

HealthViews

RIDGEVIEW RECOGNIZED FOR DELIVERING OUTSTANDING PATIENT EXPERIENCE

Named in top 5% of hospitals nationwide

Providing the highest quality of personalized care to each patient and in every interaction is at the heart of everything Ridgeview does, made evident by once again being recognized by Healthgrades® as a 2025 Outstanding Patient Experience Award™ recipient. Healthgrades is the leading resource consumers use to find a hospital or doctor.

This distinction places Ridgeview among the top 5% of hospitals nationwide for patient experience for the fifth year in a row — one of only six hospitals in Minnesota to be recognized as such in 2025.

Additionally, Ridgeview has been named by *Becker's Hospital Review* in its 2025 list of top recommended hospitals — one of 24 hospital systems in Minnesota to make the 2025 list. Each year, Becker's compiles a list of the hospitals in each state that patients would recommend using consumer feedback data from the Centers for Medicare & Medicaid Services (CMS).

"To be recognized again by Healthgrades as one of the nation's best-in-class health care providers for patient experience — and to be a top recommended hospital by Becker's — is extremely rewarding and confirms our commitment to providing exceptional care and our promise to every patient that 'You Matter Here,'" said Mike Phelps, president and CEO, Ridgeview.

Visit beckershospitalreview.com and healthgrades.com to learn more about how patient satisfaction is measured or to access a patient-friendly overview of how ratings are determined and why quality matters.



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LIFESAVING CARE FROM A TEAM THAT DIDN'T GIVE UP

Matt's heart attack story



Scan the QR code to watch Matt and Amanda share their Ridgeview experience.

"There is not a single day in my life that I remember looking in the mirror and thinking, 'you could be a heart attack victim someday' — it just was not on my radar."

A young executive in his early 50s, Matt Ropchak, Eden Prairie, has always prioritized his health and wellness through a healthy diet and daily exercise.

On Friday, Dec. 27, 2024, Matt started his day like any other, with a workout. Due to some back pain, which is not completely unusual for Matt as he had a fusion surgery 15 years ago, he decided to cut his workout short and continued on with his day. By late afternoon, that pain in his back returned, this time accompanied by numbness in his left arm. Matt did what many would do when something seems off — he Googled his symptoms.

The next thing he remembers is waking up on Sunday in a hospital surrounded by unfamiliar people. With no memory of how he got there, Matt was told he had suffered a heart attack.

A SECOND CHANCE FROM A TEAM THAT CARED

With his wife Amanda's help, Matt was able to piece together the incredible events that brought him to this point.

The afternoon of Dec. 27

After feeling that second wave of back pain and looking up his symptoms online, Matt expressed his concerns to Amanda. They decided to 'play it safe' and Amanda drove Matt to the nearest emergency department. On the way there, Matt began feeling lightheaded and faint. As they pulled up to Ridgeview's Emergency Department (ED) at Two Twelve Medical Center in Chaska, Matt went into cardiac arrest and lost consciousness. With no pulse, he was clinically dead.

For 45 excruciating minutes, Amanda anxiously waited while the ED team performed lifesaving CPR on Matt.

"They didn't want to give up," Matt said. "That's the part that gets me the most. Some people cared enough — they cared enough to keep fighting. It's because of them that I'm here today."

A SMOOTH RECOVERY

After 45 minutes of CPR, the ED team successfully restored Matt's pulse. He was then transferred to Abbott Northwestern Hospital where he had two stents placed in his heart to reopen his blocked left anterior descending (LAD) artery, otherwise known as the "widow maker" artery. After a week at Abbott,

Matt returned home, eager to get back to his day-to-day routine.

With only 6% scar tissue on his heart and no cognitive impact from the event, Matt's recovery has been remarkably smooth. "As each day passed, I could tell my stamina and energy levels were returning, but I was frustrated that I wasn't able to do everything that I used to be able to do as quickly as I wanted," Matt said.

A NEW-FOUND PERSPECTIVE ON PREVENTIVE CARE

Matt is grateful for the lifesaving care he received and the team who kept fighting for him.

"Doing your day job — the way you've been trained, with commitment and not giving up — really mattered for me. I just want to say thank you, and do it for the next person who comes in."

