

2009 Report to the Community



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a Magnet-designated
hospital, nationally
recognized for nursing
excellence, innovation
and collaboration.



HIGHLIGHTS

President's Letter

Patient Story: Helping Manage Diabetes

Peter J. King Emergency Care Center Update

Service Profiles: Diabetes and Heart

2009 Awards and Recognitions

2009 Financials

UNITED HOSPITAL A RENEWED COMMITMENT TO SERVICE



UNITED HOSPITAL
FOUNDATION

President's Letter

Throughout the last six months, the intense interest in federal health reform, and what it means for our patients, providers and our mission has been inescapable.

Driven by a common desire to reduce the numbers of uninsured and make high quality care more affordable, our elected officials in Washington, D.C. did their part to wrestle with complex health policy issues. In the end, whether through federal health reform, or through our own transformation, we know change is coming and we are prepared to meet it.

To improve care and ensure our communities get what they need in health services, we need to stay focused and improve on what we do best; delivering exceptional care and service. We need to create a care model that allows our patients and communities to live healthier lives. We are staying focused on the fundamentals with the assiduous pursuit of quality patient care, great patient access and service, all while managing our expenses. I know that this is a tall order, but I know we at United Hospital have what it takes to make it happen.

For me personally, it has been a privilege to be part of United Hospital. This fine health care institution is filled with talented, committed caregivers, prepared for change.

On behalf of the Foundation I thank all our donors once again for their extremely generous support. Your donations are greatly appreciated especially during such difficult economic times.

Thank you! We could not have come this far without your support.

At your service,



Tomi Ryba
President of United Hospital
Executive Vice President of Allina Hospitals & Clinics



Tomi Ryba, president,
United Hospital

Emergency Care—the Front Door to Our Community

Peter J. King Emergency Care Center Opening Spring 2011

A trip to any hospital, especially if it's because of an emergency, can be a scary and anxious time for patients and their families. To bring more help to patients during this time, United Hospital brought Guest Services staff into the Emergency Department (ED) to serve as patient liaisons, assist with escorting patients, as well as identifying and solving guest service issues.

"The Guest Services team welcome and help guide patients as they first come to the ED. While they assist in many more ways, just this alone has been a real asset for patients and ED staff since they can quickly spot individual needs such as if a person requires a wheelchair, or are having trouble breathing," said Deb Raptis, RN, CEN, director, Emergency Department.

At United, the ED sees approximately 45,000 patients a year and approximately 40 percent of those patients are admitted to the hospital. What was once the back door to the hospital has truly become the front door for health care access.

"Being the hospital's front door to the community, it is critical our focus, along with the care delivered, includes patient satisfaction both now and when the new facility opens," said Nathan Anderson, MD, Medical Director, United Hospital Department of Emergency Medicine.

The new Peter J. King Emergency Care Center, scheduled to open one year from now in spring 2011, United Hospital will be a state-of-the-art facility where all emergency services programs, disaster preparedness, advanced technology and community education efforts will be incorporated. However, the development of the Peter J. King Emergency Care Center involves much more than the physical construction. An essential element is the work to transform the care experience for patients, which has included implementation of Guest Services in the ED along with several additional efforts to enhance customer relations, operations and quality.



An architectural rendering of The Peter J. King Emergency Care Center at United Hospital from Smith Avenue.



L-R: Patti Long, RN, CDE, and Sue Truhler, RN, CDE, are the two certified diabetes educators who consult with patients on managing their diabetes.

PATIENT STORY:

Helping Manage Diabetes

On January 14, 2010, Elwood Danielson celebrated his 77th birthday and his new handle on managing his diabetes, thanks to the Diabetes Management Care Program at United Hospital.

United's Diabetes Management Care Program has been recognized by The Joint Commission as being in the top one percent in the nation for providing diabetes care services. They use a team approach to help people get the best possible outcomes while they manage their disease. This team approach was very apparent at the beginning of 2010, when Danielson was hospitalized.

Danielson, who has Type 2 Diabetes and congestive heart failure (CHF), did not feel well shortly after the turn of the New Year. Ruby, his wife of 57 years, took Danielson's blood pressure. She quickly called the doctor when she got a reading of 70 mm Hg over 39 mm Hg, which is dangerously low. The doctor recommended that Danielson go to the hospital immediately.

