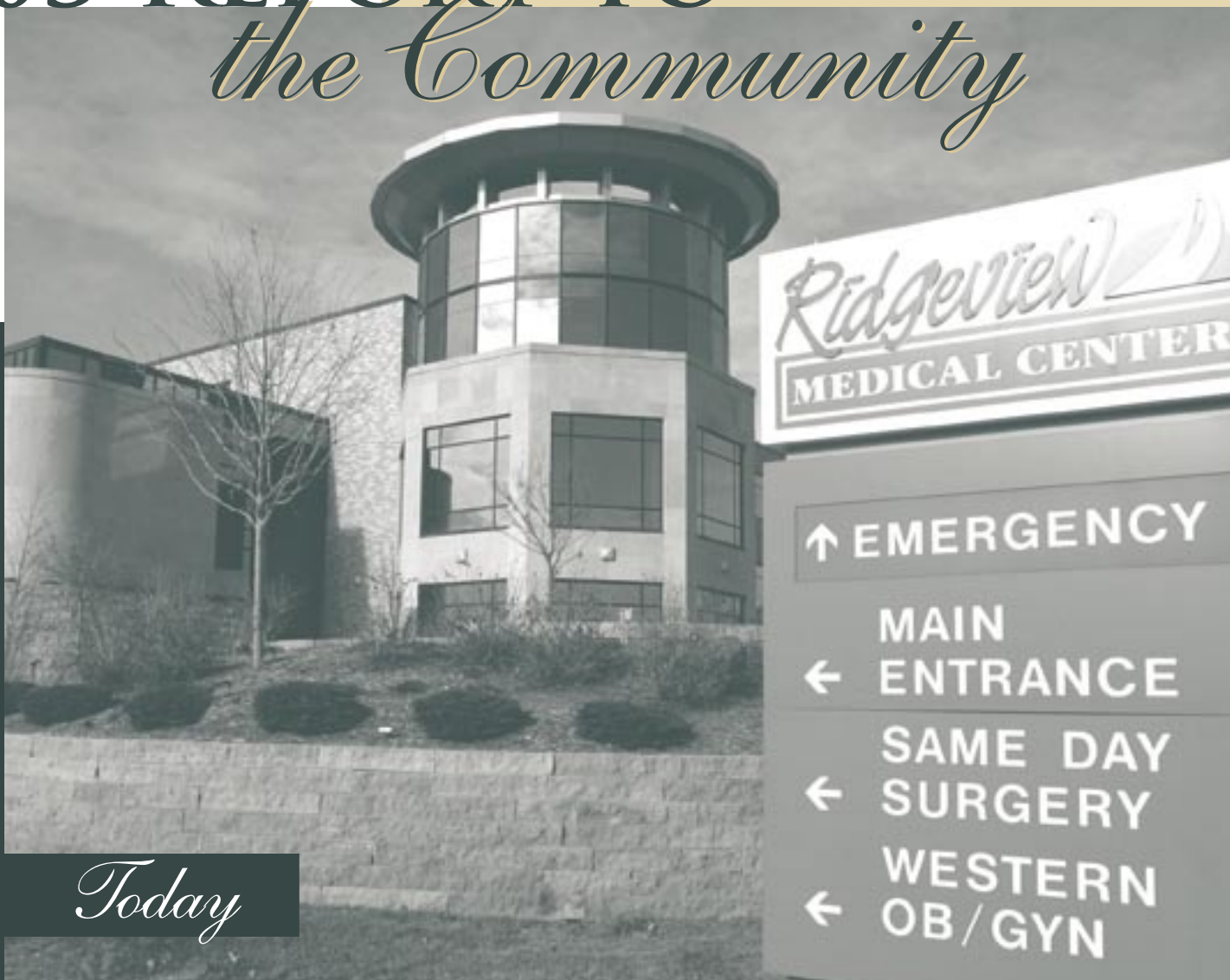


1963



# 2003 REPORT TO *the Community*



*Today*

*Ridgeview Medical Center is an independent, full-service, acute-care hospital and the heart of a regional medical network that includes neighborhood clinics, emergency facilities, and specialty programs and services.*