Reflecting on his experience, Matt has gained a new perspective on the importance of preventive care. "I wish in April of 2024 when I was at my primary care appointment that I would have asked about additional testing to identify potential health risks — I didn't know to ask those questions," Matt shared.

"I learned so much from this experience and I hope that by sharing my story, other people can learn from this too." Matt shares his advice below.

ADVICE FROM MATT

- 1. Proactive beats reactive.** Ask questions and invest the time to get preventive testing done.
- 2. Be prepared, don't gamble.** Consider where you are in relation to emergency services. "Had we chosen to go elsewhere or been far from an ER, I'd likely be dead."
- 3. One wild and precious life.** Matt's third takeaway is inspired by the famous quote from poet Mary Oliver: "Tell me, what is it you plan to do with your one wild and precious life?"

For Matt, experiencing a heart attack was a call to action — to have purpose in life and to ensure his time with loved ones is even more precious.

Take Matt's advice and be proactive with your health. Coronary artery calcium scoring is the single best test to determine your risk of a future heart attack. To schedule, call 952.777.4471; no referral is needed.

PATIENT EXPERIENCES 'TOP-NOTCH' CARE AT ORTHOPEDIC INSTITUTE

Jim Schmitt, Belle Plaine, had been suffering from knee pain and limited mobility for more than a year, affecting his ability to do the activities he enjoyed. Upon retirement, Jim had a total knee replacement at the Orthopedic Institute at

Two Twelve Medical Center in

Chaska in February 2025.



Jim & Pam Schmitt

"I was so impressed with the Orthopedic Institute,"

Jim shared. "From the admissions process to the operating room, to the room I stayed in overnight, everything was top-notch. The physicians, nurses and staff treated me so well. The food was amazing. I recently retired from working over 40 years in health care, so I have seen a lot. I have two more physical therapy appointments and then I graduate. A+++ to all of the staff at Ridgeview, Twin Cities Orthopedics (TCO) and my surgeon, Dr. Jeffrey Mair — my experience was wonderful."

Though Jim continues to recover from surgery, his pain is gone, and he is grateful it is no longer keeping him up at night. His total knee replacement has given him a renewed outlook on retirement. "I look forward to traveling and going on a salmon fishing trip this summer, which I believe would not have been possible before the surgery. I also look forward to getting to some chores around the house that I was physically unable to do before," he said.

The Orthopedic Institute is a value-based partnership between Ridgeview and TCO, which combines the world-class services of Ridgeview and TCO with groundbreaking technology in a state-of-the-art, orthopedics-focused hospital expansion. It is a premier destination for patients to access world-class orthopedic care.

To learn more, visit ridgeviewmedical.org/orthopedic-institute or scan the QR code.



TRANSITIONAL CARE SERVICES: 'STEP DOWN' OPTION FOR PATIENTS

Preventing readmission to a hospital and keeping patients safe while healing

Donna Manser, Le Sueur, was hospitalized for several days with a broken sacrum, the triangular bone at the base of the spine. Though she was recovering as expected, she needed a few extra days of care and therapy before she was ready to go home. Donna says she is grateful for the transitional care services she received at Ridgeview's Le Sueur Campus.

Transitional care services, often referred to as swing bed services, is a step-down level of care that provides a bridge between a patient's hospital stay and their discharge to home. Here, patients benefit from ongoing individualized medical care focused on recovery and rehabilitation therapy, while family has the comfort of knowing their loved one is receiving the help they need 24 hours a day.

Transitional care can be a critical step to help avoid complications and prevent hospital readmission. It ensures patients who need extra support do not "fall between the cracks" after leaving the hospital.

PATIENTS GAIN CONFIDENCE WHILE FAMILIES GET PEACE OF MIND

"Transitional care provided me with the confidence I needed to get back on my feet before returning home. My experience was amazing, and my care team truly helped me maintain a positive attitude throughout my recovery," Donna shared.

After transitional care, patients return home stronger and with more assurance to care for themselves and return to their daily routines. It can also give patients



and their families time to assess whether returning home or moving to an assisted living facility is the right choice.

TRANSITIONAL CARE IS OFFERED IN ARLINGTON AND LE SUEUR

Ridgeview offers transitional care services at its Arlington and Le Sueur campuses, primarily serving patients from the southwest metro to south-central Minnesota, but accepts patients from anywhere in the state.

