

HealthViews

QUALITY HEALTH CARE

The cornerstone of any thriving, viable community



**"MR. CHASKA"
BOB ROEPKE
AND GINA
EDISON, FNP-C**

Bob Roepke can speak firsthand about the need for quality health care in any community to attract new residents and businesses, and continue to grow, remain viable and simply be a great place to live. But we're not speaking about just any community, we're talking about the city of Chaska. Bob was born and raised here and has been a Chaska resident for most of his life — serving as mayor from 1984 to 2002. Residents fondly refer to him as "Mr. Chaska."

For years, he has influenced the growth of the community and advocated for all the services that truly add personal, educational and relational value to the lives of its residents. This includes expanded health care and new schools, libraries, a community center, parks, public transportation, a golf course, flood control and more.

Bob will be the first to admit he has a special affinity for health care. He was a strong and committed advocate (among others) for having a hospital in the community prior to Ridgeview opening Two Twelve Medical Center in 2011 — which has become a health care hub not just for Chaska, but the southwest metro region. It includes Ridgeview's Emergency Department, primary and specialty care practices and several other health care providers who offer expansive services. Since a recent health scare, Bob is especially thankful for having Ridgeview in his community.

AN UNEXPECTED HEALTH CRISIS

No one plans for when they might need emergency medical care, but having quick access to quality care can mean the difference between life and death, and Bob recently experienced this firsthand.

On May 12, 2023, Bob was a guest speaker for a school fundraiser in Chaska. After returning to his seat, he recalls leaning over to speak to the person next to him — this is the last thing he remembers. Soon he was on the floor, in the midst of a heart attack.

Gina Edison, a certified family nurse practitioner at Western OB/GYN, A Division of Ridgeview Clinics, just happened to be attending the same event. "I wasn't at Bob's table and didn't see it happen, but was at his side starting chest compressions moments later," Gina explained. "With such a large number of people at the event, there were a lot of spectators."

After a short time, Bob began agonal breathing — gasps that are not true breaths, but the body's natural reflex when the brain is not getting enough oxygen. Although the average person may confuse this with resumed breathing, as a medical professional, Gina knew to continue CPR until an automated external defibrillator (AED) was available. Upon receiving the first electric shock, Bob's heart began beating regularly on its own and he regained consciousness.

THE ROLE OF CPR AND AN AED

Bob is extremely grateful that a medical professional was nearby to assist. Most often, that will not be the case and anyone should be ready to offer CPR.

"Administering CPR is stressful for anyone in any situation," Gina said. "And you may doubt yourself." To build confidence, she encourages everyone to have some level of CPR and AED training — it's not just for health care professionals.

"In the moment, if you're questioning yourself, keep going. You can't hurt someone who doesn't need CPR. And don't be intimidated by the AED. Although it's best

to have a basic level of training, it's not required to use one. If you don't do it perfectly, the machine will — it tells you exactly what to do. It literally speaks to you. In Bob's case, it read his heart and spoke 'shock advised,'" Gina explained.

CPR keeps blood circulating throughout the body, including the brain and lungs. Keep doing CPR until medical help arrives. If an AED is available, use it — don't be intimidated. The AED will analyze the heart's rhythm and, if necessary, deliver an electric shock to the heart to restore its regular rhythm.

A LIFETIME FRIENDSHIP DEVELOPED

Although Bob and Gina never met prior to this event, they have since become good friends and expect to remain so for their lifetimes. Bob and Gina share in their resolve that everyone should have some level of CPR and AED training so they are capable of assisting in an emergency situation. To learn more about CPR opportunities in your community, visit the American Heart Association or Red Cross websites.

**We'd love to hear your story!
Please email info@ridgeviewmedical.org.**

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WHAT IS AN AUTOMATED EXTERNAL DEFIBRILLATOR?

An automated external defibrillator (AED) is a lightweight, portable device. It delivers an electric shock through the chest to the heart when it detects an abnormal rhythm and changes the rhythm back to normal.

AEDs help people who have a sudden cardiac arrest, which occurs when the heart suddenly stops beating regularly. This happens when the heart's natural electrical system doesn't work correctly. If not treated within minutes, cardiac arrest quickly leads to death.

Source: American Heart Association





Shelley and Ryan Gyldenvand with sons Jack and Blake on a recent family trip to Scottsdale, AZ.