*Ridgeview is a nonprofit, 501(c)(3) entity and relies on Ridgeview Foundation to help raise monies to support capital expansion and new technologies. Ridgeview has had a positive net operating statement every year of its existence and has received no tax dollars in its 41-year history.*

*At Ridgeview Medical Center, we care about our patients and our communities. Every day, our more than 250 physicians and 1,200 medical and support staff deliver the highest-quality care to the west and southwest Twin Cities. Our skilled professionals use the latest technology to provide treatment and service that are rated No. 1 for patient satisfaction in the metro area (HealthPartners 2002 survey).*

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# A TRADITION OF CARE

*I*n 2003, Ridgeview Medical Center celebrated its 40<sup>th</sup> anniversary of providing quality care to the people of Waconia and the surrounding communities.

What began as a vision by one man—Dr. Harold Nagel—is now carried out by hundreds of dedicated employees and physicians, forward-thinking leadership and the generous citizens in the communities that Ridgeview serves.

During the history of Ridgeview, the hospital's name may have changed and its location has moved, but the commitment to provide personalized care hasn't. Ridgeview has grown into a well-respected health care system that takes pride in contributing to the communities in which it is located.

## 2003 BY THE NUMBERS

Inpatient discharges (excluding newborns)	6,904
Outpatient visits	108,342
Births	1,220
Emergency Department and Urgent Care visits	28,301
Surgeries	7,293
Average length of stay (days)	3.0
Total Home Health Services contacts/visits (including Home Care and Hospice)	59,310
Patients/families receiving hospice services	143



Carver County Historical Society

Dr. Harold Nagel arrived in Waconia and provided steady medical services.

1930s

mid-1930s

Waconia's first hospital opened in the mid-1930s above Diessner Drug Store on the northwest corner of First and Olive streets.



Today, a local realtor is located in this building.

# LETTER TO *the Community*



Robert Stevens, Ridgeview president and CEO.

Dear Friends of Ridgeview Medical Center,

Ridgeview Medical Center had another outstanding year in 2003. Several milestones were accomplished which will benefit patients today and into the future. All of our successes could not have happened without the dedication of our employees, physicians, volunteers and committed members of our Board of Directors for both the medical center and the Ridgeview Foundation.

I've listed below some of the highlights for 2003.

- We completed an expansion of our Surgical Services Department by adding two additional operating suites. This was made possible by donations of more than \$1 million toward this significant project.

2

Dr. Nagel built Nagel Hospital, a two-story brick building on South Elm Street.

1939



1952

Dr. Nagel built Nightingale Hall a block from the hospital as a home for the nurses employed at the hospital.



*Carver County Historical Society*

- The Ridgeview Clinics opened three new clinic buildings. Those buildings are located in Howard Lake, Delano and Chanhassen.
- With the help of State Representative Paul Kohls and Senators Julianne Ortmann and Gen Olson, Ridgeview Medical Center received legislative authority to expand its licensed bed capacity from 109 beds to 129 beds.
- During 2003, 1,220 babies took their first breath of life at Ridgeview Medical Center. This is a record number of births for Ridgeview.
- Ridgeview Medical Center received the Governor's Award for Excellence in Waste and Pollution Prevention for its environmental and sustainability practices. In the history of the award, this is the first time a hospital has ever been awarded this recognition by the governor of Minnesota.

- Lastly, Ridgeview continues to be financially strong in order to carry out its mission and its goal of remaining an independent, nonprofit hospital system dedicated to improving the health of the communities we serve.

From all of us at Ridgeview Medical Center, we wish you a healthy and prosperous 2004.

Sincerely,



Robert Stevens  
President & CEO

Waconia Hospital Association was formed as a nonprofit organization to operate Nagel Hospital as Waconia Community Hospital.

October 6,  
1954



*Today, the Auburn West nursing home uses this building.*

The Waconia Community Hospital remained on Elm Street until it outgrew its facilities.

# OUR PEOPLE MAKE *the Difference*

## THE PEOPLE BEHIND THE CARE

*R*idgeview Medical Center is only as good as its people—those who staff it, who donate their time to it, who care for patients and who provide the support behind the scenes.