Transitional care is often covered by insurance, including Medicare Part B and Medicare Advantage plans, especially when it is identified as medically necessary after hospitalization. Private insurance may also cover these services, though pre-authorization — confirming with your insurance provider — may be required.

To learn more about who could benefit from transitional care services and what patients and families can expect, visit ridgeviewmedical.org or call 952.777.5018.



MEET THE TEAM Ridgeview Clinics in Chanhassen

The team of primary care providers at Ridgeview Clinics in Chanhassen includes, front row, from left: Haizal "Nina" Hamza, MD; Rachael Harter, DO; Matthew Kalina, DO; Ehtaisham Mohammed, MD; Back row, from left: Brett Jahnke, DNP, CNP, FNP-C; Paul Olson, MD; Jessica Cain, MSN, CNP, FNP-C; Charles Li, MD.

From wellness exams to injuries and illnesses, Ridgeview Clinics in Chanhassen is nearby and ready to help. Our team of primary care providers (pictured above) and specialists are experts in caring for the full spectrum of health issues and preventive care for patients of all ages.

The Chanhassen site offers family medicine, internal medicine, concierge medicine, podiatry, rehab and urgent care services. Western OB/GYN, A Division of Ridgeview Clinics, provides obstetrics and gynecology care.

To make an appointment at Ridgeview Clinics in Chanhassen, scan the QR code, visit your MyChart account or call 952.934.0570.



NEW PROVIDERS

March - June 2025



LISA CUNAT, PA-C
Urgent Care
Ridgeview Clinics in Chanhassen



GARY GRONSTEDT, DO, PSYCHIATRIST
Ridgeview Mental Health Services
Ridgeview Chaska Campus



HEATHER KOSTER, MS, LICSW
Ridgeview Mental Health Services
Ridgeview Chaska Campus



NICOLE LARSEN, MSW, LICSW
Ridgeview Mental Health Services
Ridgeview Chaska Campus



ERIN MIERS, PSYD, LP, PSYCHOLOGIST
Ridgeview Mental Health Services
Ridgeview Chaska Campus



DHARMIK PATEL, MD
Dermatology
Ridgeview Waconia Campus



STEPHANIE SCHWINN, MSW, LICSW
Ridgeview Mental Health Services
Ridgeview Chaska Campus



STACY WEDDING, LPCC
Ridgeview Mental Health Services
Ridgeview Chaska Campus

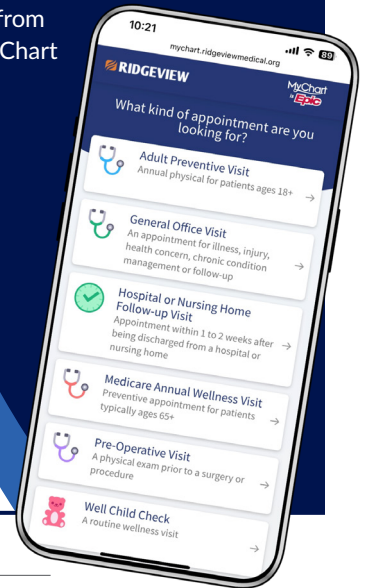


KATHRYN WILSON, PA-C
Urgent Care
Ridgeview Clinics in Chanhassen

CLICK TO QUICKLY SCHEDULE ONLINE

Now, it is easier than ever to make an appointment with one of Ridgeview's primary care providers. New and existing patients can schedule appointments online with just a few clicks.

Visit ridgeviewmedical.org or scan the QR code to get started. Select "Schedule an Appointment" from Ridgeview's website or directly from your MyChart account.



BE SAFE. STAY COOL. KNOW WHEN TO SEEK HELP.

HEAT EXHAUSTION SIGNS

- + Profuse sweating, pale skin
- + Fast, weak pulse
- + Nausea or vomiting
- + Muscle cramps
- + Tiredness or weakness
- + Dizziness
- + Headache
- + Fainting



REMOVE CLOTHING:
loosen or take off excess clothing



COOL DOWN:
get to a cool place as fast as possible



HYDRATE:
take small sips of water but do not drink too quickly



REST:
stop any physical activity and sit or lie down

CALL 911 IF SYMPTOMS DO NOT IMPROVE.

