

UNITED HOSPITAL A RENEWED COMMITMENT TO SERVICE

2008 REPORT TO THE COMMUNITY

# United Hospital Foundation

celebrating  
years

25

United Hospital  
Foundation



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Peter J. King Emergency

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UNITED HOSPITAL  
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## United Hospital's commitment during tough economic times



Tomi Ryba, president, United Hospital

It's been a few months since I began my new role as President of United Hospital, and I continue to be amazed by all the philanthropic supporters who want to help our patients and the communities we serve. Your devotion and commitment to this fine institution is abundantly clear.

I chose to join United Hospital because I believe in its mission and I want to help improve the quality of life in our communities. For more than 150 years, United has served our communities well, with the highest quality medical care provided by an exceptional team of physicians, nurses and other health care professionals.

Last year, more than 200,000 people came to United for their health care needs. Of that total, more than 44,000 came through our Emergency Department, an area of the hospital that is 30 years old. If you drive by United, you can see the construction of our new Emergency Department for the 21st century.

This new Emergency Department is truly "The Front Door To The Community," and will ensure we treat patients quickly and efficiently. But, our campaign for the future of emergency care involves much more than new bricks and mortar. Critically important is the "behind-the-scenes" work being done to transform the care experience for our patients. We are focused on the patient experience and customer service. When patients arrive at United, we're not just taking care of them; we're also caring for their family.

Our goal is that this facility will be the standard for which all future emergency facilities will be modeled. This new customer service model includes technological advancements, enhanced efficiencies and emergency preparedness capabilities. We are committed to providing this in a new space that will reduce anxiety and foster patient and family healing.

This is an ambitious project, but one that is fundamental to the health and well-being of the east metro and beyond. It's no secret we face many challenges with the struggling economy and changes in the health care industry. As a result, philanthropy is increasingly vital to our mission of delivering exceptional care to the communities we serve. I am truly grateful for your ongoing support as we work to bring the latest advancements in medicine, improved services and streamlined delivery essential to providing our patients with the highest quality care they deserve.

I look forward to getting to know you, and finding effective ways to work together to enhance the health of our communities!

A handwritten signature in black ink that reads "Tomi Ryba". The signature is written in a cursive, flowing style.

Learn more about Tomi Ryba, United Hospital's new president, on page 9.

# The future of emergency care: Peter J. King Emergency Care Center at United Hospital update

In 2008, more than 44,000 patients came to United Hospital through the Emergency Department and received excellent care from an extraordinary care team, despite working in an area of the hospital that was built in 1979 and last remodeled in 1992.

But that is all changing and April 2009 marked the one-year anniversary since United Hospital broke ground on its new state-of-the-art Peter J. King Emergency Care Center.

Building the future of emergency care involves much more than the physical construction that is well underway on campus. It is about a critical transformation of the patient care experience.

## CARE NAVIGATION

As the largest specialty hospital in the east metro and western Wisconsin, United Hospital serves more than 200,000 people annually. In addition, United is a referral center for other area hospitals and clinics and also a receiving care center for adults and adolescents with serious mental illness. As the number of patients continues to increase, so does the diversity and complexity of challenges facing emergency care. More patients are without access to medical care or health insurance. Mental illness and health issues related to aging present special challenges in the Emergency Department.

“In respect to the more complex health issues we’re seeing and the financial times we are in, it is even more crucial care is focused on how patients can



Peter J. King Emergency Care Center at United Hospital.

better navigate and monitor the health care provided to them,” said Jay Westwater, MD, medical director, Emergency Department, United Hospital.

In winter 2008, the Guest Service Team added new staff to provide assistance specifically to patients and their families arriving in an emergent situation. These patient liaisons provide patient transportation as well as help ensure questions and concerns are addressed in a timely manner. In addition, the Emergency Care Department staff continues work on enhancing customer service and patient experience.

## CONSTRUCTION

Since breaking ground, the construction efforts have focused on completing the critical sitework, interior moves and new helipad needed before building.



Inside entrance area of Peter J. King Emergency Care Center at United Hospital.

## THANK YOU

Thank you to each and every one of our donors, whose generosity will make it possible for United Hospital to provide the finest emergency medical care available. It is through your ongoing support that we will continue to provide our patients with the highest quality care.



## WATCH THE CONSTRUCTION FROM YOUR COMPUTER!

You can watch construction of the Peter J. King Emergency Care Center live on [www.unitedhospital.com](http://www.unitedhospital.com).

On the Web site’s main page, click on “Construction Cam” under Helpful Links.

## The new faces on United Hospital's Senior Leadership Team



Bob Plaszczyk, vice president, Operations, United Hospital

Bob Plaszczyk assumed the role of vice president of Operations of United Hospital in November 2008 and while he is a newer face to United, he is no stranger to Allina.

Plaszczyk joined Allina more than eight years ago as a computer consultant and most recently was Chief Information Officer before coming to United. Along with his health care background, Plaszczyk also has nine years in the Air Force.

"I'm someone who thrives on change and a challenge, making United Hospital a great place for me to call home. It's apparent as I walk the halls of United, we are on the verge of something great. While we have barriers to work through, it's clear we have some of the best health care providers in Allina," said Plaszczyk.

Plaszczyk's main priorities involve projects key to United's long-term success and include the new Emergency Department, closing the financial gap and finding ways to grow our business during tough economic times.



Jeff Wicklander, RN, BSN, MSN, APRN, BC-NE, vice president, Patient Care, United Hospital

Jeff Wicklander became vice president of Patient Care at United Hospital in February 2009.

As United's Chief Nursing Officer, Wicklander oversees all patient care support departments such as Pharmacy, Respiratory Therapy, Spiritual Care, Social Work, Information Services, and is responsible for ensuring a comprehensive quality plan for patient care.

Prior to coming to United, Wicklander was Director of Nursing, ED, CDART, Ortho & Spine at Abbott Northwestern Hospital.

"I could not have been more excited or honored to join the very well-respected leadership team here at United," said Wicklander.

Wicklander received his Bachelor's of Science Nursing from Mankato State University and Master's of Science Nursing from the University of Minnesota. He is also board certified as an acute care nurse practitioner and nurse executive.