It truly is the people who make the difference at Ridgeview, a difference you can see when you're greeted in the hallways, can feel when you're a patient and experience when you walk through the doors to visit a friend or family member.

### ELAINE BUESGENS

Elaine Buesgens, R.N., started working at the hospital in 1954 as a student. Five years later she was employed part time. Now she's the nurse manager of the Cardiac-Intensive Care Unit.

“The field of medicine has evolved so much in the last 40 years—especially all of the specialties, the incredible increase in the medications available and the role of nurses—but the dedicated, personal care that patients receive here at Ridgeview certainly hasn't changed.

“I've had many opportunities in my career here at Ridgeview to grow and learn and watch the hospital expand. Working with such great people and hearing so many positive comments from patients has kept me here for all these years.”



4

Mrs. Allen W. Roberts, of Mound, became the 10,000th patient since the community hospital opened. Another 4,000 had been treated as outpatients.

October 30,  
1961

July 27,  
1963

Waconia Ridgeview Hospital opened, with the help of the public to move on this rainy, stormy Sunday.





## BILL AND PAT HERRMANN

Bill and Pat Herrmann both wanted to give something back to the community, so they donate a few hours each week to Ridgeview. The long-time volunteers—nearly 13 years for Pat and 11 years for Bill—are quick to share their experiences, and time.

“For many people, volunteering fills a need in their lives. I felt it was time to give back to the community,” said Pat, who responded to an ad in a local paper in 1991 looking for volunteers. “Everyone who is aware of Ridgeview realizes the great quality of life it provides for the community. We’re very fortunate to have it here.”



## KIM GITTER

Kim Gitter, radiologic technologist in Ridgeview’s Imaging Services Department, started working at the hospital while doing her clinical instruction training as a student at Argosy University, in Eagan. She liked the facility, its location and the experience at Ridgeview so much that when she graduated she applied for a job here and was hired. “I checked out other hospitals, but I really liked Ridgeview,” she said. “I enjoy working here, and I am impressed with the hospital and the staff.”

A \$4 million expansion was completed, including adding an additional patient floor; expanded emergency, surgery, special care and dietary departments; as well as new physical therapy, radiology, pharmacy and administrative quarters. The hospital’s capacity is 109 beds and 20 bassinets.



1973

*In 1973, the laboratory performed 59,767 procedures. In 2003, 441,282 tests were performed.*

1978

The hospital purchased the private ambulance service from Harry Norman.



*In 2003, Ridgeview ambulances logged 255,711 miles, enough to circle the earth 10 times.*

# RIDGEVIEW Foundation

## IMPACT

The gifts that Ridgeview Foundation received from philanthropic friends, combined with the tireless efforts of Foundation volunteers, made a significant impact in 2003. Together, we touched the lives of virtually everyone in Ridgeview Medical Center's continuum of care.

### Longstanding Traditions



The funds raised by Ridgeview Foundation's 18th Annual Golf Extravaganza purchased four fetal monitors, two baby warmers and an infant transporter.

Colleen Gerlach, OB nurse manager, is pictured

with golf steering committee co-chairs Dave Philp (left) and Jeff Nelson.

### Preparing for the Future

Thanks to Ridgeview Foundation's support, the expansion of Surgical Services



was completed. Ridgeview had four surgery suites but now has six fully equipped suites. Surgical Services was nearing capacity and the two new suites allow much more flexibility for patients when scheduling their surgery.

### Caring for Our Communities



Ridgeview Medical Center paramedics Darlene Otto and Matthew Jakubik are holding one of eight new defibrillators purchased by Ridgeview Foundation—life-saving technology now

on board each of Ridgeview's ambulances.

### Providing Comfort

Friends of Ridgeview Foundation helped create a third hospice room. Designed to feel like home, it's a comforting place for terminal patients and their families to cherish each moment they have left together.



6



April 1990



Ground was broken for an \$11 million expansion that included a new emergency care facility and ambulance garages. It also allowed for expansion in the surgery areas, maternal/child health, lab, radiology, medical records, communication center and a gift shop. With additional support from Ridgeview Foundation, a large auditorium was added to the Waconia campus. The name of the facility was changed to Ridgeview Medical Center.



