



PROVIDING WORLD-CLASS HEALTH CARE





RIDGEVIEW DELIVERS AN UNCOMMON HEALTH CARE EXPERIENCE ... DAILY.

Expect the unexpected — it's what patients rave about. Ridgeview Medical Center is dedicated to the quality of the **patient experience** — that it should begin and end with the knowledge that patients' needs come first. The commitment shows.

With national recognition, high consumer satisfaction rankings and distinctions that most hospitals double Ridgeview's size earn, there's no question quality and safety are the cornerstones of Ridgeview Medical Center.

"You don't have to be the biggest to be the best," says Ridgeview Foundation Board member and former patient Tim Foster of Wayzata, Minn. "The think-I-can attitude and size of heart brings an uncommon health care experience to people like me."

Patients put their trust in Ridgeview's medical expertise, but what touches them is the attention and empathy that come with diagnosis and treatment. Each patient or family member's story is unique, but they almost always have one thing in common: a focus on personal interaction.

That's the difference that sets Ridgeview apart — the unparalleled experience best shared through patient stories. Some are survivor stories. Some are stories of hope. Each individual story inspires the staff at Ridgeview to continue to provide the best care to every patient, every day.

GREAT PHYSICIANS CAN PRACTICE ANYWHERE; MANY CHOOSE TO BE AT RIDGEVIEW.

His patients may not know that Paul Sperduto, MD, MPP, could practice anywhere in the United States—he has lectured on brain tumors across the globe—or that he has earned some of the most prestigious national and international awards recognizing leadership, excellent care and clinical research. What they do know is how uplifting their cancer treatment experience was.

Lung cancer survivor Christine Carey of Belle Plaine, Minn., says she can't put into words what Dr. Sperduto's optimism means to her. "There was so much caring and focus on me—not just some number," she says.

The rave reviews are a reflection of Dr. Sperduto's approach. "You have to be an optimist if you choose this field," he says. "No matter how high-tech or high caliber a health care facility is, the key is heart and compassion."

And he chooses to bring those special qualities to Ridgeview. His broad experiences working at larger, well-respected hospitals offer a confirming perspective. **"The quality is superior at Ridgeview," he says. "There are little things that matter here if I was a patient looking for the whole package."**

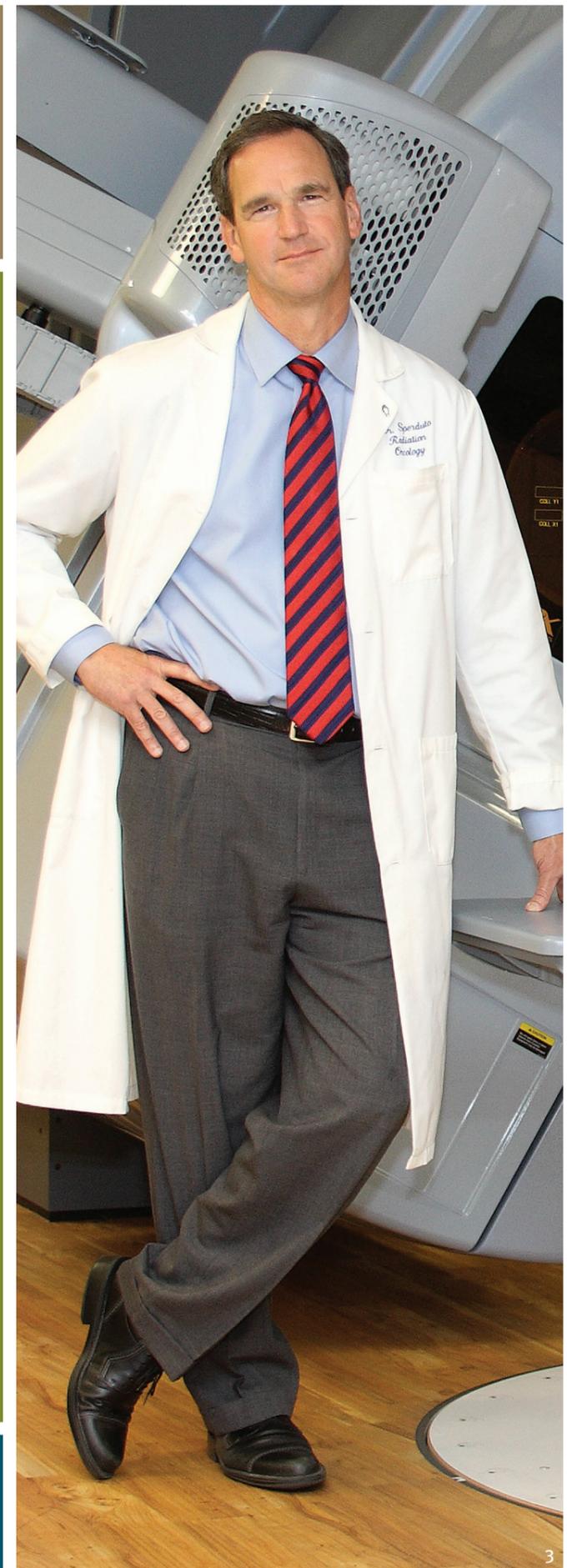
And he admires Ridgeview's let's-make-it-happen attitude, pointing to President and CEO Robert Stevens as the motivating force behind it.