# The Emergency Department Community Campaign Committee

The Emergency Department Community Campaign committee has the vital, but daunting, task to raise the funds necessary for the new Peter J. King Emergency Care Center. Leading its efforts are committee co-chairs Jack Ritt and Joan Thompson, both longtime advocates and supporters of United Hospital and the communities we serve.

## JACK RITT

Jack Ritt, United Hospital Foundation board vice chair, has volunteered in support of United Hospital, its programs and services to the communities since 2001.

“As a banker, I deal with people’s financial well-being. At the hospital, I deal with their physical and emotional well-being. It’s quite rewarding for me to be involved in giving back to the community,” said Ritt.

Jack Ritt started his banking career when he began working part-time during the summers at Midway National Bank when just 14 years-old. After graduating from Georgetown University, he joined the bank full-time and served in various capacities until the sale of Midway National Bank. Today with a combined total of 52 years in banking, you can still find Ritt at North Star Bank, either at its Roseville or White Bear Lake location where he serves as Chairman and Chief Executive Officer. Ritt, United Hospital Foundation’s 2008 Trustee of the Year and 2006 Service to Humanity Gala honoree, is also active in several other local charitable endeavors.

## JOAN THOMPSON

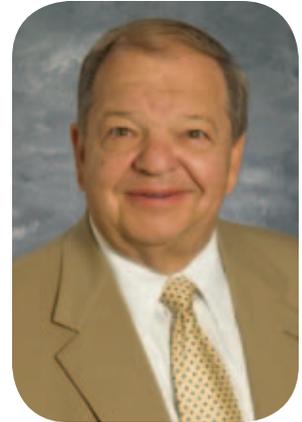
Joan Thompson became affiliated with United Hospital and served on the Board 2001-2003. She has also served on the United Hospital Foundation Board since 2004. Thompson has made a great impact

by serving as a United Hospital Foundation Board chair, Service to Humanity Gala Chair in 2003/2004 and as a co-chair in 2005. Over that time the Gala has grown into a premier event in Saint Paul, not to be missed.

“It has been a pleasure to give back to Saint Paul through United Hospital,” says Thompson. “Programs and services United offers are very much needed in our community, and I’m proud to be a part of United’s future, serving those needs.”

Thompson grew up in a large, close-knit family in Saint Paul’s Highland Park which instilled a philosophy of compassion and encouraged giving back to their community. Part of that philosophy has been incorporated into Minnesota Wire, a family business founded in 1968 by Thompson’s father. As Executive Vice President & CFO, part of Thompson’s responsibilities includes managing the organization’s and family charitable giving fund. Each year the company donates a percent of their profits throughout the communities in which they do business including St. Paul, MN and Eau Claire, WI.

Thompson was named United Hospital Foundation’s 2006 Trustee of the Year and has also served on numerous local boards, including Allina Health Systems since 2007.



Jack Ritt, co-chair



Joan Thompson, co-chair

### Emergency Department Community Campaign Committee

Sidney Applebaum  
Applebaum  
Companies

Phil Bifulk (Emeritus)

John E. Brandt  
Murnane Brandt, P.A.

John Huss

Joseph Micallef  
(Emeritus)

Bob Plaszcz  
vice president,  
Operations  
United Hospital-  
Administration

Jack Ritt  
(Co-Chair)  
North Star Bank

Joan Thompson  
(Co-Chair)  
Minnesota Wire

Steve Tredal, MD  
United Hospital  
Emergency  
Department

Len Walsh

Jay Westwater, MD  
United Hospital  
Emergency  
Department

## Peter J. King Family Health Center's Grand Opening

Waiting for an appointment at United Family Medicine (UFM) at 545 West 7th Street could mean sitting next to well-dressed business executive or a homeless man who slept under a bridge the night before. The scene reflects the clinic's mission to provide excellent primary medical care to the entire community, regardless of the ability to pay.

And when UFM moves to the new Peter J. King Family Health Center at West 7th and Randolph, it will occupy a spacious, handsome building befitting its major role in the community.

"We're moving a great clinic to a great building," said Timothy Rumsey, MD, clinic staff member and life-long crusader for community clinics.

In June 2008, the Trustees of The Kresge Foundation approved a conditional grant of \$450,000 toward the construction of a new health center. This grant was made on a challenge basis to assist in raising the balance required to complete our campaign goal.

The Kresge Foundation felt the Center's plan will achieve our mission and strengthen our community. The Kresge Foundation also recognized the Center provides comprehensive, culturally-appropriate medical

services to the low-income and underserved residents, as well as stimulate community development and economic growth in our community.

UFM serves 12,000 patients, with 43,000 annual visits, and those numbers are expected to increase to 16,000 patients and 65,000 visits by 2014. UFM is an independent, non-profit community clinic classified as a federally qualified health center and offers a sliding fee discount to low-income patients and accepts Medicaid, Medicare and more than 400 insurance carriers. This enables the clinic to serve as a "medical home" for patients through all life transitions. That means patients "can stay at the clinic despite changing circumstances," said CEO Jeanne Bailey. "There's a constancy of care."

The medical home concept also means better coordination of each patient's care, wherever it's received, noted UFPHC Medical Director Jerry Montie, M.D.

"Our doctors follow patients to the hospital and back to the clinic again, which is unusual, but it's part of our vision for the medical home," he said. The idea is to replace episodic care delivered in "silos" with comprehensive, coordinated care and strong, ongoing patient-physician relationships.

One patient who has remained with the clinic through various stages of her life is Andrea Marboe, who also chairs the UFPHC Board of Directors.

"The clinic sees everyone, whether they're insured or uninsured, employed or unemployed, or whether they can go anywhere they want but choose to stay because of the strength of the service and their relationship with their physician," Marboe said.

The Peter J. King Family Health Center celebrates its Grand Opening on May 30, 2009.



United Family Practice's waiting area.

## A Patient's Story: life after a stroke

Even with an achy head and upset stomach, Gladys Ritter didn't think much of the uneasy start to her day. Yet, while getting ready to leave for Pilates class, she suddenly dropped to the floor and her left arm went "loose". Then she knew it was something severe - it was a stroke.