Go to the nearest emergency department for ongoing vomiting.



ACHIEVING A HAPPIER, HEALTHIER LIFE

with Ridgeview's Health Navigators

Ridgeview understands that health care can be complex, which is why its team of Health Navigators is here to help.

Having a Health Navigator on your team can help alleviate the stress and uncertainty that you may feel as you work through a new diagnosis or manage a chronic condition. Jennifer Jerde, RN, Manager of Care Coordination, Ridgeview Clinics, explains, "The health care world can be overwhelming — Ridgeview's Health Navigators help to educate, coordinate and advocate for each patient we work with."

Health Navigators provide guidance through a range of conditions, including diabetes management, weight loss coaching, smoking cessation, asthma management and so much more. "We coach patients in improving their health outcomes and walk with them along their path of getting healthier," Jerde said.

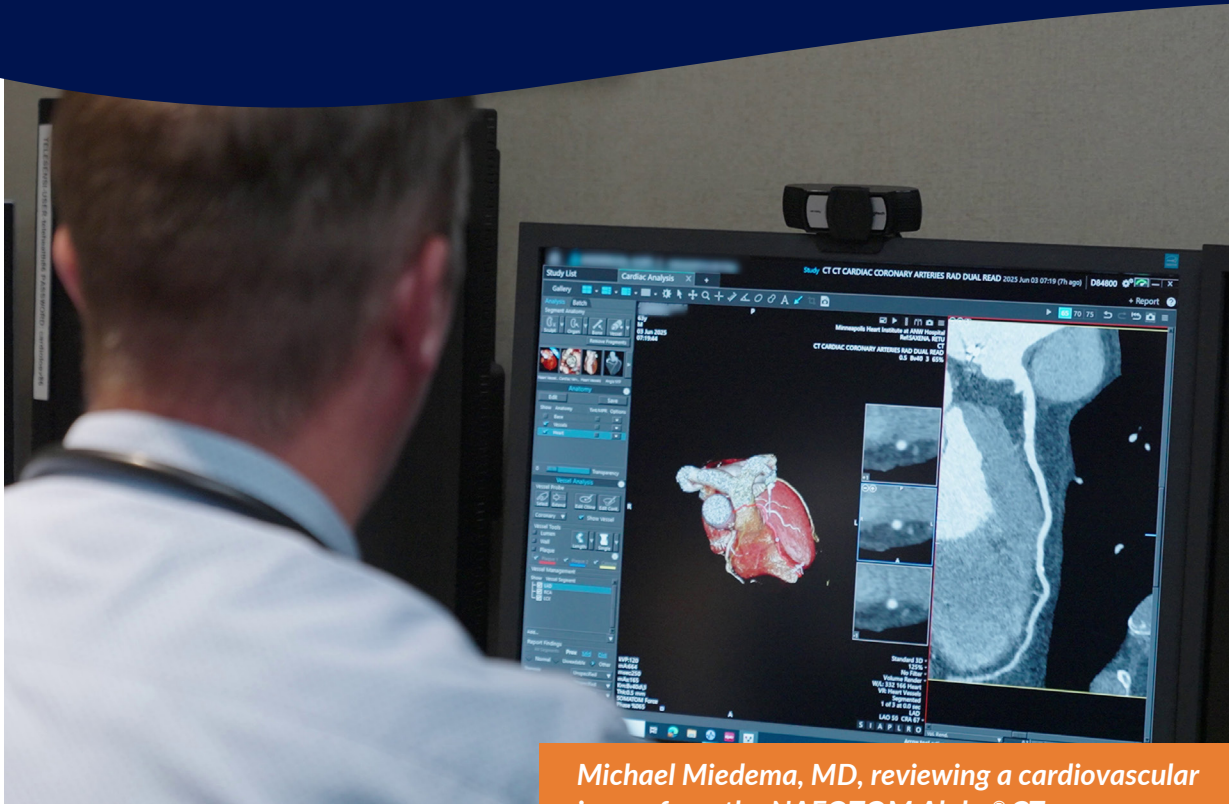
Ridgeview's Health Navigators work one-on-one with you to provide a tailored plan to fit your unique needs.