"Stevens' entrepreneurial spirit attracts those of us who are independently minded and pursue the very best for our patients," Dr. Sperduto says. "His aggressive pursuit of new treatments and facilities will continue to put Ridgeview on the leading edge."

Dr. Sperduto is humbled by the involvement he has during a very important time in his patients' lives. And he says he's invigorated by the intensity of the doctor-patient relationship.

Those meaningful relationships, combined with the independent spirit of Ridgeview's leadership team, will positively impact what's ahead.

Paul Sperduto, MD, MPP, Radiation Oncology, stands beside Ridgeview's RapidArc™. Ridgeview was the first site in Minnesota to offer this breakthrough technology.



**You can provide
life-saving support
for Ridgeview's
leading health care
services.**



Emergency Services

Cardiology Services

Orthopaedic Programs

Cancer Care Program

Hospice and Home Care

Women & Children

Innovation and Outreach

Emergency Services



Bringing life-saving capabilities closer to home.

The Reason They Come

With life's unpredictability, it's crucial to know that families in the southwest metro have a nearby medical center offering emergency care with qualified and dedicated medical personnel to help manage those unforeseen events.

Emergency Care impacts the lives of more than 27,000 patients annually at Ridgeview Medical Center in Waconia. Unlike many hospital emergency departments, **Ridgeview's wait times are well below the national average.** When every second counts and critical decisions are needed, this matters most.

In 2011, Ridgeview opened Two Twelve Medical Center in Chaska, which houses the first stand-alone emergency care and urgent care model in the upper Midwest. This health care destination offers:

- 24/7 emergency and urgent care (through Ridgeview Medical Center in partnership with Children's Hospitals and Clinics of Minnesota)
- Ambulatory surgery center and care suites
- Comprehensive family and specialty care
- Advanced diagnostics
- Access to specialty and subspecialty physicians on site.

In its first year 25,000 patients received care through Ridgeview Emergency & Urgent Care at Two Twelve Medical Center.

Medical staff collaborates with Ridgeview's ambulance team to provide seamless emergency care across a five-county, 730-square-mile area, responding to more than 11,000 calls each year. A combined team of 100 paramedics and emergency medical technicians operate a fleet of more than a dozen Advanced Life Support ambulances and provide 24/7 emergency care to more than 120,000 households. All of this is backed by an advanced Communications Center, which serves as the primary backup to Carver County's main 911 system.

What Sets Us Apart

When it comes to heart attacks, the chance of patient survival is among the best in the nation because of Ridgeview's participation in the **Minneapolis Heart Institute® Level One Heart Attack Program.** Additionally, for those patients at risk, Ridgeview's Chest Pain Accreditation will improve quality outcomes. Ridgeview is one of only three Minnesota hospitals to receive such accreditation. Ridgeview works collaboratively with Minneapolis Heart Institute to design what is now the national standard for best practice in heart attack care.

Ridgeview's emergency staff has physicians, physician assistants, pediatricians and nurses who are certified in Emergency Medicine, Advanced Life Support and Trauma Care. Some also have specialized emergency credentials.

This highly regarded team is supported with on-site diagnostic imaging, dedicated trauma bays, far-reaching ambulance services, a helicopter pad, and surgical and critical care specialists. In addition, the entire emergency staff has extensive training in disaster preparedness and is the back-up Disaster Control Center for Carver County.

With trauma as the leading cause of death in Americans under the age of 44, and the third leading cause of death in Minnesota*, Ridgeview recognizes its vital role to care for and manage patients with life-threatening injuries. Its designation as a Level III Trauma Center means trauma patients have a better chance of receiving the critical care they need in a timely manner—a testament to Ridgeview's exceptional Emergency Department staff and resources.

Envision the Future

Possibilities. Needs. The difference between good and great. What's your vision? Help Ridgeview move forward by giving back to an organization so crucial to so many lives, every day.