That morning Ritter suffered a hemorrhagic stroke; the type of stroke that occurs when a blood vessel bursts inside the brain. Almost immediately she lost use of her left side, including arm and leg, and could not walk. She was able to get to the phone and call an ambulance. In the ambulance she requested to go to United Hospital, unknowing of its Nasseff Neuroscience Center of Excellence, Joint Commission accredited Stroke Center, and inpatient rehabilitation programs provided by the Sister Kenny Rehabilitation Institute.

"I was fortunate on so many accounts" said Ritter. "One being that I was able to get to the phone to call an ambulance and another that I chose to come to United. I didn't know about all the resources and expertise here, but people should know about it. The fact that I had a stroke doesn't make my experience stand out. A stroke can happen to anyone. My story is special not because of me, but because of the medical and rehabilitation professionals and resources I found all located here at United. When I got here, I couldn't even sit up, now I am walking." said Ritter.

Ritter arrived in United Hospital's Emergency Department. She did not need surgery, rather was transferred to the Intensive Care Unit (ICU). Ritter started receiving physical and occupational therapy at her bedside only one day after she was admitted to the ICU.

"Research has shown us early therapy intervention equals better outcomes. More and more, physical, occupational, and speech



The Bosu Ball is used in therapy for ankle stability and strength. It is just one of many gait and balance equipment pieces made available from funding through United Hospital Foundation.

therapy are treating patients post-stroke within days, if not hours, after their stroke," said Trevor Carlson, manager, Sister Kenny Rehabilitation Institute.

Ritter was eventually transferred to the hospital unit specifically for Sister Kenny patients. Sister Kenny's inpatient rehabilitation program is an intensive team-based program, with an emphasis on therapy.

Patients receive a daily rehab schedule that is customized to their individual needs, which may include speech, occupational and physical therapy, therapeutic recreation, and neuropsychological sessions. This comprehensive approach offers patients more independence, and an opportunity to restore their quality of life.

"Gladys' determination was an integral part of her rehab process and potential. She was open to trying multiple techniques to maximize her function, including balance

equipment recently purchased by the United Hospital Foundation. She also participated in a specific home program that addresses strength, flexibility and endurance and has surpassed expectations," said Christina Roling, physical therapist.

Since being discharged home, Ritter still receives therapy provided by Sister Kenny at United Hospital, but it is now on an outpatient basis where she continues to thrive. She recently traveled to Hawaii; a plane ride is a phenomenal feat considering when she first arrived at the hospital she was unable to even sit up.

## Donor profile in giving: Michael Goff

Two heart attacks within just one week apart is what Michael (Mickey) Goff endured a little more than 10 years ago. Goff's first-hand experiences of dedication and sense of service, shown by staff members through his care, has prompted a generosity that helps ensure United Hospital leads the way in superior care for the communities we serve.

"They have a way of treating people. You're a little stressed when you come in and they are able to put you at ease and make you feel comfortable. It's a type of care you appreciate receiving and the staff doesn't feel like they are doing anything special, but they are," said Goff.

Goff, a life-long St. Paul resident, can also appreciate, on a professional level, the complexity of interacting with people during traumatic experiences. Goff has been in the insurance adjustment business, a field his grandfather Joseph Supornick helped establish, for more than 40 years. As an owner of D.J. Fretland & Associates, Inc., he routinely deals with companies or people who have lost major property or belongings due to fires, tornadoes or other disasters.

"In the insurance adjustment business we take over after major disasters and it can be a time of difficulty for people. In the hospital setting, it's a somewhat similar situation and my support is a way to say thank you because I appreciate their service based on both a professional and personal level."

Goff's support of United Hospital is visible throughout several services and facilities. He routinely works out at the Milton M. Hurwitz ExerCare Fitness Center and one day thought to himself why shouldn't ExerCare have just as nice equipment as any other fitness center.

His support of ExerCare helps allow the center to provide new equipment for its members



Mickey Goff

such as new treadmills, total body elliptical trainer, upright bikes and active motion trainers.

"Mickey's support and generosity to ExerCare, Cardiac Rehab and United Hospital make us a much more advanced facility. It allows us to stay up-to-date and maintain state-of-the-art equipment. Also, his support helps us provide exceptional care and customer service to our community. Without his support we would not be nearly as successful as we are," said Kris Coleman, BS, MBA, Operations Leader, Cardiac Rehab, ExerCare Fitness Center.

## Celebrating 25 years

United Hospital Foundation celebrates its 25 year anniversary in 2009. Established in 1984, to help United Hospital meet the needs of patients, employees and members of the community, the Foundation formalized more than 150 years of philanthropy.

The United Hospital Foundation exists to enhance the health of United Hospital patients and wellness of the community it serves. Each year the Foundation works with donors to raise funds that help United Hospital and the community.

United Hospital Foundation partners with United Hospital to continue offering the latest and best in health care technology, training and facilities such as:

- Da Vinci S<sup>HD</sup>™, Robotic Surgical System
- Nasseff Heart Center
- Peter J. King Emergency Care Center at United Hospital
- Peter J. King Family Health Center
- Lipschultz Guest Apartments
- Milton M. Hurwitz ExerCare Fitness Center
- Jesse Edwards Registry of Cardiovascular Disease
- East Metro Disease Initiative
- Partners for Violence Prevention
- Automated External Defibrillators
- iMRI
- Nasseff Neuroscience Center

**thank you:** Duke Adamski, United Hospital Foundation president notes the hospital continually sets new standards of care and pioneers new procedures. He is proud of the Foundation’s role in those achievements and acknowledges none of it would be possible without the support of thousands of generous individuals.

Thank you to each and every one of our donors for your ongoing support. It is through your support that we will continue to offer the highest level of care available. The future of our community will depend on this long-lasting infrastructure.

## Tomi Ryba becomes United Hospital president

Tomi Ryba joined United Hospital as its new president on February 17, 2009.

