridgeviewfoundation.org/Jessie



Annual Golf & Taste Celebration Raises More Than \$1 Million

Golfers, bridge players, employees, volunteers, leadership and guests came together to raise funds at Ridgeview Foundation's 32nd annual Golf & Taste Celebration. Nearly 900 people attended the event on June 19 at Island View Golf Club in Waconia.

As Ridgeview Foundation's largest annual fundraising event, this year's celebration raised over \$1 million, marking the seventh consecutive year the generous supporters helped Ridgeview reach this significant milestone.

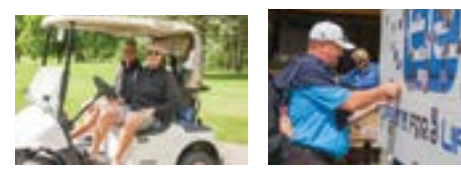
Since the first Golf & Taste Celebration in 1986, more than \$11 million has been raised to expand the technology and services available to the people and communities of Ridgeview. "We are incredibly grateful to have such remarkable support year after year from our sponsors and volunteers," said Dave Philp, event chair.

Proceeds from this year's event will support the *Lifeline for a Lifetime* campaign, the renovation and expansion of Ridgeview Medical Center's Emergency Department in Waconia.

All-Day Fun
The beautiful, cool summer day included two breezy rounds of golf and a festive bridge tournament.

The evening events included Taste of the Ridgeview Region, featuring beverages and hors d'oeuvres from the area's restaurants and food establishments. Fox 9 chief meteorologist Ian Leonard served as the emcee for the evening program, which included silent and live auctions, and recognition of major sponsors.

"The astounding success of this event is a true testament of our supporters and the faith they have in Ridgeview," said Robert Stevens, retiring president and CEO, Ridgeview Medical Center. "We are extremely thankful for the generous support of our sponsors, participants and volunteers, who truly believe in the renovation of the Waconia Emergency Department."



Lakeview Clinic Donates \$100,000 to Lifeline for a Lifetime Campaign

Lakeview Clinic, Ltd. a long-standing partner and supporter of Ridgeview Medical Center, recently donated \$100,000 to Ridgeview Foundation's *Lifeline for a Lifetime* campaign.

"Ridgeview Medical Center draws people from all over the Twin Cities seeking high-quality health care," explained Todd Eftmann, MD, Lakeview Clinic. "By giving to Ridgeview, we know we are sustaining world-class health care right here in our backyard."

The funds from Lakeview Clinic will be used for the renovation and expansion of the Waconia Emergency Department. Dr. Eftmann is particularly excited to see the increased privacy for families and patients. "Patients are often at their most vulnerable and in crisis when in the Emergency Department," Dr. Eftmann said. "The renovation will give patients much-needed private space."

Lakeview Clinic has four locations near Ridgeview, including Waconia, Chaska, Watertown and Norwood. With more than 50 physicians and hundreds of employees on staff, Lakeview Clinic is one of the most comprehensive providers of primary and specialty care in the west-metro area.

"Ridgeview is the success it is today because of the generosity of organizations like Lakeview Clinic, which decide to use their resources to create something great," said Robert Stevens, retiring president and CEO, Ridgeview Medical Center.

"We know the funds will be put to good use, and we're excited to be a part of the Waconia Emergency Department renovation," Dr. Eftmann explained. "Ridgeview is our community hospital, and together we can make a difference."

Ridgeview Foundation Receives \$50,000 Donation from Marco Technologies

Marco Technologies is more than a Ridgeview Medical Center IT and printing services partner, it also believes in Ridgeview's mission and are proud to support its fundraising efforts.

The \$50,000 gift from Marco will support Ridgeview Foundation's, *Lifeline for a Lifetime* campaign, to renovate and expand the Waconia Emergency Department. "Supporting the campaign is extremely important to us because world-class emergency care is an invaluable resource to the community," Atkinson said.

"We see the positive impact Ridgeview makes and understand the value the hospital brings to the community," explained Jason Atkinson, major account representative, Marco. "By donating to Ridgeview Foundation, we know our gift will help people receive the health care they need close to home."

Donors play an essential role in ensuring Ridgeview continues to deliver excellent health care to patients. "We are so pleased to receive the donation from Marco," said Doug Stasek, executive director, Ridgeview Foundation. "Because of supporters like Marco, the Waconia Emergency Department's role in the community will be preserved and enhanced."

With headquarters in St. Cloud and satellite offices across the Upper Midwest, Marco provides voice, data, video and print services for organizations of all sizes. Whether it contributes financially, sponsor events, participate in fundraisers or encourage employees to volunteer, Marco is committed to giving back to the communities it serves.