Once at United Hospital, Danielson was treated for dehydration caused by taking too high a dose of diuretics. But then, United went one step further. Not content to just treat his acute dehydration, they wanted to be sure he had

a handle on his chronic conditions, too. So he met with his endocrinologist, his cardiologist and with the diabetes care management team.

The diabetes care management team is composed of certified diabetes educators and dietitians who are available to consult with United Hospital patients who may benefit from additional education about managing their diabetes. They are contacted whenever a physician or nurse recognizes the need for additional assistance. Danielson's nurse, Sue Truhler, RN, CDE (certified diabetes educator), who is also a diabetes educator, recognized that he could use some help in his diabetes care. She contacted the diabetes care management team.

Truhler, Patti Long, RN, CDE, and his dietitian, set up education sessions with Danielson, as well as with Ruby and their daughter, Lisa, who is a registered nurse.

"They were wonderful," said Ruby. "Patti and Sue set up a special time to come teach us how to follow Elwood's regimen more closely. They helped us really understand the correction dose method for determining insulin use."

THE UNITED HOSPITAL FOUNDATION HELPS
FUND DIABETES EDUCATION AND CARE
THROUGH THE DIABETES FUND. FOR MORE
INFORMATION OR TO DONATE, PLEASE CONTACT
THE FOUNDATION AT 651-241-8022 OR AT
UNITEDHOSPITAL.COM/UNITEDFOUNDATION.

Danielson needs daily insulin injections to manage his diabetes. But, like everyone, his blood sugar level can vary widely depending on what he eats, how much he eats, activity level and health. So to determine the best dose of insulin, he adjusts his dose based on his blood sugar level. He starts each day with an injection of Lantus®, a long-acting insulin. His dosage of Novolog®, a rapid, active insulin that is taken before meals, then corresponds to the number on the chart that corresponds to his most recent blood sugar reading. Also, before he eats, he checks his blood sugar level. He compares his results to a chart that he received from his endocrinologist, Brian Swiglo, MD, Allina Medical Clinic – United Medical Specialties in St. Paul.

"Because of the education they gave us at United, he is doing lots better," said Ruby. "We are very pleased with the help and attention they gave us. They were wonderful at United."

Danielson, who also has an implanted pacemaker and defibrillator, will continue to follow up with Dr. Swiglo and his cardiologist over the next few weeks. Additional diabetes education is offered through the Allina Medical Clinic - United Medical Specialties, if needed. But in the meantime, he and Ruby are looking forward to celebrating his next year with their three daughters, son, nine grandchildren and two great grandchildren.

Services Profile: Diabetes Care



Nearly 24 million Americans with diabetes accounted for \$116 billion of medical expenses throughout the United States in 2007 according to the Centers for Disease Control (CDC). Even though diabetes, in many situations, can be controlled through diet and lifestyle choices or appropriate medications, it continues to present serious health issues and death for many Americans. United Hospital, with its Joint Commission accredited inpatient diabetes care program, is leading the state and nation, in a proactive and coordinated approach to treat and educate patients with diabetes.

Approximately 23 percent of United Hospital patients, nearly 500 patients a month, have diabetes or elevated blood sugar levels. However one-third of patients have not been previously diagnosed with diabetes.

“Caring for patients with diabetes has been a focus for United Hospital for several years and our effort has grown to involve registered nurses certified as diabetes educators, endocrinologists, physicians, pharmacists, nutritionists and other medical staff who are committed to faster diagnosis and treatment of diabetes. Also, we work to give patients the tools to better manage their diabetes both in and out of the hospital,” said Richard Shank, MD, United Hospital Hospitalist and Diabetes Team Management Committee Chair.

If a patient with diabetes or elevated sugar levels comes to United Hospital and a nurse sees a need for additional assistance, they can ask a member of the diabetes inpatient care team to consult with that patient. The consultation is based on a patient’s individual needs, but usually is focused on basic skills for living with diabetes and trying to connect them with outside resources.