Emergency Department facilities and equipment:

- Build additional private triage areas with ability to provide bedside registration for shorter wait times and an enhanced patient experience.
- Purchase new bariatric equipment for use in Ridgeview's Emergency Departments and ambulances.
- Purchase new and up-to-date diagnostic technologies as they become available.
- Remodel work area and patient areas in Ridgeview's Emergency Department in Waconia.

For the ambulance fleet:

- Help fund additional ambulances.
- Purchase a bariatric ambulance to facilitate transfers of the morbidly obese population. This equipment would increase safety for both the patient and the caregiver.
- Purchase video event data recorders that collect important data on driving events and/or driver performance.
- Purchase power stretchers to decrease workplace injuries for Ambulance staff.
- Fund drug and supply access and accountability system—to better manage medicine and equipment.
- Purchase inventory Management Software—this alerts the crew when a critical piece of equipment has been left behind at the scene.
- Establish electronic Patient Care Report (PCR)/data collection system—moving to an electronic medical record will improve accuracy of the report and improve efficiency for paramedics.
- Purchase vehicle safety equipment that self-loads the stretcher to reduce staff injury and provides a more secure locking mechanism to the cot. In the event there is an accident, the patient remains safe.
- Purchase mechanical lift assist stretchers to help raise and lower the patient.
- Fund vehicle monitoring devices for trouble-shooting mechanical problems and RIFD to track equipment.
- Purchase portable transportable ventilators for critical transfers between facilities' CPR machines.

* American Trauma Society

Cardiology Services



A place for hope and healing in the 21st century.

The Reason They Come

The heart does an incredible job every day. Over an average lifetime, the heart beats 2.5 billion times—that's one beat per second of every minute of every day. Although it's a powerful organ, the heart is susceptible to disease and trauma.

Ridgeview provides a significant value to its surrounding communities, because heart disease remains the nation's No. 1 killer. In 2007, thanks to a generous gift from the Fleischhacker family, Ridgeview introduced a new level of cardiovascular care to the west-metro area with the opening of the **Minneapolis Heart Institute®** at Ridgeview Heart Center.

In 2014, Ridgeview expanded its cardiovascular services to include a second catheterization lab with equipment designed for peripheral vascular and interventional radiology procedures.

Through a partnership with the **Minneapolis Heart Institute®**—a nationally recognized leader in cardiac care—patients with common to complex cardiovascular diseases can be treated locally, close to their homes, families and primary care physicians.

What Sets Us Apart

The level of cardiovascular care provided at the Heart Center is remarkable for a health care facility of Ridgeview's size. Patient visits have increased dramatically—more than 104 percent since 2007, with nearly 100 percent of patients rating their experience above average.

The Heart Center, equipped with sophisticated technology in a unique, family-oriented environment, serves as a place of hope and healing for patients fighting against heart disease.

Ridgeview's team of heart specialists is experienced and knowledgeable about all aspects of heart health—from prevention and diagnosis to treatment and rehabilitation.

While patients have access to this team committed to their individualized care, they can benefit from four key resources housed in Ridgeview's Heart Center:

- The catheterization lab, where minimally invasive coronary procedures and a limited number of peripheral vascular procedures are performed;
- The vascular outpatient clinic, which features cardiologists who specialize in vascular medicine;
- Enhanced interventional radiology capabilities with the addition of the second catheterization lab, a subspecialty of radiology where minimally invasive procedures are performed for diagnostic and treatment purposes;
- A pacemaker clinic that services all implanted cardiac devices, from pacemakers and defibrillators to loop recorders.

In 2014, more than 300 cardiac and 500 interventional radiological procedures were performed at Ridgeview—signifying the level of capabilities and procedures performed locally.

Envision the Future

Possibilities. Needs. The difference between good and great. What's your vision? Help Ridgeview move forward by giving back to an organization so crucial to so many lives, every day.

- Provide a new transesophageal echocardiogram (TEE) unit/probe, allowing the team to perform echocardiograms by going down the esophagus and looking at the heart from behind. The pictures taken offer a clear, unobstructed view of the heart.
- Purchase a new 3-D ultrasound system, a noninvasive test used to evaluate the size, strength and function of the heart muscle and heart valves. The tests could limit the need for magnetic resonance imaging (MRI) for diagnostic procedures, resulting in reduced costs and shorter exam times.
- Establish the Envision Fund to support advances in cardiovascular medicine, which could include new technology or education updates for referring physicians. Specially trained primary care physicians will reduce the overall risk of heart attack, stroke and cardiovascular disease.