Ridgeview Belle Plaine Clinic is now open; ribbon-cutting ceremony was held June 1

The new Ridgeview Belle Plaine Clinic opened on June 5. Representatives from Ridgeview, The Lutheran Home Association, the City of Belle Plaine, and the construction and architectural firms participated in a ribbon-cutting ceremony for the clinic on June 1.

The Ridgeview Belle Plaine Clinic is located at 165 Commerce Drive West (Highway 169) in Belle Plaine on the new Ridgeview Health Campus. The clinic is open Monday–Friday, from 8 a.m. to 5 p.m. The provider team includes family practice physicians, physician assistants and nurse practitioners—including Milton Fong, MD, Mike Lano, MD, and 17 clinical, lab and radiology, and support staff members. Appointments can be made by calling 952-777-5661.

Ridgeview Rehab Specialties is also providing on-site physical therapy, athletic training and access to a full spectrum of therapeutic and medical fitness services—led by Karlene McDonald, PT, supervisor, Ridgeview Rehab Specialties, and Katelyn Berens, athletic trainer, Ridgeview Rehab Specialties. For Ridgeview Rehab Specialties appointment information, call 952-777-5674.

The Ridgeview Health Campus in Belle Plaine is operated in partnership by Ridgeview Medical Center and The Lutheran Home Association. The more than 100,000-square-foot campus includes the Ridgeview Belle Plaine Clinic, KingsPath Senior Living, First Choice Pharmacy, Shape It Up Fitness–Belle Plaine, Ridgeview Rehab Specialties, a wellness area and more. To learn more, visit www.ridgeviewmedical.org.



Ridgeview hosted a ribbon-cutting event at its new Ridgeview Belle Plaine Clinic on June 1, 2017. Pictured, from left to right, are: Sara Aulizia, director of Construction and Real Estate Management, Ridgeview Medical Center; Jeff Nelson, vice chair, Ridgeview Medical Center Board of Directors; Matt Burrow, president, Catalyst Construction; Jon Buggy, principal, RSP Architects; John Prondzinski, vice president, Ridgeview Medical Center; Robert Stevens, retiring president and CEO, Ridgeview Medical Center; Chris Meyer, Mayor of Belle Plaine; Michael Klatt, president and CEO, The Lutheran Home Association; Michael Phelps, president and CEO, Ridgeview Medical Center; and Mike Lano, MD, Ridgeview Belle Plaine Clinic, and Milton Fong, MD, Ridgeview Belle Plaine Clinic.

Ridgeview eCare expands to include 17 conditions

Need care for a minor illness, seasonal allergies or more? Consider visiting www.ridgeviewecare.org, through which online care and prescriptions are available for 17 conditions.

Conditions treated through Ridgeview eCare now include:

- Canker sore
- Cold sore
- Cold
- Dermatitis
- **NEW:** Ear pain (otitis externa)
- Eczema
- **NEW:** Epi Pen refill (auto injector)
- Female bladder infection
- Influenza
- **NEW:** Mild asthma medication refill
- **NEW:** Pertussis exposure
- Pink eye (conjunctivitis)
- **NEW:** Seasonal allergies/allergic rhinitis and allergy refill
- Sinus infection
- Sore throat
- **NEW:** Tick bite
- Vaginal yeast infection

Ridgeview eCare is available for a cost of \$35, payable by credit card, debit card or Health Savings Account (HSA) card, and provides quick, convenient, online care for minor illnesses and symptoms—without making an appointment or visit to a clinic.

Ridgeview eCare is available to anyone, anywhere in the state of Minnesota and accessible from any web-enabled device. Simply log on to www.ridgeviewecare.org and complete the brief online interview by entering your symptoms. Once you complete the process, a Ridgeview Clinic clinician will review and respond with a diagnosis and treatment plan within one hour of Ridgeview's scheduled business hours.

Should you require medication, prescriptions will be sent to your preferred pharmacy for pick-up. If your symptoms indicate an emergent or serious health condition, you will be directed to call 9-1-1 and/or go to the nearest emergency, urgent care or clinic location.

Hours of operation

Ridgeview eCare can be used at any time of day, and Ridgeview providers will respond within one hour between 8 a.m. and 8 p.m., Monday–Friday, and 8 a.m. and 5 p.m. Saturday–Sunday. Ridgeview's eCare service is not available during holidays; however, customers will be provided information about Ridgeview's Emergency and Urgent Care locations during non-business hours.

For more information, visit www.ridgeviewecare.org.

Hospice Home Update from Robert Stevens

Ridgeview opened the Marie Steiner Kelting Hospice Home in Chaska in 2009—providing a residential hospice care option to hospice patients and their families in a home-like setting. The Marie Steiner Kelting Hospice Home is Medicare-certified, and Ridgeview's multidisciplinary team has provided private care, 24 hours a day—including hospice, respite care, symptom management and acute skilled care—to many patients in their final stages of life at this Hospice Home.