Shelley's Story:

PATIENT TOUCHED BY THE OUTPOURING SUPPORT FROM A DOCTOR SHE HAD NEVER MET

met you, but I have been receiving a lot of your test results, and I imagine you are feeling overwhelmed right now! We chatted a bit and I asked her what her role in all this would be. She responded, 'I don't really have one. You will mostly work with your oncologist and surgeons to remove the cancer, but I want you to know I'm here for you.' I was just so touched," Shelley explained.

"We spoke for over 30 minutes. I was blown away that she took the time to make that call to someone she had never met, especially on a Friday night of a holiday weekend."

In the months that followed, Shelley had a double mastectomy and radiation to treat her cancer. "I was amazed by my entire care team at Ridgeview — the imaging specialists, surgeons, oncologist and radiation oncology team. It truly felt like they were all collaborating to put together the best possible plan for me," Shelley said.

MONTHS LATER, THE TWO MEET

By November 2022, Shelley thought it was a good time to schedule her annual wellness visit — where she met Dr. Baudoin for the first time. During the visit, Shelley discussed the possibility of having a total hysterectomy. Given her history of breast cancer, Dr. Baudoin agreed it would be a good idea but Shelley would need to wait until she healed further. She was also anticipating breast reconstructive surgery, which was scheduled for six months after completing radiation.

WHERE THERE WAS A WILL, DR. BAUDOIN FOUND A WAY

"Time after time, for every request I had, Dr. Baudoin worked to support me. I asked if the hysterectomy could happen at the same time as the reconstructive surgery and Dr. Baudoin worked with the plastic surgeon to coordinate that. Since I would be recovering from the two surgeries, she was committed to performing as minimally invasive of a procedure as possible to avoid making any abdominal incisions when removing my ovaries," Shelley explained. "She also went to bat for me when I encountered difficulties with my insurance company.

"I don't know how I would have gone through this without Dr. Baudoin. Although she didn't have a role in my cancer treatment, she was very much a part of my journey — from that incredibly caring first phone call to her determination to ensure the hysterectomy was a success a year later," Shelley said, "I just want others to know how great you are, Dr. Baudoin, and how much I appreciate you."

SCHEDULE YOUR MAMMOGRAM TODAY

According to the American Cancer Society, one in eight women in the U.S. will develop breast cancer at some point in their lives. Mammograms are recommended annually for women over the age of 40.



Scan the QR code to request your mammogram appointment at one of four convenient Ridgeview locations.

In June 2022, Shelley Gyldenvand, Waconia, had an appointment for her routine mammogram. She had recently noticed a visible change in the shape of her right breast. "I wasn't too worried since I didn't feel a lump, but I mentioned it to the technician," Shelley said. Her primary care provider had recently retired, so when she was asked who the results should go to, Shelley was uncertain.

The receptionist mentioned that many of her provider's former patients were now seeing Rebecca Baudoin, MD, Western OB/GYN, A Division of Ridgeview Clinics. "Sure, I would rather they are sent to a doctor than just put into my file," Shelley responded, never anticipating that her mammogram would reveal breast cancer. Those results were confirmed in the weeks that followed by a breast ultrasound and a biopsy, which prompted an unexpected phone call from Dr. Baudoin.

A COMPASSIONATE CALL FROM A CARING PROVIDER

"It was Friday night, the week of July Fourth, when I received a call from Dr. Baudoin saying, 'I have never

Orthopedic Institute opens November 2023

RIDGEVIEW, TCO PARTNERSHIP BRINGS MORE SERVICES TO THE COMMUNITY

Throughout its history, Ridgeview has partnered with premier health care providers to deliver the best care to the communities it serves. Twin Cities Orthopedics (TCO) has been a decades-long orthopedic partner, offering comprehensive orthopedic care to people of all ages and injuries of all types. The collaboration includes Ridgeview's highly regarded Center for Joint Replacement and Spine Services program at the Waconia Campus, a jointly operated Two Twelve Surgery Center in Chaska and the Sports Medicine Performance Center in Waconia.

This partnership continues to grow and now Ridgeview is opening the Orthopedic Institute — a value-based partnership with TCO — Nov. 15 at Two Twelve Medical Center in Chaska. The Orthopedic Institute is the first dedicated orthopedic facility in Minnesota that is a partnership between an independent practice and a health system.