Working together, they help you set goals, follow up on treatment plans and provide connections to additional resources. In addition, they will regularly meet with your provider to discuss your condition and needs.

"I truly enjoy individualizing each patient's care plan to help them take control of their health," Jerde said. "It's rewarding to watch patients achieve a goal that they set for themselves, making changes to their lifestyle along the way, and knowing they are living a happier, healthier life because of those changes."

If you are ready to live a happier, healthier life, Ridgeview's team of Health Navigators can provide guidance and support. Talk to your primary care provider to determine if adding a Health Navigator to your health care team is the right fit for you.

HealthViews



Michael Miedema, MD, reviewing a cardiovascular image from the NAEOTOM Alpha® CT scanner.



Thank you, supporters!

Groovin' on the Green, Ridgeview Foundation's biggest fundraising event of the year, was a spectacular success! The community, donors and volunteers played a vital role in making the two-day concert and golf tournament both enjoyable and impactful.

Thanks to our generous community, we reached our \$1 million fundraising goal for cardiovascular services, including the purchase of the new NAEOTOM Alpha® CT scanner.

Thank you for being part of Ridgeview's mission and *keeping here healthy!*

With sincere gratitude,

Ridgeview Foundation

TRANSFORMING CARDIAC CARE THROUGH A REVOLUTIONARY CT SCANNER

Ridgeview to have 1 of 3 advanced scanners in Minnesota

Heart disease remains the leading cause of death in the U.S., often developing with few or no warning signs. Early detection is key – and advanced imaging plays a vital role.

Thanks to generous philanthropic support, Ridgeview will soon have one of the most advanced imaging systems in the nation. Recently approved for use by the Federal Drug Administration (FDA) with its breakthrough technology, the NAEOTOM Alpha® scanner is redefining cardiovascular imaging as the world's first photon-counting computerized tomography (CT) system.

This system will bring faster, clearer and high-resolution imaging capabilities and a more comfortable experience for patients to Ridgeview – one of three health care sites in Minnesota to have this technology.

Unlike many conventional scanners, which can take longer and use higher doses of radiation, the NAEOTOM Alpha is designed to deliver high-quality images in less time – with significantly lower radiation exposure.

INVESTING IN THE SAFEST, HIGHEST QUALITY CARE AT RIDGEVIEW

“Investing in this revolutionary CT scanner affirms Ridgeview’s commitment to providing the safest, highest-quality care possible,” Ben Nielsen, Chief Operating Officer, Ridgeview, said. “This amazing new technology will have a direct influence on Ridgeview’s ability to treat and diagnose its patients more quickly and thoroughly, close to home.”

For patients, this means quicker scan times with unprecedented levels of comfort and support. The NAEOTOM Alpha scanner also offers advanced features that improve how clearly and efficiently providers can see the heart and blood vessels, helping them to view previously undetectable details in the heart – including plaque in the walls of vessels that cannot be seen with conventional imaging testing.

“You can’t deliver the right treatments without knowing somebody’s risk,” Michael Miedema, MD, Cardiologist, Minneapolis Heart Institute and Ridgeview Heart Center, said. “Now we have the ability to take a really accurate picture of the heart with a newer cardiac CT system.”

In addition to heart imaging, this new CT scanner will support a wide range of patient care needs, including urology, oncology, pediatric patients and more. The ability to deliver quicker results will help providers stage disease and guide treatment decisions better than ever before.

The NAEOTOM Alpha scanner will be housed at Ridgeview Waconia Campus, and is made possible through fundraising efforts by Ridgeview Foundation. The funding of this new scanner is part of Ridgeview Foundation's multi-year Cause For the Community campaign.

To learn more about Ridgeview Foundation's fundraising initiatives, visit CauseForTheCommunity.org.



Scan the QR code to watch Dr. Miedema share how high-quality cardiovascular services impact our community.

SAVE the DATE

UPCOMING EVENTS

OCT 10

TASTES, TUNES & TAPS
Inspired Technologies, Le Sueur

NOV 22

UNDER THE HARVEST MOON
Bavaria Downs, Chaska

CAUSE *for the* COMMUNITY

EXCEPTIONAL CARE FOR AN EXTRAORDINARY COMMUNITY

Join us!

Scan the QR code to learn more.