Ridgeview has made the very difficult decision to close the Marie Steiner Kelting Hospice Home. There are significant costs to operate a Medicare-certified home, with the costs of care far exceeding the reimbursement—leaving Ridgeview and many other residential hospice homes challenged to close this growing funding gap. This is a substantial financial challenge facing many hospice homes in the state and country, and Ridgeview explored several options before making the decision to close this home.

Ridgeview is actively exploring other uses for the Marie Steiner Kelting Hospice Home building, with the goal to repurpose the home for a current community health need.

Ridgeview will continue to offer its comprehensive, Medicare-certified hospice services to a growing number of patients and families—in their homes, place of residence or hospital setting—in Ridgeview's six-county service area and beyond. Celebrating its 20th year, Ridgeview Hospice has provided nearly 3,900 patients with the highest level of compassionate hospice care since the service began in 1997.

Ridgeview Foundation awards scholarships to 16 area high school seniors

Ridgeview Foundation is pleased to announce the 2017 recipients of a health care scholarship. Scholarships of \$2,000 each were awarded to the following high school students who are pursuing a health care-related degree or career:

Kellen Bergs	Belle Plaine Sr. High School
Emma Panning	Central High School
Laura Price	Chanhassen High School
Erica Quintero-Ponce	Chaska High School
Katherine Schleif	Delano High School
Stephanie Hoffmann	Holy Trinity High School
Gabriell Bayerl	Howard Lake-Waverly-Winsted
Jamie DeBruyckere	Lester Prairie High School
Lucy Koch	Mayer Lutheran High School
Elliot Forst	Minnetonka High School
Ryann Beyer	Mound Westonka High School
Betsy Surver	Orono High School
Cassidy McGillick	Southwest Christian High School
Evalana Burroughs	Waconia High School
Mariah Horning	Ridgeview Medical Center Employee's Child (Waconia High School)
Kendra O'Brien	Watertown-Mayer High School

Ridgeview Foundation awarded \$32,000 in scholarships to west-metro students this year. The Health Care Scholarship is 100 percent funded by *Ridgeview Friends & Family*, Ridgeview's largest and oldest giving club, through annual donations from community members and Ridgeview employees.

In 2001, Ridgeview Foundation created the scholarship program in response to the shortage of health care workers. Nearly \$90,000 was raised



Pictured with Linda Roebke, Ridgeview Foundation Board member and Scholarship Committee member, are (front row, from left): Cassidy McGillick, Emma Panning, Mariah Horning, Erica Quintero-Ponce, Ryann Beyer and Katherine Schleif; (back row, from left) Stephanie Hoffmann, Laura Price, Evalana Burroughs, Gabriell Bayerl, Kendra O'Brien, Jamie DeBruyckere and Linda Roebke. Not pictured are Kellen Bergs, Elliot Forst, Lucy Koch and Betsy Surver.

at the 2001 Ridgeview Foundation Golf Extravaganza toward the creation of the scholarship program. The Foundation has awarded scholarships to 196 area students since the program's inception. Ridgeview Medical Center becomes an educational resource for many recipients as they frequently participate in job shadows and internships offered by Ridgeview. To date, 12 previous scholarship recipients have come to work at Ridgeview.

For more information about the scholarship program and its eligibility requirements, or to donate to the scholarship fund, please contact Ridgeview Foundation at 952-442-6010. Application forms for the 2018 scholarships will be available February 2018.

For news and event information from Ridgeview Medical Center and Clinics, join Ridgeview online:



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https://twitter.com/ridgeviewmed
https://health.ridgeviewmedical.org

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Save the Date

Annual Achieving a Healthy Balance Women's Event is Oct. 14

This women's event brings together a unique mix of shopping, entertainment and new experiences for a fun day you won't forget!

The event will feature several speakers: Stephanie Braunwarth on "Centering"; Susan Miles, "Mindfulness in Every Moment"; Dr. Annie Fenn, "Food for Thought"; and Robin Getman, "Laughter and Living Well."



Saturday, Oct. 14, 2017

- 8 a.m. to 2:15 p.m.
- Oak Ridge Hotel & Conference Center - 1 Oak Ridge Drive, Chaska, MN 55318
- Registration fee: \$75 – Reserved table of 10: \$700

Make your reservations today and enjoy a day devoted entirely to you, with fellowship, fun, inspiration and a local artisan boutique. Register today online at www.ridgeviewfoundation.org or by phone at 952-442-6010.



Nov. 18, 2017
Hazeltine National Golf Club
Chaska