Orthopedic Programs

The region's preferred center for orthopedic care.

The Reason They Come

The demand for orthopedic services is at an all-time high—and it's expected to continue to climb. One in seven people in the United States have an orthopedic condition that affects quality of life. That's why Ridgeview's physicians are compassionately dedicated to patients—and the health of their bones, joints, muscles, ligaments and tendons, or arthritis and osteoporosis conditions.

Patients prefer Ridgeview—a tribute to the Orthopedic excellence performed by experienced physicians every day. A 2010 independent survey by HealthStream Research ranked Ridgeview as the area hospital of choice for orthopedic surgery or treatment of a bone or joint.

What Sets Us Apart

When it comes to surgery, experience counts. More than 2,200 orthopedic surgeries, more than 30 percent of total surgical volume, occur annually at Ridgeview Medical Center and at Two Twelve Surgery Center. Both facilities have the latest surgical equipment and surgical techniques, and specialties include knee and hip replacements, shoulder and back surgery, trauma and fracture care.

Ridgeview's highly recognized Orthopedic Program is a collaboration with Twin Cities Orthopedics.

Ridgeview's orthopedic surgeons, among the metro area's most trusted and experienced, work closely with in-house physical therapists and certified athletic trainers from Ridgeview Rehab Specialties.

A cornerstone of Ridgeview's Orthopedic Program is the Center for Joint Replacement, a dedicated wing on the hospital's third floor. Knee and hip replacement patients recover faster with an innovative, education-focused, group therapy approach proven to enhance post-surgical outcomes. With more than 500 total joint replacements each year, Ridgeview completes more of these procedures than most hospitals twice its size.

Ridgeview's integrated, well-orchestrated support programs deliver shorter hospital stays and faster recovery.

Patients have access to a highly specialized surgical and rehabilitation staff, an exercise room for group physical therapy sessions, and a care coordinator who guides and educates patients through pre- and post-surgery—and who personally follows up with patients for one year after a surgery to monitor progress.

The best minds in orthopaedics come to Ridgeview—committed to lifting spirits, restoring mobility and providing excellent care.



Envision the Future

Possibilities. Needs. The difference between good and great. What's your vision? Help Ridgeview move forward by giving back to an organization so crucial to so many lives, every day.

- Renovate existing and construct new operating rooms to incorporate computer-assisted surgical technology that makes the art of orthopedics more successful. Patients recover faster through less invasive procedures, and surgeons gain increased precision and accuracy.
- Enhance Ridgeview's capabilities to provide more complex joint procedures that result in less discomfort, less scarring and less recovery time.
- Add to the surgical infrastructure, physician and staff training and equipment needed to offer more robust, minimally invasive surgical procedures that allow patients to enjoy a faster recovery.

"I had the right surgeon, right hospital, right problem and phenomenal care—thanks to a thoughtful recommendation from my neighbor and fellow knee replacement patient."

—Mike Dyste, grateful patient, Bloomington, Minn.

Cancer Care Program

Improving patients' survival rate and quality of life.

The Reason They Come

Ridgeview is committed to developing personal connections with every cancer patient while offering the most advanced approaches to successful cancer treatment. Its accredited, integrated program reflects Ridgeview's dedication to improving survival and quality of life for cancer patients.

An average of 400 new cancer cases are diagnosed and/or treated through Ridgeview's Cancer Care Program each year. Ridgeview physicians have experience with virtually every kind of cancer, including breast, prostate, colorectal, lung and lymphoma.

Early detection is the key to the best-possible cancer diagnosis and treatment. That's why Ridgeview offers free cancer screenings regularly for skin, breast, colon and prostate cancer.

What Sets Us Apart

For more than a decade, **Ridgeview's Cancer Care Program has earned national approval from the American College of Surgeons Commission on Cancer (CoC).** Only 25 percent of U.S. hospitals have CoC-approved programs. This major distinction is the result of rigorous on-site evaluations, demonstrating compliance within a series of cancer program standards. For Ridgeview patients, it means excellent cancer care close to home.

Patients have access to the latest advances in technology and a multispecialty team approach to ensure they have the greatest chance for recovery. With the range of technology—from magnetic resonance imaging (MRI) and 128-slice computed tomography (CT) to digital mammography, Ridgeview excels. With breakthrough technology like RapidArc™, Ridgeview stays on top.



With Rapid Arc radiotherapy technology, patients experience more comfort and less treatment time because of its unprecedented speed and precision. Only 70 sites in the world offer RapidArc, 15 nationwide. Ridgeview was the first to offer it to patients in Minnesota.