# INVOLVEMENT

The real ambassadors of Ridgeview Foundation are the volunteers. There are more than 250 people who donated their time and talent in 2003 to build bridges between the Foundation and our communities. Volunteers are the ones who continue to dream about the possibilities and engage our neighbors by organizing special events and leading new initiatives.

## Community LIFE



The Norwood Young America Lions Club is one of several local Lions clubs which support Community LIFE (Lions Investment For Emergencies), an ongoing initiative

involving Ridgeview's ambulance service. Community LIFE is run by Ridgeview Foundation volunteers.

## Achieving a Healthy Balance

A group of creative and energetic volunteers developed the first annual



*Achieving a Healthy Balance* seminar for women. More than 80 local women spent the day concentrating on their physical, spiritual and financial health.

## Napa Night

*Napa Night* gathered friends of Ridgeview Foundation at the home of Paul Douglas, WCCO-TV meteorologist, and his wife, Laurie. Proceeds from the evening went to the purchase of new OB equipment.



## Family, Fun and Fitness

Volunteers for the *Family, Fun and Fitness* event were thrilled to have an opportunity to have some fun while raising awareness about Ridgeview Medical Center in the Excelsior area. *Family, Fun and Fitness* was held in conjunction with Apple Day in Excelsior.



1995



A new private medical office building, Ridgeview Medical Place, was built just north of Ridgeview Medical Center. This facility allowed additional services to be offered to patients in Waconia rather than referring to other hospitals. An underground tunnel connects the building to the hospital to allow for transportation of patients between the two buildings.

Ridgeview purchased a home medical equipment business and created a formal hospice care program. With support from Ridgeview Foundation, a chapel and meditation garden were constructed.

1998



# FINANCIAL INFORMATION

## *Ridgeview Medical Center*

Ridgeview Medical Center and Affiliates  
Year Ended December 31, 2003 and 2002

### STATEMENT OF OPERATIONS

	<u>2003 Audited</u>	<u>2002 Audited</u>
Gross Patient Revenues	\$167,261,986	\$154,737,285
Discounts from Medicare, Medicaid and Other	72,594,257	64,862,887
Net Patient Revenues	94,667,729	89,874,398
Other Revenues	2,031,317	1,473,190
Total Operating Revenues	<u>\$ 96,699,046</u>	<u>\$ 91,347,588</u>
Salaries and Employee Benefits	\$ 55,937,484	\$ 52,518,245
Medical Supplies and Drugs	10,304,600	9,675,335
Supplies, Professional Fees and Other Expenses	18,820,352	17,723,388
Depreciation and Amortization	4,946,023	4,755,219
Interest Expense	2,840,237	2,705,576
Allowance for Bad Debts	1,341,514	1,116,740
Total Operating Expenses	<u>\$ 94,190,210</u>	<u>\$ 88,494,503</u>
Income from Operations	\$ 2,508,836	\$ 2,853,085
Non-Operating Income	1,251,916	478,153
Net Income for Reinvestment into Programs and Services	<u>\$ 3,760,752</u>	<u>\$ 3,331,238</u>

### BALANCE SHEET

Assets	\$108,976,067	\$ 95,820,798
Liabilities	61,062,865	52,758,919
Community Equity	<u>\$ 47,913,202</u>	<u>\$ 43,061,879</u>

8

October  
1998

Ridgeview opens the Ridgeview Chaska Medical Plaza, a multi-specialty facility designed to provide easy, convenient access to a variety of health care services under one roof.

