# Ridgeview At a Glance

**Ridgeview Medical Center** is an independent, nonprofit, regional health care system serving the southwest metro region of the Twin Cities and beyond. Its network includes three hospitals—located in Waconia, Arlington and Le Sueur—a multitude of primary and specialty care clinics, emergency services and specialty programs, a nursing home, independent living apartments and Two Twelve Medical Center in Chaska—a freestanding 24/7 emergency and urgent care facility with multispecialty clinics and services.

Ridgeview serves a population of more than 300,000 people, primarily from its service area of Carver, Sibley, southern Wright, western Hennepin, eastern McLeod, Le Sueur and Scott counties. Ridgeview is one of the largest employers in Carver County, with more than 2,000 employees and 400 volunteers supporting the organization.

The hospitals, associated clinics and physicians have a well-earned reputation for clinical excellence and extraordinary service. Patients say the Ridgeview experience is distinctly different from what they encounter at other health facilities.

## RIDGEVIEW CLINICS

Ridgeview's growing network includes multiple primary and specialty care clinics, including family and internal medicine, audiology, bariatrics, dermatology, endocrinology, gastroenterology, neurology, obstetrics and gynecology, otolaryngology, palliative care, podiatry, pulmonology, rheumatology, and wound and hyperbaric healing care and more.

**Ridgeview Arlington Clinic**
601 W. Chandler Street
507-964-2271

**Ridgeview Belle Plaine Clinic**
165 Commerce Drive W.
952-777-5661

**Ridgeview Chanhassen Clinic**
7907 Powers Boulevard
952-934-0570

**Ridgeview Chaska Clinic**
Two Twelve Medical Center
111 Hundertmark Road, Suite 115N
952-361-2450

**Ridgeview Delano Clinic**
916 Saint Peter Avenue
952-442-7800

**Ridgeview Excelsior Clinic**
675 Water Street
952-906-7855

**Ridgeview Gaylord Clinic**
660 3rd Street
507-237-5523

**Ridgeview Henderson Clinic**
505 Main Street
507-248-3433

**Ridgeview Howard Lake Clinic**
900 Sixth Street
952-442-7805

**Ridgeview Westonka (Spring Park) Clinic**
4695 Shoreline Drive
952-442-7890

**Ridgeview Winsted Clinic**
551 Fourth Street N.
952-442-3190

**Ridgeview Winthrop Clinic**
202 S. County Road 33
507-647-5318

**Specialty clinics are located in Ridgeview Chaska Clinic at Two Twelve Medical Center and Ridgeview Professional Building in Waconia.**

**For a complete list of Ridgeview services and programs, visit www.ridgeviewmedical.org/services.**

## 2017 HIGHLIGHTS

- In Jan. 2017, Ridgeview acquired Minnesota Valley Health Center in Le Sueur, Minnesota, adding its second critical access hospital, as well as a nursing home and senior living apartments.

- Michael Phelps was appointed Ridgeview's new president and CEO in July 2017, replacing Robert Stevens. He is the third CEO in the organization's 54-year history, beginning with John Devins (1963-1996).

- The newly constructed Ridgeview Health Campus in Belle Plaine opened in June 2017—bringing Ridgeview's 12th primary care clinic location, KingsPath Senior Living, urgent care, rehab, specialty services and more to this new health care destination.

- Ridgeview began renovation of Ridgeview Sibley Medical Center in Sept. 2017. This $7.5 million project will add more than 2,000 square feet, upgrading its Emergency and Urgent Care Departments.

- Urgent Care services continue to expand to new locations which now includes: Two Twelve Medical Center in Chaska, Ridgeview Delano Clinic, Ridgeview Belle Plaine Clinic, Ridgeview Sibley Medical Center in Arlington and Ridgeview Le Sueur Medical Center.

- Ridgeview eCare expanded to include online care and prescriptions for 17 common conditions. (www.ridgeviewecare.org)

- Ridgeview's medical staff grew to 650 credentialed providers representing 40 general and specialty areas.

# QUALITY

Ridgeview continues to be recognized for clinical and organizational excellence:

✓ Accredited by DNV–GL Healthcare, ensuring that specific health and safety requirements are met. Program is based on innovation and accountability.

✓ The first health care system in Minnesota to achieve ISO 9001 and one of approximately 120 health care organizations in the country with this status. ISO 9001 is designed to help organizations improve customer satisfaction, standardize processes, improve and sustain performance.

# GRATITUDE

### A patient's life-saving story.

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.

When first responders arrived at the scene of the accident, they found Jessie unresponsive, bleeding extensively and trapped in the wreckage. They worked diligently and within minutes, transported her to Ridgeview's Emergency Department in Waconia where a team of doctors were awaiting her arrival. While assessing the extent of Jessie's injury, doctors discovered something unexpected–Jessie was seven months pregnant. No one knew.

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

Within minutes there was a large team assisting–ER physicians, nurses, lab and x-ray technicians, general surgeons and orthopedic surgeons. Mollie was born by C-section seconds later and immediately handed over to the Ridgeview neonatal team. "Having the resources in place, we were able to get Mollie quickly stabilized and transported safely to Children's Hospital," said Ellen Bendel-Stenzel, MD, Minnesota Neonatal Physicians, PA.

In emergency medicine, there is a period of time commonly referred to has the "golden hour" of trauma, when there is the highest likelihood that prompt and extreme life-saving measures can truly save lives. Jessie and Molly's physicians agree that both fell within this category.

"Thank you isn't enough," Krone explained. "I could have had nothing–but now I have everything."

# PATIENT CARE: 2017 HIGHLIGHTS

Ridgeview partners with more than 600 physicians in more than 40 areas of specialization to provide the following services:

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| Ambulance Calls | 14,113 |
| Births | 1,266 |
| Emergency Visits | 33,889 |
| Urgent Care Visits | 32,376 |
| Home Health Visits | 39,107 |
| Inpatient Discharges | 7,742 |
| Outpatient Visits | 337,657 |
| Ridgeview Clinic (Primary & Specialty) visits | 150,017 |
| Surgeries (cases) | 6,017 |

# PHILANTHROPY

Like other health care organizations, Ridgeview can only invest a small fraction of its revenue back into new facilities, innovative services and state-of-the-art technology. Therefore, Ridgeview Foundation helps provide critical funding needed to support important initiatives to advance health care in the southwest metro and beyond. Since it incorporated in 1978, Ridgeview Foundation has funded more than 50 projects with more than $38 million in donations from community-minded businesses, grateful patients, and caring individuals and families–more than $19 million of which was donated within the last five years.

Some of its most significant fundraising projects include: Minneapolis Heart Institute® at Ridgeview Heart Center, Ridgeview Community Chapel, Birthing Center and Neonatal Care Unit, Communications Center and da Vinci® Surgical System. In addition, the Foundation offers health care scholarships, community wellness programs and more.

Among other projects, fundraising initiatives are now under way for the renovation of the Emergency Department on Ridgeview's Waconia campus. For more information, call 952-442-6010, email foundation@ridgeviewmedical.org or visit www.ridgeviewfoundation.org.

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## Ridgeview MEDICAL CENTER

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