Prior to joining United Hospital, Ryba was the chief operating officer at the University of California San Francisco (UCSF) Medical Center. At UCSF Medical Center, Ryba was responsible for improving the quality, efficiency, and financial performance of inpatient and outpatient operations. She was also accountable for necessary infrastructure, capital equipment, and facilities planning. “Some of my own priorities are to make

sure our health care is of exceptional clinical quality, that it’s easy to navigate and that it’s all done with a priority on world-class service,” said Tomi Ryba. “I’m also equally excited about working with the community leaders and thinking about what the community needs are and how we work as a community partner.”

Ryba’s extensive experience in academic medicine and the public sector also includes being president of St. Mary Medical Center in Long Beach, CA; chief operating officer of University

of Washington’s Harborview Medical Center and chief executive officer of Riverside Regional Medical Center. She has been an active community leader involved in the Alternatives to Domestic Violence, Junior League and National Charity League organizations.

On a personal note, Ryba’s move to Minnesota was a bit of a homecoming for her and her family. Since they have family members in Minnesota, North Dakota and Iowa, they already “knew and loved the area”.

## Service to Humanity Gala

The Service to Humanity Gala is St. Paul's premier event bringing more than 1,500 people together at the St. Paul RiverCentre every September.

This glamorous evening includes a signature martini reception, silent auction, gourmet dinner, live auction, car raffle, awards ceremony and dancing to music by the legendary music group, the Seville's. Since 2003, more than \$6,000,000 has been raised to benefit the Nasseff Neuroscience Center, Peter J. King Family Health Center and Peter J. King Emergency Care Center at United Hospital. The Gala is ranked sixth-out of 25 metro area fundraising events ranked by gross revenue.

### HOW YOU CAN HELP WITH THE LIVE AND SILENT AUCTION

Every year more than 600 items are donated to the live and silent auction by individual donors, corporations and local businesses. If you are interested in donating or soliciting for

the silent auction, see the categories listing for examples of auction items. For delivery or drop-off please contact the Foundation at 651-241-8022.

- Live Auction  
(luxury cruises, cars, european trips)
- Art or Theater  
(tickets to the Ordway or MN Orchestra)
- Dining/Catering Events or Wine/Liquor  
(restaurant gift certificates)
- Children's Items  
(clothes, electric cars or other toys)
- Home Decor/Entertainment/Kitchen/Electronics  
(cookware, creative theme baskets, misc.)
- Health, Beauty and Fitness  
(salon/spa gift certificates or beauty baskets)
- Jewelry  
(necklaces, earrings, bracelets)
- Lodging/Travel/Trips/Transportation  
(donating timeshare or cabin for a week or hotel stays)
- Sporting/Outdoors  
(sports memorabilia, sporting event tickets or outdoor/camping items)

Your auction donations will ensure a fun and successful event.

### THE UNITED HOSPITAL FOUNDATION IS PROUD TO ANNOUNCE THE 2009 SERVICE TO HUMANITY HONOREES



Merry DeCourcy



Todd Hess, MD

The Service to Humanity Award is presented to individuals associated with United Hospital who have demonstrated selfless dedication and exemplary leadership in improving the health and welfare of Saint Paul residents and communities we serve.

Merry DeCourcy, this year's community honoree, is a board member of United Hospital Foundation, past co-chair of the Gala, past chair of the gala auction and a special friend of United Hospital Foundation.

Todd Hess, MD, this year's physician nominee, is the Medical Director of United Pain Center and an anesthesiologist specializing in pain management. Dr. Hess also serves as a Pain Medicine consultant to the MN Board of Medical Practice and MN Attorney General and is a frequent national lecturer on Pain Medicine.

# 2009 United Hospital Foundation Events

Philanthropy is critical to both maintaining and further developing United Hospital's leadership position in health care delivery in our community. To that end, the United Hospital Foundation helps sponsor and participate in numerous events to promote fundraising.

Event information is available by visiting [www.unitedhospital.com/unitedfoundation](http://www.unitedhospital.com/unitedfoundation) or calling 651-241-8022.

**Mark your calendar!**

**2009 United Hospital Foundation events:**

**July 6-12:** **3M Senior PGA Championship  
Tournament Players Club, Blaine**

**July 27:** **United Hospital Golf Classic  
White Bear Yacht Club, White Bear Lake**

**September 26:** **Service to Humanity Gala  
RiverCentre, Saint Paul**

## United Hospital Golf Classic

Established 19 years ago, the United Hospital Golf Classic has a long tradition of being an exceptional amateur golf event, indeed one of the best.

The United Hospital Golf Classic, sponsored by McGough Companies, is set for July 27 at the White Bear Yacht Club. Participants receive tournament clothing, guest gift bag and will enjoy lunch, 18 holes of golf (the raw beauty of the course makes it one that

participants never tire of playing), course contests, hole in one-win a car from Sears Imported Autos, high-quality items raffle and award reception. Proceeds benefit the Peter J. King Emergency Care Center at United Hospital (see page 3).

Individual and sponsorship opportunities available – contact Cindy Early at 651-241-8027.



## Service to Humanity Gala-25 year anniversary

Get ready for yet another fabulous Gala event on Saturday, Sept. 26 at the Saint Paul RiverCentre!

This year's Gala features a raffle for a Mercedes-Benz GLK 350 4MATIC from Sears Imported Autos (see page 12). Plenty of other wonderful items will be available in both the live and silent auctions, including trips, cruises, art, children's items, lodging, dining and sporting goods!

This year's Gala is co-chaired by Song Lo Fawcett, Esq., Fawcett Law, and Kris Taylor, Director, Community & Public Relations for Ecolab, Inc. Both are board members of United Hospital Foundation. The gala

auction is chaired by Julie Larson, Executive Director; Roseville Visitor Association.

Proceeds from the Gala will benefit the Peter J. King Emergency Care Center at United Hospital expansion effort (see page 3). Your sponsorship and silent or live auction donations will ensure another successful event.

For more information, please contact David Byrd, United Hospital Foundation, at 651-241-8025.



# Win a Mercedes-Benz GLK 350 4MATIC

## *Service to Humanity Gala*

celebrating  
years  
**25**  
Service to Humanity  
Gala



### PRIZE

2010 Mercedes-Benz GLK 350 4MATIC, Estimated MSRP \$47,395 Silver exterior, black leather interior, Premium package, sunroof and wood trim, Multimedia package with rearview camera, voice recognition, Sport appearance package with 20" 7-spoke alloy wheels, 16/22 MPG.