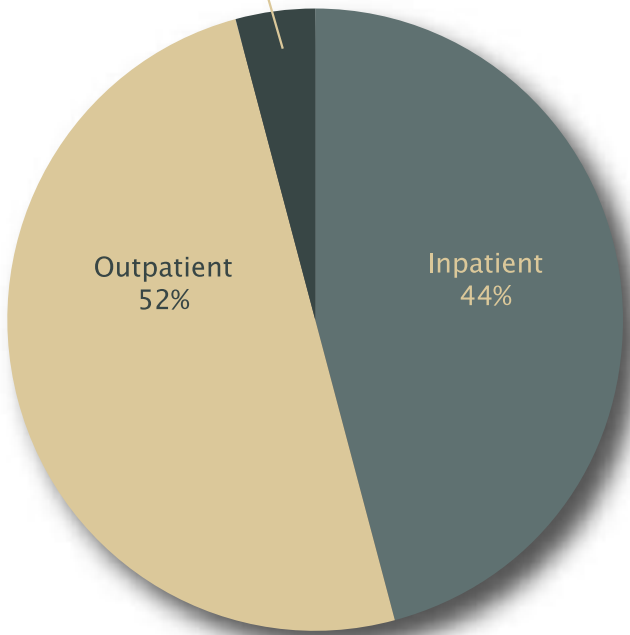


A financial gift from the former Nightingale Center Nursing Home helped open the Nightingale Center, a geriatric behavioral services unit.

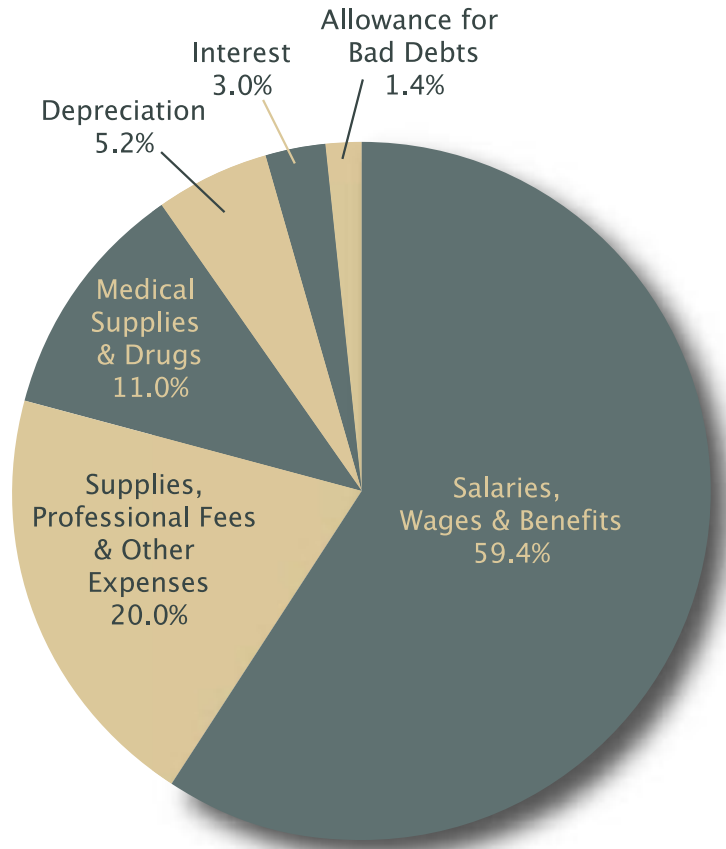
1999

# GROSS REVENUES

Home Health Care &  
Durable Medical Equipment  
4%



# OPERATING EXPENSES



The hospital became an independent, nonprofit hospital. The city of Waconia owns the hospital building, which is leased to Ridgeview and operated by its administrators and board of directors.

January 1,  
2000



Fall 2000



Ridgeview opened new multi-specialty clinics in Mound, Maple Plain and Delano at the former sites of Westonka Medical Group, P.A., which ceased operation as an independent, physician-owned medical practice. The clinics were renamed Ridgeview Mound Clinic, Ridgeview Maple Plain Clinic and Ridgeview Delano Clinic.