Ridgeview's Cancer Care Program attracts nationally recognized physicians and specialists. **Consistently named in *Mpls.St. Paul* magazine's annual listing of Top Doctors,** Ridgeview and affiliated physicians are board certified in specialties including: Hematology, Internal Medicine, Medical Oncology, Radiation Oncology, Pathology, Radiology, Surgery and Urology. Specialty support staff includes certified oncology nurses, certified technologists, breast care nurses, social workers, home support/hospice professionals, nutrition counselors and chaplains.

With a focus on making patients' lives better today, combined with outstanding leadership and active community outreach, Ridgeview will continue to make a difference in cancer care.

Envision the Future

Possibilities. Needs. The difference between good and great. What's your vision? Help Ridgeview move forward by giving back to an organization so crucial to so many lives, every day.

- Establish a Patient Assistance Fund for cancer patients to help with non medical expenses patients incur while undergoing treatment for cancer.
- Renovate and expand facilities for cancer treatment within the hospital, including more operating rooms dedicated to cancer patients, to help decrease wait times for surgical intervention.
- Establish a Cancer Care and Clinical Excellence Fund, allowing Ridgeview to participate in additional national clinical research studies to find new and more effective treatments for cancer. In addition, fund advancements in diagnostic and treatment technologies for cancer.
- Establish an endowment to fund technological breakthroughs in cancer care and ensure that Ridgeview remains on the leading edge.

Hospice and Home Care

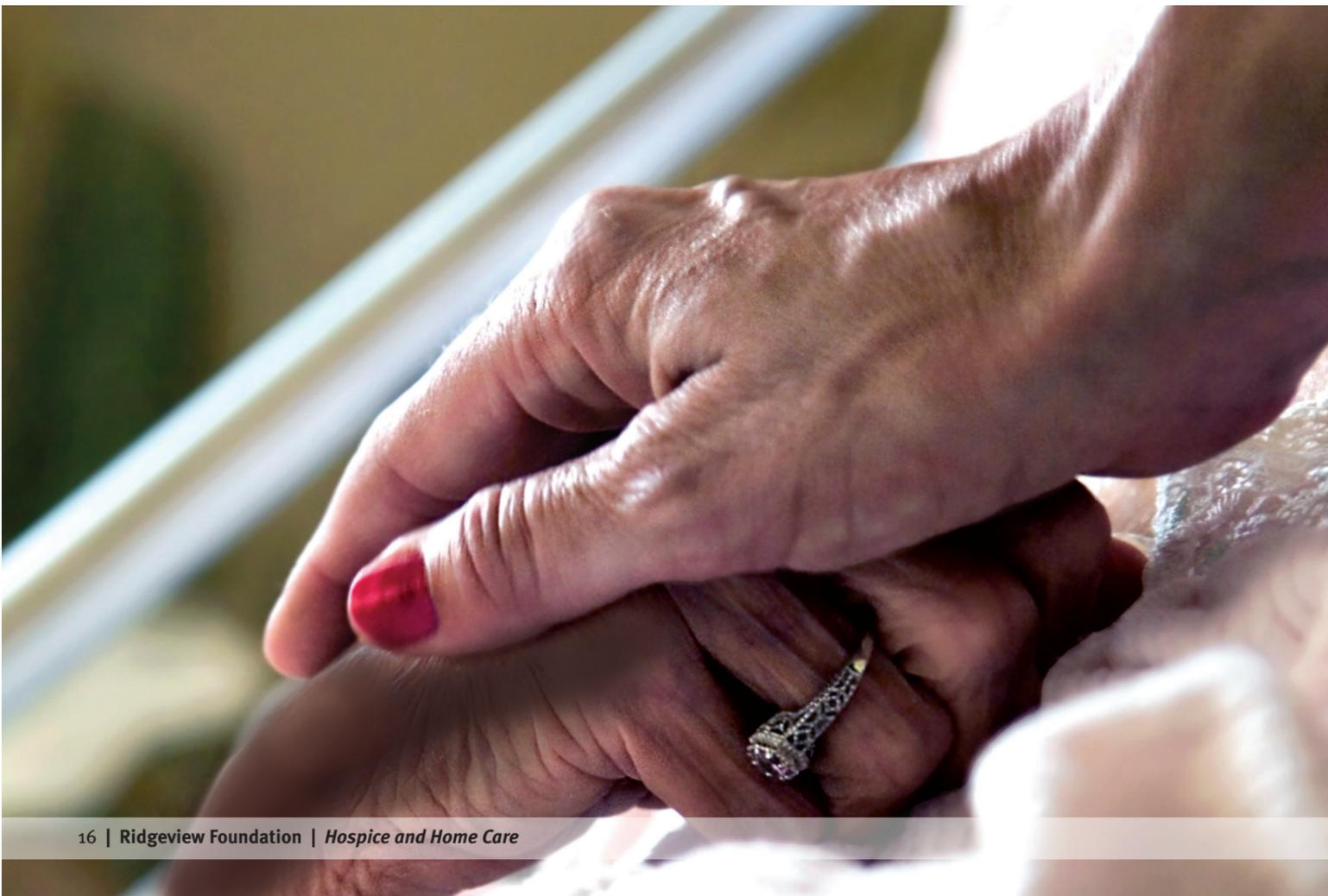
Incredible care for the whole family.