No more than 1,500 tickets to be sold.

Proceeds to benefit the Peter J. King Emergency Care Center at United Hospital.

Drawing held Sept. 26, 2009, at the Service to Humanity Gala at the St. Paul RiverCentre.

### GET YOUR TICKETS

Tickets: 1 for \$100 or 3 for \$250  
Make check payable to United Hospital Foundation  
Credit cards are not accepted.

Mail to: United Hospital Foundation  
333 North Smith Avenue, Saint Paul, MN 55102

Call: 651-241-8022 for tickets or more information

Visit: [www.unitedhospital.com/unitedfoundation](http://www.unitedhospital.com/unitedfoundation)

License No.: X-35475

The winning vehicle may be slightly different than the vehicle pictured.

To reserve your tickets, please complete the following:

Check one:  3 for \$250  1 for \$100

\_\_\_\_\_ Tickets (individual) x \$100= \_\_\_\_\_

\_\_\_\_\_ Set (set of 3 tickets) x \$250= \_\_\_\_\_

Total= \_\_\_\_\_

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

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Phone

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UNITED HOSPITAL  
FOUNDATION

## Meet the Board: Helene Houle and Jim Kowalski

Helene Houle, a long-time St. Paul entrepreneur and philanthropist, joined the United Hospital Foundation board in 2001 furthering an already deeply rooted dedication to the east metro community.

Houle, who grew up on a farm outside the metro area, moved to the east side of St. Paul with her sister when she was 17 years old. She paid her way through beauty school by working as a waitress. Upon graduation, she worked at salon in Highland Park and just one year later, Houle went into business for herself and opened her own salon. What followed was a more than 30-year career as a successful business owner and operator.

Houle became affiliated with United Hospital through work with the development of the John Nasseff Heart Hospital. Afterward she joined the United Hospital Foundation Board and has been heavily involved in the Service to Humanity Gala.

“I really have enjoyed everything that I have been involved with at United Hospital. But even more, it is very fulfilling knowing your efforts, no matter how simple they may seem, can really make a difference. I still remember at one of my first board meetings they presented some equipment the hospital was considering purchasing. There was another version that had slightly more capability and I asked why wouldn't we purchase that piece instead. That spurred discussion and we ended up purchasing the equipment offering full capabilities,” said Houle.

Along with being a Board Member, Houle chaired the 2004 Service to Humanity's silent auction and her efforts helped grow the auction into what it is today. Houle also co-chaired, with Merry DeCourcy, the 2006 Service to Humanity Gala; one of the most



Helene Houle

successful Galas in both terms of attendance and funds raised. Houle has been a Service to Humanity honoree and named United Hospital Foundation's 2007 Trustee of the Year award for her longtime dedication and commitment.

In addition to her work with United Hospital, Houle has been involved in several other charitable organizations and causes. She has supported her elementary school, St. Anne's in Wisconsin and has funded a girl's dorm in Mexico. She was also invited by Governor Pawlenty to be a part of the Governor's Residence Council Board, serves on the Schubert Club board of directors and is involved in many ways with Little Friends Orphanages.

## Meet the Board: Helene Houle and Jim Kowalski continued

Jim Kowalski knows what it takes to run a successful service oriented business. And that's why he's so passionate about customer service in health care.

Since he began working at a Snyder Drug Store in 1964, which was later purchased by Red Owl Company, Kowalski has been building a legacy in the Twin Cities grocery landscape.

More than 40 years after his first grocery gig, Kowalski now co-owns, with his wife Mary Anne, eight Kowalski's Markets, a Cub Foods, a central bakery and transportation facility, and has minority ownership in three other Cub Foods stores.

While running a successful grocery business, Jim is also extremely involved in the community, including United Hospital. As President of the United Hospital Foundation Board, Jim has focused his time and energy on ensuring United's new Emergency Department will be more than state-of-the-art technology, it will include world-class customer service and care.

"Our goal is that everyone is seen immediately in the Emergency Department and our focus is on a new patient experience," said Jim. "This is an exciting and important time for United Hospital to become the leader and set the standard for how patients and families are cared for in an emergency."

Kowalski knows what type of service models work when running a successful business. His personal approach to business keeps him intricately involved in the daily workings of the markets.

On any given day you can find him meeting with local growers, overseeing the salmon harvest in Alaska for his stores, or chatting



Jim Kowalski, chairman, United Hospital Foundation, Board of Directors

with customers about what's important in their lives. If the day is beautiful though, look for Kowalski doing business on the golf course instead of the grocery aisle.

## Stocked full of love: Dorothy Schadegg's volunteer story

A baby born during the Christmas holiday is definitely the best of presents and 99 year-old volunteer Dorothy Schadegg makes sure these special deliveries are welcomed with the full holiday spirit.

For the last 20 years, Schadegg has sewn Christmas stockings for the babies born at United during the Christmas week.

Meeting her holiday deadline requires approximately 50 hours of sewing with an electrified Singer machine to 60-70 stockings during the fall.

Schadegg is one of United's most dedicated volunteers and still comes weekly to volunteer at the hospital.



Dorothy Schadegg sits with some of the 85 stockings she has sewn for babies who were born at United on Christmas week.

## 2008 health care recognitions

### **STROKE CENTER OF EXCELLENCE RECERTIFICATION**

granted by the  
Joint Commission

### **MINNESOTA HOSPITAL ASSOCIATION PATIENT SAFETY EXCELLENCE AWARDS**

awards received in these areas:

- Safe Count
- Safe from Falls

### **BLUE DISTINCTION CENTER FOR CARDIAC CARE**

granted by BlueCross BlueShield of  
Minnesota



## Jesse E. Edwards Registry update



Emily Duncanson, MD, joined the Jesse E. Edwards Cardiovascular Registry in Fall 2008.

The Cardiovascular Registry has been very busy carrying on the work of Dr. Jesse Edwards. The Registry continues to provide consultative services to cardiologists, cardiac surgeons and pathologists, provides educational opportunities in the field of cardiovascular disease and participates in research projects investigating these conditions.