# RIDGEVIEW FOUNDATION

## 2003 Disbursements

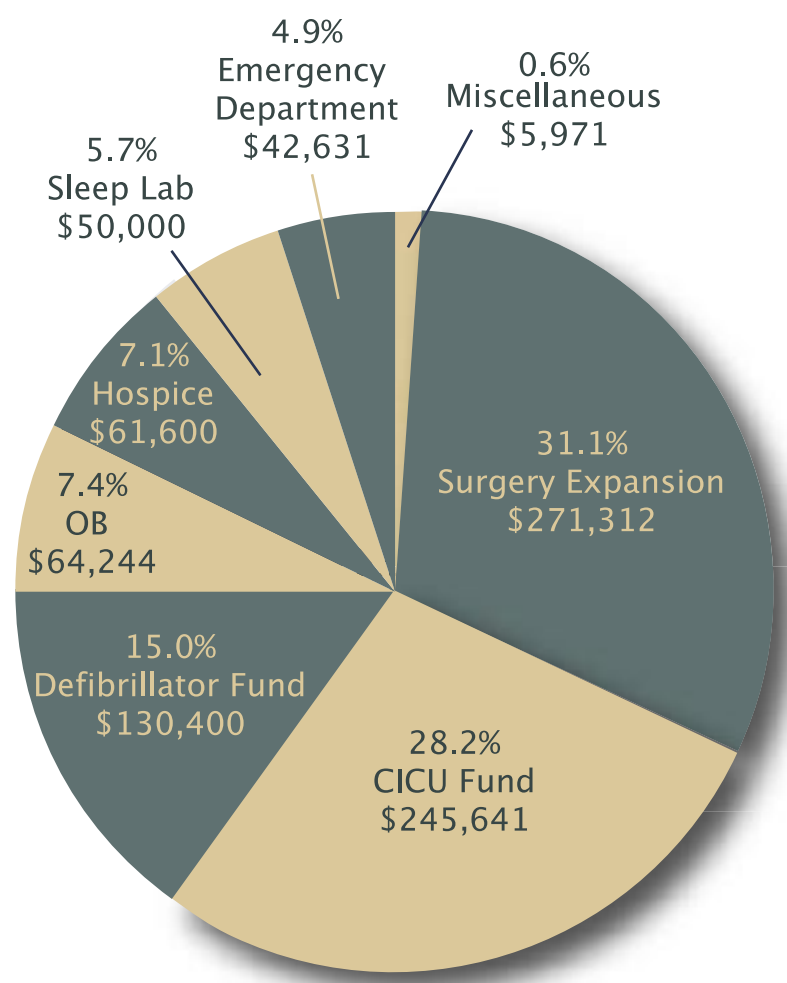
### SIGNIFICANT CONTRIBUTION TO QUALITY OF CARE

Through generous gifts from friends and benefactors, Ridgeview Foundation transferred \$871,799 to Ridgeview Medical Center in 2003. These funds have made a significant difference in the quality of care at Ridgeview.

One hundred percent of every dollar gifted to Ridgeview Foundation is transferred to the Medical Center.

Through financial support from the community, Ridgeview completed its expansion of Surgical Services, built the Ridgeview Steiner Sleep Disorders Center, created a third hospice room and continued to transfer pledge payments of the \$1 million in commitments that were secured in 2002 for the newly created Cardiac-Intensive Care Unit.

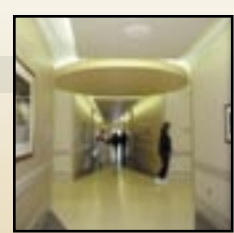
Ridgeview Foundation appreciates your generosity, and your community remains thankful.



2001



This year Ridgeview completed a multi-million dollar building project adding a 60,000-square-foot facility housing an on-site MRI and an expanded Imaging Services Department, a state-of-the-art Cardiac-Intensive Care Unit and Women's Imaging & Breast Center.



# COMMUNITY

## *Benefits and Volunteers*

*W*hile providing the highest-quality medical care is Ridgeview's top priority, the organization also has a vested interest in improving the health of the communities it serves.

Ridgeview Medical Center is one of the largest employers in Carver County. More than 1,200 personnel are now employed who, in turn, support area businesses, industry, churches and government.

Besides providing medical care to patients who cannot afford it, Ridgeview contributes hundreds of thousands of dollars in services, cash and in-kind donations and other programs to residents in its service area. Some of these contributions are highlighted below:

### COMMUNITY EDUCATION/ OUTREACH

Ridgeview provides free and subsidized educational opportunities for the public. Many of these revolve around prenatal education and classes involving children. The organization is also present at more than a dozen community health fairs and business expos, providing blood pressure checks and offering information on Ridgeview services.