ABOUT THE ORTHOPEDIC INSTITUTE

- + Highly specialized orthopedic care provided in a hospital setting with 24-hour care by registered nurses
 - 20 private suites for inpatient postsurgical care and recovery
 - Distinct recovery space for patients returning home the same day as their surgery
- + Six operating rooms dedicated to orthopedic surgeries
- + Whole-person care — mind, body and spirit — from a relationship-based team to help you return to the highest quality of life with optimal mobility



ORTHOPEDIC INSTITUTE
Located at Two Twelve Medical Center

- + On-site rehabilitation space dedicated to Orthopedic Institute patients
 - Physical therapy and exercise programs to prepare you for a successful recovery, outcome, and return to home and activities
- + Quiet and calming environment coupled with patient and visitor amenities to enhance comfort, healing and overall experience — including an on-site café, a take-home meal on the day of discharge, free parking and more
- + Complete care coordination from your first visit to full recovery

Visit ridgeviewmedical.org/orthopedicinstitute or scan the QR code to learn more.





URGENT CARE OPENS IN CHANHASSEN

Minor illness and injury care

Ridgeview opened its newest Urgent Care location at Ridgeview Clinics in Chanhassen (7907 Powers Blvd.) on Monday, Sept. 18.

Urgent Care is open for walk-in visits (no appointment needed) for patients ages 12 weeks and older — Monday through Friday, 8 a.m. to 8 p.m., and Saturday and Sunday, 8 a.m. to 5 p.m. (closed holidays).

Visit ridgeviewmedical.org or scan the QR code for information about all Ridgeview Urgent Care locations.



MEET JEFFREY ALTO, MD, AND TIFFANY GORDON, FNP-DNP

Committed to providing personalized care for the Le Sueur community

Jeffrey Alto, MD, and Tiffany Gordon, FNP-DNP, Ridgeview Clinics in Le Sueur, have one important thing in common: their shared commitment to providing personalized, exceptional care for the Le Sueur community.

Dr. Alto joined Ridgeview in June 2022, and has been practicing medicine for 25 years. For the first 10 years, he practiced traditional clinic and hospital medicine in Mankato. He then spent 14 years practicing at a hospital in Minneapolis before joining Ridgeview. Dr. Alto chose internal medicine as his specialty because he desired to treat adults throughout their lifetime.

“I joined Ridgeview because it’s not too big or too small. It’s an independent, multispecialty health care system with clinics of different sizes. I enjoy and value seeing people in a small clinic setting with both patients and staff who grew up and still live in the area,” Dr. Alto shared.

Tiffany joined Ridgeview’s Le Sueur team just a few months later in October 2022. Prior, she spent 17 years as a pediatric nurse. Now, as a Family Medicine provider, she enjoys caring for patients from birth to adulthood, including entire families.

“I enjoy working with the Le Sueur community because it reminds me of the small town where I grew up, in Plato, MN,” Tiffany said. “I respect the farmers, veterans and families in this community. My dad was a farmer for many years and my husband is a veteran of the Marine Corps.”



TOGETHER, TIFFANY AND DR. ALTO OFFER A BALANCED PRACTICE

Tiffany and Dr. Alto bring a unique balance with their respective experience — Tiffany having extensive experience caring for children and Dr. Alto with adults. “We rely on each other with the experience we each have. We understand each other well, so it makes working together fun!” Tiffany shared.

In addition to its clinic, Ridgeview’s Le Sueur Campus offers Urgent Care seven days a week, a 24/7 Emergency Department, imaging and lab services, outpatient specialty services, cataract surgeries, transitional care, and physical, occupational and speech therapy.

Primary care appointments are available in Le Sueur Monday through Friday from 8 a.m. to 5 p.m. To schedule an appointment with Tiffany or Dr. Alto, call 507.593.5920.

NEW PROVIDERS

June - August 2023



MACKENZIE BESTUL, MPAS
Urgent Care
Ridgeview Clinics in Chanhassen



MAURA CLEMONS, PA-C
Urgent Care
Ridgeview Clinics in Chanhassen



JASON DAVIS, PA-C
Urgent Care
Ridgeview Clinics in Chanhassen



ANNA HEYDA, CNP
Urgent Care
Ridgeview Clinics in Belle Plaine



HEATHER JOHNSON, CNP
Wound & Hyperbaric Healing
Ridgeview Arlington & Waconia Campuses



DILLON LUNDSTROM, MD
Family Medicine
Ridgeview Clinics in Delano



MICHELLE NAYLOR, MD
Otolaryngology
Ridgeview Clinics in Chaska, Excelsior & Waconia