Business at the Registry has increased dramatically because of the rising number of hearts sent for examination after the heart valves have been removed and processed for use during heart valve replacement surgery. To that end, Dr. Emily Duncanson was recently recruited from the New York City Office of the Chief Medical Examiner to help Drs. Shannon Mackey-Bojack and Susan Roe with this and all Registry-related work.

Dr. Duncanson is a native Minnesotan and graduated from the University of

Minnesota Medical School. She completed her residency in anatomic pathology at New York-Presbyterian/Weill Cornell Medical Center and forensic pathology, forensic neuropathology and cardiac pathology fellowship training at the New York City Office of the Chief Medical Examiner.

Dr. Duncanson was familiar with the Registry after completing multiple rotations there during her training, and was eager to return to Minnesota.

Through her work at the Registry, Dr. Duncanson hopes to contribute to the continued advancement of cardiovascular interventions, new knowledge about sudden cardiac death and to participate in the ongoing research to improve the technology of human valve grafts.

## United Hospital Foundation approves grant for Guest Services in Emergency Department

The United Hospital Foundation Board of Directors unanimously approved a grant for funding the Guest Service team presence in the Emergency Department (ED).

The Guest Service team provides exceptional customer service in the Emergency Department by welcoming, rounding and escorting patients and guests. They identify and solve guest service issues by acting as a liaison between ED staff, patients and guests. This new project will truly distinguish our emergency care by reducing anxiety for our patients and their families.

**“We can positively impact patient and guest satisfaction by providing waiting families with consistent and professional services while patients receive care in the Emergency Department.”**

**-Pat Hanzal, Volunteer Services Manager, United Hospital**

United Hospital’s Emergency Department will be the best-in-class and best-in-practice in its design functionality and efficiency with a focus on patient experience and customer service.

## Meet the Experts program for Summit Society members

*Meet the Experts* is a wellness health benefit offered to Summit Society donors and their guests. It includes health topics that are recommended by donors during the annual donor interest survey.

The 2008 donor education series ended in November with a very interesting presentation by Lee Toman, MD. His topic was Sepsis-A Ghost in the Room. Sepsis means infection and it is the leading cause of hospital mortality. The largest contributor in this category is pneumonia.

Sepsis is a widespread reaction in the body to some type of infection that leads to the clogging and leakage in the smallest blood vessels. It can result in shock and loss of blood supply to all major organs leading to organ failure and death.

Early recognition and treatment can reduce mortality by 35%, but diagnosing it is somewhat difficult and includes such factors as increased breathing, increased heart rate, high fever or low temperature and/or increased

white blood cell count. You can help yourself by reporting all your symptoms to the physician such as any known infections, fevers, chills, weakness, dizziness, lethargy, confusion, aching, headache, sore throat, cough, nausea, vomiting diarrhea, rash etc. Let your doctor decide what is important and don't miss telling them everything they need to know to treat you and avoid any septic illness.

This past February Todd Hess, MD, talked about chronic pain management which will be featured in the next issue of the newsletter.

The calendar for Meet the Experts in 2009 will include: a talk about Diabetes in May, a presentation about Emergency Medicine in August and an encore presentation about automated external defibrillators in November.

The Summit and Rogers Societies are composed of community members who support United Hospital with annual gifts of at least \$1,000 or \$500, respectively.

For more information, please contact Phil Sutherland, development officer, United Hospital Foundation at phil.sutherland@allina.com or 651-241-8026.

## Alumni Club news

Membership enrollment letters were recently sent to current members and former United Hospital employees to join this great new service club. The mail is still coming in and it looks like a good number of former employees will be joining the fun again this year.

For example, club members enjoy educational lunch programs in conjunction with the Summit Society from time to time.

This club helps the foundation reach the financial needs of the hospital by working as volunteers at the Gala, United Hospital

Golf Classic Tournament and other employee events.

We want to thank Val Harshe for her work as the first president of the group. She played an important role making the creation of the club successful from the start. A date for election of a new president will be set soon.

Please contact the foundation office for more information about joining the United Hospital Alumni Club or to learn more about the events planned for 2009. Membership is still open to members of the United/Children's Employee Club of 2007, too.

## Strategies for Giving

Consider this: someone's generosity permeates every facet of our lives. Certainly United Hospital Foundation's programs benefit from such acts of kindness.



Richard J. Olson

Charitable gifts help United Hospital Foundation meet its current goals and reach farther in the future. By giving wisely, you can achieve that same outcome, too.

Your gift can take multiple forms and can help you address a variety of personal financial goals. Do you want to make a significant gift during your lifetime, or would a gift as part of your estate work better? Do you have a particular asset that you are thinking of donating? Do you want to increase your retirement income, or is your primary goal estate preservation? Are you carrying excess life insurance or a large balance in your retirement plan?

Recently, United Hospital Foundation Board Member Peter Michalowski decided to make a gift to the United Hospital Foundation in his estate plan. Peter summed up the reason behind his estate gift in a few meaningful words, "United Hospital has a very special place in my heart, no pun intended." This quote is directly related to the preventative medical work Peter had done at United Hospital. In 2003, Peter underwent valve replacement surgery. During a routine physical it was determined Peter had a congenital birth defect. Had he not undergone valve replacement, the stress would have been too much on his heart and he probably would have suffered cardiac arrest. This procedure saved his life and has allowed his wife, Joan Hackel, and him to spend time at their homes in Woodbury and LaQuinta, where they enjoy a very active lifestyle.