The Reason They Come

Ridgeview's Hospice and Home Care programs are among the fastest-growing segment of patients served by the organization. With longer life expectancy, shorter inpatient hospital stays and the growth of same-day surgery, more and more patients and their families want nursing and rehabilitation services offered from the comfort of home.

Each year, Ridgeview Home Care professionals provide assistance to more than 1,000 patients with medical needs that require that care be delivered in their homes. Specialized in-home services, all Medicare certified, range from wound care and medication management to nutrition counseling and orthopaedic care.

More than 2,000 patients of all ages received end-of-life care through Ridgeview Hospice over the last decade. Hospice care is an optional holistic approach for patients in their final stages of life, most often provided at home. The Ridgeview Hospice team diligently focuses on caring and nurturing patients, families and friends during the last six months of life.



What Sets Us Apart

In 2009, Ridgeview marked a milestone with the opening of the Marie Steiner Kelting Hospice Home in Chaska, **the first Medicare-certified hospice residence in the region** to offer general and inpatient care. Hospice patients gain 24-hour nursing care, with private rooms in a home-like setting. Most important, family and friends can gather to support their loved ones during those last precious days.

Ridgeview Hospice was one of 10 area agencies selected to participate in the Stratis Health Minnesota Palliative Care Initiative through 2010. Palliative care is closely associated with hospice care, but it's not just for the dying. Working alongside other Minnesota communities will help Ridgeview develop a Palliative Care Program unique for the patients and families it serves.

Envision the Future

Possibilities. Needs. The difference between average and outstanding. What's your vision? Help Ridgeview move forward by giving back to an organization so crucial to so many lives, every day.

- Fully implement a Palliative Care Program to enhance the quality of life for those with chronic diseases such as pulmonary and heart disease, and cancer. Plans are under way to develop a program to complement Ridgeview's full continuum of care.
- Add Telehealth home monitoring technology to help provide the best follow-up care possible for patients with chronic heart disease. Funding is needed to purchase monitoring equipment and to install a clinical station at the Ridgeview Home Care and Hospice office.
- Establish a Patient Assistance Fund for those who don't have the financial resources to pay for services not covered by Medicare or private insurance. This fund will help cover expenses to allow additional hospice patients access to the Marie Steiner Kelting Hospice Home.

Women & Children



Committed to creating a new model for women's & children's health care.

The Reason They Come

Women are career professionals, mothers and caregivers—not to mention chief decision-makers when it comes to health care. Ridgeview Medical Center designed the Center for Women & Children with family in mind. It's a convenient choice—supporting women's and children's individual health care needs at all of life's stages.

Ridgeview's integrated network of medical professionals and associated clinics creates an unparalleled destination for women and children—conveniently located close to home.

What Sets Us Apart

In 2009, Ridgeview opened a unique, high-amenity Birthing Center on the third floor of the hospital. The Birthing Center is a reflection of Ridgeview's advanced, high-touch approach to excellent care.

With six spacious birthing suites, 20 hotel-like, private postpartum suites and two rooms dedicated to caesarean births, the commitment to deliver a very personal experience is obvious. Spa tubs in each birthing suite give women the option to labor in water or choose a water birth.

New mothers consistently rank Ridgeview as one of the top providers of obstetrical care. A 2010 independent research study of consumers rated Ridgeview as the best hospital in the region for having a baby—great news for the more than 1,300 mothers who deliver here each year.

In 2010, Ridgeview opened a Neonatal Care Unit (NCU). Neonatologists and neonatal nurse practitioners from nationally recognized Children's Hospitals and Clinics of Minnesota partner with Ridgeview to provide critical care for these fragile newborns.