MIRANDA NEUBAUER, DNP
Wound & Hyperbaric Healing
Ridgeview Waconia Campus



COLLEEN SCHAEFFEL, PA-C
Urgent Care
Ridgeview Clinics in Chanhassen



MADALYN SCHROLL, PA-C
Urgent Care
Ridgeview Clinics in Chanhassen



MATTHEW WEBER, DPM
Podiatry
Ridgeview Clinics in Chaska & Waconia

HealthViews

CAUSE *for the* COMMUNITY

EXCEPTIONAL CARE FOR AN EXTRAORDINARY COMMUNITY

BUILDING A MENTAL HEALTH SERVICE LINE

Ridgeview focuses on national health care crisis

Mental health resources are strained and lack of access to mental health care has reached a crisis level throughout the country, state and in the communities Ridgeview serves.

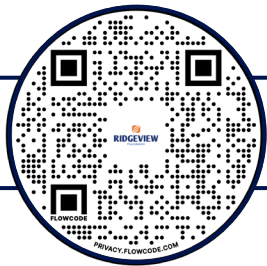
In 2022, nearly 6,500 patients came to Ridgeview's clinics, Emergency Departments or hospitals seeking care for various mental health concerns.

"We have a gap in the services we provide to our communities. When a patient comes to the Emergency Department with a physical illness they typically can go home shortly after because they are able to get timely care. When a patient having a mental health crisis comes in, they might have to wait days to weeks to be transitioned to receive the appropriate care they need. We believe that we can do better," explained Elaine Arion, DNP, MSN, RN, vice president, patient care services and CNO, Ridgeview. "We have an opportunity to be a leader in mental health care to ensure our patients don't have to travel far to access comprehensive services."

RIDGEVIEW'S GOAL IS TO CREATE A MENTAL HEALTH SERVICE LINE THAT PROVIDES A FULL SPECTRUM OF MENTAL HEALTH SERVICES

Ridgeview is partnering with mental health experts to build a multifaceted program — offering enhanced access to comprehensive mental health and addiction care. This will include a wide variety of services such as specialized crisis management, telepsychiatry consultation and outpatient treatment programs.

Individuals have already rallied to support Ridgeview's vision. More than \$1 million was donated by community members and event sponsors at the 2023 Golf & Taste Celebration held in June — but it doesn't end there. Ridgeview Foundation's next large event, "Under the Harvest Moon," takes place Saturday, Nov. 18, 2023, at Bavaria Downs in Chaska, and funds raised will also support the new mental health service line.



For more information or to make a donation, visit ridgeviewmedical.org/foundation or scan the QR code.

JOIN THE RIDGEVIEW FAMILY

"I've been with Ridgeview for 10 years and working here feels different than any other employer I've ever worked for. I am proud to work for an organization that values patient outcomes and satisfaction far above anything else. I am grateful to come to work each day for an organization that recognizes and values its employees."



Jennifer Jerde, RN, BSN
Manager, Care Coordination
Ridgeview Clinics

Ridgeview is hiring nurses and more! Clinical and nonclinical positions are available at several Ridgeview locations.



Scan the QR code to learn about new opportunities or visit ridgeviewmedical.org/careers.



2023 OUTSTANDING PATIENT EXPERIENCE AWARD™ RECIPIENT

Ridgeview among the top 5% of hospitals nationwide

Ridgeview was recently recognized as a 2023 Outstanding Patient Experience Award™ recipient by Healthgrades®. This distinction places Ridgeview among the top 5% of hospitals nationwide for patient experience. Ridgeview is one of only three hospitals in Minnesota to receive this award for three years in a row (2021-2023). Additionally, Healthgrades also named Ridgeview a Five-Star Recipient for Treatment of Heart Failure in 2023.

"We are honored to again be recognized as one of the nation's top performers for patient satisfaction, reflecting our commitment to providing the highest quality of clinical care with the best possible experience," said Mike Phelps, president and CEO, Ridgeview.

Healthgrades evaluates patient experience using data collected by surveying hospital patients. Survey questions focus on patients' perspectives of their care in the hospital, from cleanliness and noise levels in patient rooms to medication explanations and hospital staff responsiveness to patients' needs. The measures also include whether a patient would recommend the hospital to friends or family and their overall rating of the hospital.

“Patients continue to tell us that the Ridgeview experience is remarkably different from what they encounter at other health care organizations, and that they truly feel that they matter here. We are proud to deliver that experience through Ridgeview's culture rooted in kindness, compassion and intuition.”

MIKE PHELPS, president and CEO, Ridgeview