### SCREENINGS

Each year Ridgeview holds free skin cancer and prostate cancer screenings for the public. Free and low-cost mammograms are also offered.

### HEALTH INFORMATION RESOURCE CENTER

Ridgeview Medical Center believes in informed decision-making, an important part of health care that not only encourages individuals to take an active role in decisions concerning them, but also to adopt healthy lifestyle behaviors. Our Health Information Resource Center has print and electronic resources on health topics written for the consumer. These items are available to use in the Resource Center or may be checked out. Patients, families and individuals in Ridgeview's service area may request a free literature search for information on a specific health topic.

### VOLUNTEER SERVICES

As a nonprofit, independent hospital, Ridgeview relies on volunteers to contribute to the running of the organization. In 2003, about 300 volunteers donated a total of 26,064 hours to Ridgeview Medical Center and its clinics. Multiplied by the average hourly earnings figure determined by the U.S. Bureau of Labor Statistics, this works out to be a contribution of more than \$430,000.



Start of expansion of Surgical Services Department, adding two operating suites.

2002



# FOCUSING ON *the Future*



Dear Friends of Ridgeview Medical Center:

As chairman of the Ridgeview Medical Center Board of Directors, I'm honored to be able to serve you and be a part of a great organization. One of Ridgeview's greatest strengths is its employees, physicians and volunteers, who are dedicated to providing truly remarkable service to patients and their family members who utilize Ridgeview Medical Center. We are also fortunate to have a 13-member Board of Directors that commits its time and best efforts on behalf of the organization. One of the strengths of our Board of Directors is that it truly represents Ridgeview's service area. Board members are committed to keeping the medical center "in touch" with the communities that we serve.

The future holds great things for Ridgeview Medical Center. We are well positioned to meet the growing needs of our patients. During the next several years Ridgeview will make significant investments in its information technology. This includes having medical information where and when it's needed by our health care providers for the greatest benefit of patients. This is important so we have information readily available to diagnose and treat patients, as well as to reduce costs through the elimination of unnecessary tests. These investments are significant and will take us several years to become fully implemented in a totally digital world.

We are in the planning stages of a new women's health center. This includes updating our obstetrical services to all private rooms, improving service. Our Medical Staff has also been actively involved in studying the possibility of offering cardiology services on our campus. It's important that Ridgeview be a excellence in Minneapolis.

Lastly, the B service lines as an initiative to be more responsive to patients based upon their medical or surgical condition. We are well aware that orthopedic patient deserves to be treated as a unique individual, and that's our top goal at Ridgeview Medical Center.

We look forward to continuing to serve you and your family throughout the upcoming years.

Sincerely,

Mike Werner  
Chairman, Ridgeview Medical Center Board of Directors

12

New clinic buildings in Chanhassen, Delano and Howard Lake were opened; received legislative approval to add 20 beds to the facility, bringing the total to 129. The Sleep Center expanded from two beds to four.

2003



## RIDGEVIEW MEDICAL CENTER BOARD OF DIRECTORS

Sharon Cook, Delano	James Lehmann, M.D., Waconia
Robert Heeter, M.D., Maple Plain	Robert Lind, Waconia
Paul Huber, Excelsior	Sharon Parpart, Waconia
Norm Hoffman, Waconia	Del Ploen, Chaska
Don Johnson, Mayor, City of Waconia	Joe VanKirk, M.D., Waconia
Elda Kaliher, Waconia	Mike Werner, Waconia
Ray Kraemer, Norwood Young America	Sharon Zender, Waconia

Ridgeview Medical Center  
500 S. Maple Street  
Waconia, MN 55387  
(952) 442-2191

# *Vision*

Ridgeview Medical Center is an independent, innovative medical center recognized regionally for its compassion and excellence in clinical care, blending advanced technology with a healing environment.



500 S. Maple Street • Waconia, MN 55387  
(952) 442-2191 • (800) 967-4620 (outside Twin Cities)

Visit us online at <http://www.ridgeviewmedical.org>