Ridgeview's nationally recognized lactation specialists are committed to successful breastfeeding experiences for moms. Eighty-nine percent of babies born at Ridgeview are breastfeeding when they go home, greater than the national average of 75 percent.

Ridgeview's Women's Imaging & Breast Center is focused on patient comfort, with a welcoming atmosphere and a knowledgeable staff. But it's about caring for the whole patient—from advanced cancer prevention, screening and detection to treatment services. Ridgeview performs more than 6,500 mammograms annually with fewer worries and, if needed, faster treatment.

Ridgeview helps infertile couples fulfill their dreams of creating a family. In collaboration with our partners, we offer effective evaluation and treatment options.

For couples with known family histories of genetic disorders and who are planning to start a family, Ridgeview can help explore potential issues.

Envision the Future

Possibilities. Needs. The difference between good and great. What's your vision? Help Ridgeview move forward by giving back to an organization so crucial to so many lives, every day.

- Establish a Genetic Counseling Patient Assistance Fund to help subsidize costs associated with genetic testing.
- Fund ongoing education and resources for physicians and staff to fully implement and expand integrative therapies such as massage, acupuncture and aromatherapy.
- Fund an Infant Loss Program to offer follow-up and provide an annual memorial service.
- Support a Nitrous Oxide Therapy program to provide pain relief for children being treated in Ridgeview's Emergency Department, Imaging, Surgery and Pediatric areas.
- Implement a Child Life Program, where specialists assist children of all ages and their families to cope with illness, and the techniques to treat them, through play therapy.
- Establish a Lactation Support Program to train staff and provide funds for families who cannot afford to purchase breast-feeding pumps.
- Provide support for the Neonatal Care Unit to buy life-saving equipment and other important needs.
- Establish a Women & Children's Innovation and Clinical Excellence Fund—an opportunity to support state-of-the-art equipment and programs, a women's health library, lactation program, women's education and more.

Awards & Accreditations

At Ridgeview, our entire team of more than 1,800 employees makes quality and safety top priorities in everything we do. We believe our continued recognition for the following achievements are a direct result of a staff that never loses sight of Ridgeview's priorities.

Patient Safety/Patient Care Awards

Ridgeview recognized by *Consumer Reports*; scores high on patient safety.

Ridgeview Medical Center was listed in the February 2015 *Consumer Reports* magazine as one of the top 32 hospitals nationwide for patient safety.

Local physicians named 'Best Doctors' by *Minnesota Monthly* magazine

Eighteen Ridgeview-affiliated physicians are among the 703 physicians named in *Minnesota Monthly's* 2014 "Best Doctors" list.

Local physicians named 'Top Docs' by *Mpls.St. Paul Magazine*

Twenty-two Ridgeview-associated physicians were recently named in *Mpls. St. Paul magazine's* annual listing of Top Doctors.

Ridgeview recognized for reducing sepsis mortality

As a recognized leader for reducing sepsis mortality, Ridgeview is participating in a Centers for Medicare & Medicaid Services (CMS) national initiative to improve care and patient outcomes from severe sepsis/septic shock.

Local physicians named 'Best Doctors for Women' by *Minnesota Monthly* magazine

Nancy Cooley, MD, and Sarah Freitas, MD, Western OB/GYN, A Division of Ridgeview Clinics, were among the 509 physicians named in *Minnesota Monthly's* 2014 "Best Doctors for Women" list.

Environmental Awards

Ridgeview named one of the 50 "greenest" health care organizations in the country

Ridgeview Medical Center was recently named one of the 50 "greenest" health care organizations in the nation by *Becker's Hospital Review*, the leading magazine for the hospital and health system industry. Ridgeview has won numerous Practice Greenhealth honors in the past, being named a sustained member since 2007. Ridgeview was Minnesota's first health care facility to be part of Healthy Environment's (H2E) Top Environmental Leadership Circle. To be considered, health care organizations must meet the criteria for the Practice Greenhealth Making Medicine Mercury-Free award, recycle at least 25 percent of their total waste, and have implemented numerous and innovative pollution prevention programs.

Accreditations and Recognitions

Ridgeview is first health care system in Minnesota to achieve ISO 9001:2008 certification

Ridgeview Medical Center is proud to announce it is now certified as an ISO 9001:2008, Quality Management Systems-compliant organization. Ridgeview Medical Center is accredited by DNV (Det Norske Veritas), ensuring that certain health and safety requirements are met to best serve our patients. DNV's accreditation program is based on innovation and accountability, and requires continual quality improvement.

Ridgeview Sleep Disorders Center is accredited, one of only 21 accredited sleep centers in Minnesota.