The United Hospital Foundation staff is ready to work with you and your advisors to craft

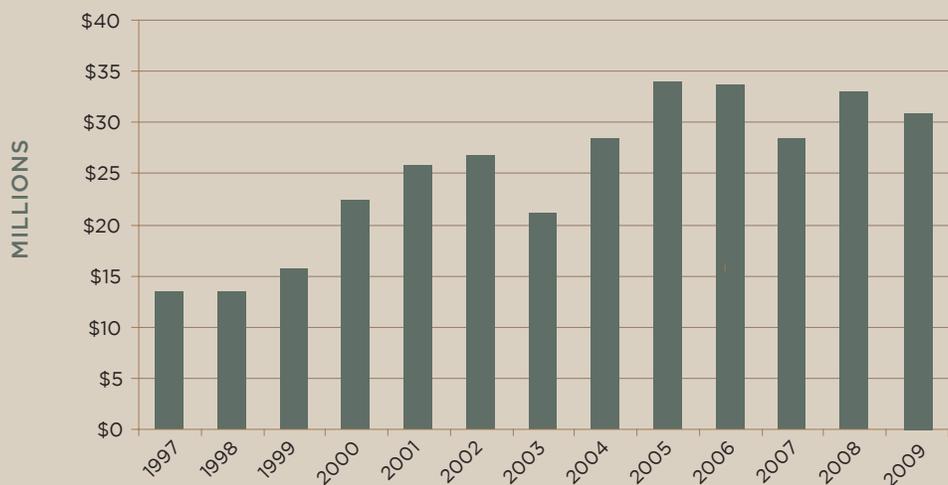
the gift plan that satisfies you. Please contact Richard J. Olson at 612-262-6063 or e-mail at [Richard.Olson@allina.com](mailto:Richard.Olson@allina.com). Richard can advise you on:

What gifting strategies will work best. Which options will help you reach your goals while best suiting your giving capabilities. How to weigh your options in deciding to make a gift: Should you give now, or give later? What assets to give? How can a gift pay you back? What are your choices in income gifts?

In addition, you will join a select group of people in the United Hospital Foundations' Heritage Society (see page 42). This group of donors has made the wonderful decision to make a planned gift to benefit United Hospital. A gifting decision that is based solely on your time line and what you decide will be your legacy at United Hospital.

# 2008 Financial Summary

Assets at Beginning of Year



It is important that every not-for-profit organization is in compliance with all of the regulatory agencies that are responsible for monitoring their activities.

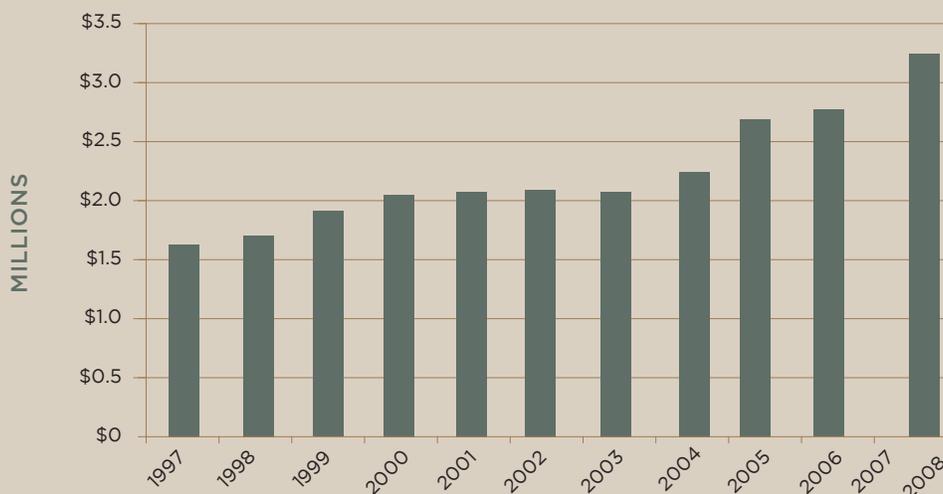
We are pleased to announce that we are 100 percent compliant.

In 2008, the United Hospital Foundation completed the following compliance audits.

- Federal IRS audit
- LarsonAllen, LLP audit
- Internal hospital audit

You can feel confident that our board of directors are excellent stewards of your donated money.

Annual Giving



# 2008

## Financial Summary continued

### Corporate Matching Gifts

We wish to thank the following companies and foundations that match individual contributions to United Hospital Foundation.

Please check with your human resource department to find out about your company's matching gift policy.

The Saint Paul Companies Inc.

American Express Foundation

US Bancorp Matching Gift Program

TCF National Bank

Agribank, FCB

Johnson & Johnson

Saint Jude Medical Inc.