“Whether we are working with a newly diagnosed patient or someone who has lived with the diabetes for several years, we usually end up discussing similar topics including medications, diet, hypo/hyper glycemia, glucose monitoring and insulin. For those already living with diabetes, it tends to serve as a helpful reminder of information and tips they may have

TO CONTRIBUTE TO THE DIABETES FUND, PLEASE CONTACT THE UNITED HOSPITAL FOUNDATION AT 651-241-8022 OR VISIT US ONLINE TO LEARN MORE ABOUT GIVING AT WWW.UNITEDHOSPITAL.COM/UNITEDFOUNDATION.

forgotten. Also, it seems to re-motivate some patients to better manage the disease,” said Patti Long, RN, CDE (Certified Diabetes Educator).

While in the hospital, if a patient needs to have their diabetes more closely monitored, they may be transferred to a unit where the nurses are specifically trained on diabetes care management. Along with its inpatient diabetes program, United Hospital also provides general diabetes education and training for all nurses.

“Patients with diabetes usually spend at least two days or longer in the hospital than patients without diabetes. In our work at United, we have decreased their length of stay by half a day. While we are focused on improving a patient’s condition while in the hospital, our hope is that the education we provide may also help prevent future complications or hospital stays,” said Dr. Shank.



Diabetes Team Management Committee:

Richard Shank, MD, chairman

Luke Benedict, MD, endocrinologist

Brian Swiglo, MD, endocrinologist

Christine Chua, MD, hospitalist

Maureen Smith, RN, MSN, CCNS, CV/CC clinical nurse specialist

Patti Long, RN, CDE, diabetes educator

Sue Truhler, RN, CDE, staff RN and diabetes educator

Debra Myhre, RN, staff RN

Paula Holbrook, MS, RD, LD, clinical nutrition manager

James Flink, MD, CC intensivist

Victor Corbett, MD, endocrinologist

Shane Madsen, Pharm D, pharmacy manager

Steve Horstman, RN, patient care manager

Tressa Lemler, RD

Julie Sabo, RN, MN, CNS-BC

Pat Dillinger, RN, quality specialist

Sue Hulbert, lab

United Hospital



Recognizing
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Diabetes Care: Top 1% in the nation



United Hospital's diabetes care management program offers a team approach in providing patients the best outcomes when managing their diabetes both in and out of the hospital.



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United Hospital Foundation Diabetes Fund

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DONOR PROFILE:

John and Linda Schroepfer

John and Linda Schroepfer believe in living their philosophy of giving. John puts this into practice through his employer, NEI Electric, which has a long-standing policy of supporting those businesses with whom they work. And Linda, Program Director, Compliance, Regulatory and Performance Systems at the University of Minnesota Fairview Hospital, has been instrumental for the past three years as one of the coordinators for the United Hospital Foundation's Service to Humanity Gala silent auction.



John and Linda Schroepfer

"We both have a strong philosophical belief that you give back," said Linda Schroepfer. "We believe and have taught our children that when you've been given skills, talents and abilities, there is an expectation that first, you use them, and second, you give back to your community through them."

"We've been blessed in our lives," she said. "And we want to give back to our community and to a hospital that has cared for each member of our family at some point over the years."

Even before they became involved with the United Hospital Foundation, the Schroepfers have had a long-standing relationship with United Hospital, and its predecessors St. Luke's and Miller Hospitals. Linda was born at Miller Hospital and as a teenager, delivered flowers to patients there. She worked as a nurses aide at St. Luke's while in college, and her first job as a behavioral health specialist was at United Hospital. The Schroepfer's youngest child was born at United Hospital and this spring, they are expecting their fourth grandchild's birth, also at United Hospital.

John's familiarity with United Hospital was enhanced in 2000 when his electrical contracting company worked on the Gold Parking Ramp and Milton Hurwitz ExerCare Fitness Center on the United campus. And true to his company's values and his family's philosophical bent, he became involved in helping the hospital further through the Foundation.

In 2000, the Schroepfers attended their first Service to Humanity Gala at the invitation of their long-time friends, John Nasseff and Helene Houle, major benefactors and supporters of United Hospital. The Schroepfers became regulars, and a few years later, Linda became the coordinator for the donations for children's items for the silent auction. Her goal for each gala is to continue having the children's section being one of the largest categories of donations, but also ensuring that the quality of the offerings remains high and compelling.

"Our challenge is to get new, unique donations each year," said Linda. "After all, we are there to raise funds for United Hospital, which is our hospital, our health care home."