Ridgeview's Oncology Program is nationally recognized by the American College of Surgeons (ACoS) Commission on Cancer.

Ridgeview's Imaging Services are accredited in MRI, ultrasound and mammography by the American College of Radiology (ACR). The ACR evaluates images submitted by facilities and issues accreditations to those that achieve high performance and quality standards.



Our Partnerships for Quality

Ridgeview is aligned with several key organizations dedicated to ongoing health care industry improvements, such as:

ICSI (Institute for Clinical Systems Improvement) All ICSI members are required to participate in an annual cycle of selecting four or more improvement projects in which they will commit significant time and energy to improve. Members provide an annual report of their progress as a way of sharing information and ideas with other members.

IHI (Institute for Healthcare Improvement) The Institute for Healthcare Improvement (IHI) is a not-for-profit organization leading the improvement of health care throughout the world. Founded in 1991, IHI is a reliable source of energy, knowledge and support for a continual campaign to improve health care worldwide. The Institute helps accelerate change in health care by cultivating promising concepts for improving patient care and turning those ideas into action.

VHA Inc. VHA Inc. is a health care provider alliance of more than 2,400 not-for-profit, community-based health care organizations. It helps members deliver safe, effective and cost-efficient care through both national and local support. Founded in 1977, VHA's mission is to improve members' clinical and economic performances by providing industry-leading, supply-chain management services and facilitating the development of member networks to drive sustainable results.

Philanthropy is the difference between good and great medicine.

Every week, premature babies are saved, elderly patients comforted, bones mended, illnesses diagnosed and lives saved thanks in part to the generous philanthropy of individuals and corporations in our caring communities. Imagine if area families and loved ones didn't have the facilities, technology or skilled doctors to turn to at Ridgeview Medical Center.

Philanthropy makes a difference. The Center for Women & Children, Heart Center and Marie Steiner Kelting Hospice Home are amazing examples—all largely supported through philanthropy. Without these significant facilities, we couldn't enhance the lives of those entering our world or those leaving it.

But the future of Ridgeview is challenged. With shrinking margins, our service area's fast growth and changing demographics, and our leadership's aggressive agenda, it's paramount we stay on top—or our vital programs and services are at risk.



The Foundation's support for Ridgeview's success relies upon:

- Growing annual and capital support from the southwest metro communities
- Establishing and growing an unrestricted endowment
- Engaging patients, their families and those that anticipate the need for the greater good of all into philanthropic vision

We're fortunate to have the support of Ridgeview President and CEO Robert Stevens, who leads by example and attracts the giving energies of employees and volunteers. We're proud to have physicians like pediatrician Kathy Hackett, MD, Lakeview Clinic, champion a group of colleagues to connect grateful patients to the Foundation. We're grateful for individuals and businesses making outright major gifts and our Board members for their expert leadership. They all appreciate the value of having excellent patient care close to home and want others to receive the same—today and in the future.

Our hope, on behalf of the people we serve in this challenging capacity, is to enhance the care of patients, provide technology and facilities for dedicated staff, and serve as strong stewards of our donors' contributions.

The opportunity is now. Help us form a promise for the future that will benefit ongoing generations of patients.

What's your vision? No matter what it is and what capacity you can give, we provide the gateway to help you realize it. Consider the potential. Your contributions connect you to saving lives—and enhancing the best care for every patient every day.

With gratitude,

A handwritten signature in black ink, appearing to read "Doug Stasek".

Doug Stasek, Executive Director



The Ridgeview Experience.

Kindness: We strive to surprise and delight our visitors with kindness. It enhances the atmosphere! For example, if someone appears lost or needs direction, we don't point them there. We take them there.

Compassion: We believe individuals on our staff who feel good make better caregivers. They're able to share more compassion. We're on track to be the healthiest employer in Minnesota!

Intuition: We all have it, but here at Ridgeview we teach how to develop it. Intuition is about empowering our people to reach patients on a deeper level than even their patients can reach. It's a powerful tool and instrumental in our quality of care.

"Ridgeview is a unique place. There's excitement and energy. Amazing doctors choose to practice there because of the good community feeling and good people they serve."
—Tim Foster, grateful patient and Ridgeview Foundation Board member, Wayzata, Minn.

Since 1963, Ridgeview Medical Center has been the health care provider of choice for residents in the west metro and beyond, offering expert, personalized and compassionate care. Each day: Ridgeview makes a difference in patients' lives—welcoming new babies, relieving pain and effectively treating disease. We offer some of the most advanced medical technology available in a setting where the personal touch is still paramount.



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