IBM International Foundation

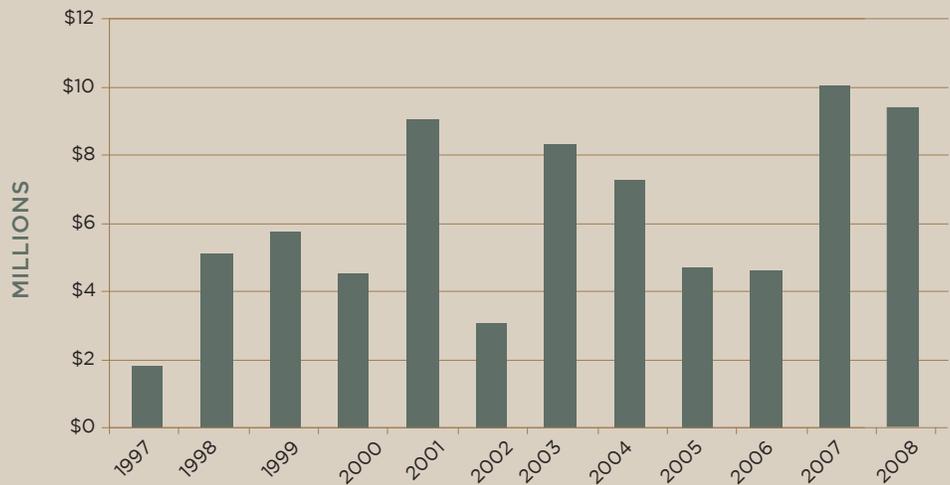
E-Funds Corporation

Computer Associates

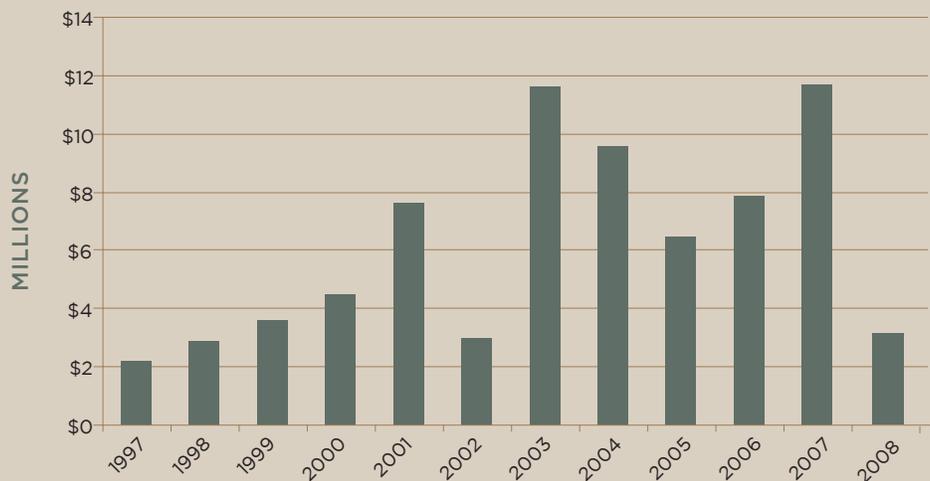
ING Foundation

GMAC-RFC

Total Contributions



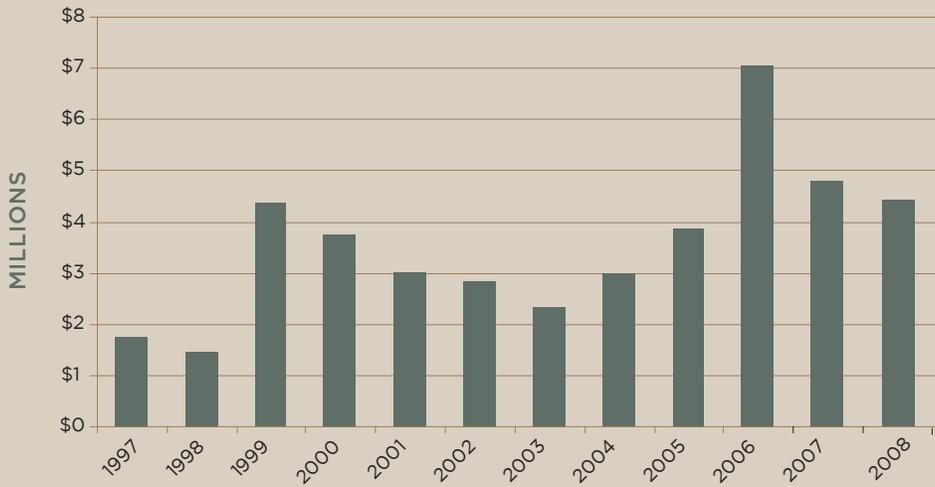
Total Income



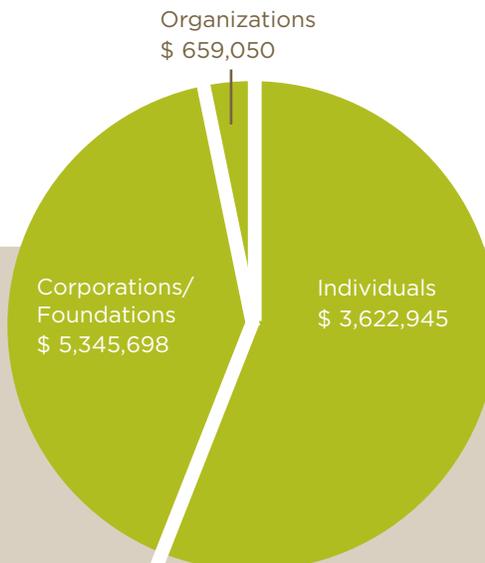
# 2008

## Financial Summary continued

### Grants and Allocations



### Sources of 2008 Donations



Total Given: \$9,627,693

Number of Gifts: 14,655

Number of Donors: 12,015

This is unaudited financial information.

# 2008

## United Hospital Donors

The following pages pay tribute to all those who supported United Hospital through donations to the Foundation. The Diamond, Emerald, Sapphire, Platinum, Gold, Silver and Bronze categories reflect life-time cumulative donations to the Foundation. The remaining categories reflect cumulative gifts of \$100 and more to the Foundation between Jan. 1 and Dec. 31, 2008. Together in 2008, 12,015 donors gave \$9,627,693 to make a difference in the lives of patients and families we serve. It is with great appreciation that we recognize them.

### Diamond - \$1,000,000+

3M Championship  
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Peter J. King Family Foundation  
Elaine S. Larson  
McGough Construction Company, Inc. - McGough Foundation  
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### Emerald - +\$500,000 +

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Ruth Lawson  
The Lawson Family  
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The Saint Paul Foundation  
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United Hospital Gift Shop  
United Hospital Medical Staff

### Sapphire - \$100,000 +

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### Platinum - \$50,000 +

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The Heritage Society is our way of acknowledging donors who make the Foundation part of their estate plan or who provide perpetual support of our hospital through the creation of an endowment fund. These generous individuals are shapers of the future, making their mark with gifts that will benefit generations to come. An estate gift is so much more than a donation. It is a charitable act that provides a steady stream of support that allows the Foundation to respond to changing needs – forever.

To become a member of the Heritage Society, all you need to do is inform us of the provision you have made for the Foundation in your will or trust. The amount can vary and does not have to be disclosed. You may remain anonymous if you wish.

For more information, please contact Richard Olson, Director of Gift Planning, by phone at 612-262-6063, or via e-mail at Richard.Olson@Allina.com. Confidential consultation on charitable giving with Foundation staff or other experts is available.

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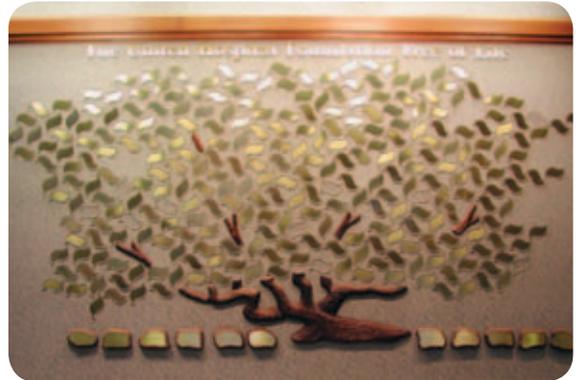
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