Service to Humanity Gala

Join us on September 25th for one of the largest events in Saint Paul. The Service to Humanity Gala brings more than 1,500 people together at the St. Paul RiverCentre every September.

This fabulous 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 \$7,500,000 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 seventh-out of 25 metro area fundraising events ranked by gross revenue.

Would you like to 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 Décor/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 2010 Service to Humanity honorees

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.



Jim Kowalski



Richard Shank, MD

Jim Kowalski, this year's community honoree, is chairman of the United Hospital Foundation Board. Kowalski is a local businessman who co-owns, with his wife Mary Anne, Kowalski's Markets, a Cub Foods, a central bakery and transportation facility, and has minority ownership in three other Cub Foods stores.

Richard Shank, MD, this year's physician honoree, is a United Hospital hospitalist and the Medical Director of Medicine Services. In addition to his physician responsibilities, he has led efforts to improve the care of patients with diabetes, education reconciliation and core measures.

Service to Humanity Gala



Win a New 2011 Mercedes-Benz

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2011 Mercedes-Benz GLK 350 4-MATIC, Estimated MSRP \$47,445
 Black exterior, black leather heated seats, Premium package,
 panoramic 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 1,630 tickets to be sold.

Proceeds to benefit programs and services of United Hospital.

Drawing held Sept. 25, 2010, at the Service to Humanity
 Gala at the St. Paul RiverCentre.

Service to Humanity Gala

To reserve your tickets, please complete the following:

Check one: ☐ 1 for \$100 ☐ 3 for \$250 ☐ 7 for \$500

_____ Tickets (individual) x \$100= _____

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

_____ Set (set of 7 tickets) x \$500= _____

Total= _____

Name _____

Address _____

City _____ State _____ Zip _____

Phone _____

E-mail _____

Check one:

☐ I wish to be contacted by Sears Imports with future promotions

☐ I do not want Sears Imports to contact me

Get Your Tickets

Tickets: 1 for \$100, 3 for \$250 or 7 for \$500
 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

License No.: X-35475

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

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Services Profile:

Nasseff Heart Center

The quicker a heart attack patient's artery is opened, the greater chance for less heart damage and a more successful recovery.

Together with the St. Paul Heart Clinic, United Hospital's Nasseff Heart Center is in the top 10 percent of quickly treating heart attacks in nation. This is just one of many remarkable achievements that showcase the quality partnerships, dedicated staff and state-of-the-art techniques which make the Nasseff Heart Center a state and national leader in heart care.

"From the Level One Cardiac Care program to our cardiodiagnostic labs, inpatient care, surgical procedures and other treatments and programs, Nasseff Heart Center's dedicated staff and partners provide comprehensive heart care services. These services are provided in an overall effort to not only better diagnose and treat heart conditions, but also to increase public awareness about heart healthy lifestyles and what to do if someone has a heart attack," said Julianne Scott, RN, MA, NE-BC, director, Nasseff Heart Center and Critical Care.

Nasseff Heart
Center staff



TO CONTRIBUTE TO A HEART FUND THAT SUPPORTS THE NASSEFF HEART CENTER, PLEASE CONTACT THE UNITED HOSPITAL FOUNDATION AT 651-241-8022 OR VISIT US ONLINE TO LEARN MORE ABOUT GIVING AT WWW.UNITEDHOSPITAL.COM/UNITEDFOUNDATION.

LEVEL ONE CARDIAC CARE PROGRAM — national leader in quickly treating heart attack patients

The Level One Cardiac program works to eliminate delays in getting heart attack patients into the cardiac catheterization laboratory for a life-saving intervention that can reduce heart muscle damage and help save their life.

Throughout the country, the goal is to open a blocked artery within 90 minutes from arrival. United Hospital's average time of getting heart attack patients into the cardiac catheterization lab was 41.06 minutes from arriving at the hospital at the end of 2009. In addition, the Level One Cardiac Care Program also uses therapeutic hypothermia, an advanced treatment of cooling the body, to stop the progression of injury during the 24 to 48 hours after a heart attack.

The Level One Cardiac Care Program covers the east metro and western Wisconsin and involves partnerships with 18 EMS organizations and 10 regional hospitals and emergency departments. Primary and Urgent Care providers including Apple Valley Medical Center, Aspen clinics and Allina Medical Clinics are also involved.

ELECTROPHYSIOLOGY LAB — services are second largest in Minnesota

Electrophysiologists are cardiologists who have additional education and training in the diagnosis and treatment of abnormal heart rhythms. Electrophysiology is the fastest growing of all cardiovascular disciplines. The six electrophysiologists at St. Paul Heart Clinic and scope of services provided at Nasseff Heart Center makes the EP program one of the largest in the region.

LESS INVASIVE TREATMENT FOR CONGENITAL HEART DEFECTS

In partnership with St. Paul Heart Clinic, United Hospital provides less invasive treatment, percutaneous closure, for congenital heart defects known as Septal Defect (ASD) and Patent Foramen Ovale (PFO).

An ASD is a congenital defect in the septum or wall between the left and right atrium. Smaller atrial septal defects may close naturally early in life. However, a large defect or untreated, long-standing atrial defect can cause damage to the heart and lungs.



Dr. Pierce Vatterot in the electrophysiology lab

A PFO develops when the small opening in the wall between the left and right atrium or upper chambers of the heart does not close naturally soon after birth or within the first or second year of life.

A percutaneous closure is less invasive because a catheter, with an attached special closure device, is inserted into a leg vein and advanced into the heart. Once the catheter is in proper position, the closure device is released and acts like an umbrella to effectively cover the hole. Over time, normal heart tissue grows over the device. At St. Paul Heart Clinic, percutaneous closure of ASD and PFO is performed by Dr. Kenneth Baran, who is one of the most experienced cardiologists in the region and serves as the primary referral resource for other cardiovascular centers in the upper Midwest.

PULMONARY HYPERTENSION CLINIC

The St. Paul Pulmonary Hypertension Clinic, a clinical collaboration of United Hospital, St. Paul Heart Clinic and St. Paul Lung Clinic, is exclusively dedicated to the diagnosis, treatment, and long-term follow up of patients with pulmonary hypertension.

Pulmonary hypertension occurs when there is an abnormal increase in blood pressure in the pulmonary arteries. High pressure in the pulmonary arteries can lead to right heart failure and can even be fatal. However, prognosis can be greatly improved by early detection and emphasis on specific treatment of the underlying cause of the elevated pulmonary artery pressure. The clinic currently treats and follows the second largest population of patients in the Twin Cities that have pulmonary hypertension.

COMMUNITY OUTREACH

In addition to clinical services, the Nasseff Heart Center supports the community with important research, education services for physicians and medical professionals and post-care services for patients.

United Hospital



Recognizing
Excellence

 ST. PAUL
HEART CLINIC



UNITED
HOSPITAL

Allina Hospitals & Clinics

Nasseff Heart Center

Heart Care: Top 10% in the nation in treating heart attacks

With the St. Paul Heart Clinic, United Hospital is proud to be in the top 10 percent of hospitals in the nation for quickly opening blocked arteries. The quicker a patient's artery is opened, the greater chance for less heart damage and a more successful recovery.

Cardiology Fund • Heart United Fund • Cardiology Research Fund • Ragon Cardiac Fund
Heart/Lung Endowment Fund • Rinkey Cardiovascular Endowment Fund
Cal Calmenson Pulmonary and Cardiac Education Fund • Cardiovascular Health Improvement Fund

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Meet Larry Gamst:

UNITED HOSPITAL FOUNDATION BOARD MEMBER

The United Hospital Foundation is responsible for determining how best to invest and spend the monies that thousands of compassionate and dedicated people donate to United Hospital each year. What better way to ensure that they meet this responsibility than to have a highly placed, experienced certified public accountant, like Larry Gamst, on the board of directors.

For the past three years, Gamst, the managing principal of Divine, Scherzer & Brody, LTD (DS&B), has served as a board member of the Foundation. He sees his role as helping “to sift through the financial challenges that the hospital system faces and help them decide where to spend funds and to identify fundraising opportunities.”

Gamst began his career as an accountant with DS&B in 1976, after graduating from the University of Minnesota. His mentor at that time worked closely with physicians and other health care professionals, helping them strategically plan their investments and manage their finances. Gamst discovered that he, too, had a knack for working with health care professionals. This focus started a long-term relationship with many physician groups in the Twin Cities, including United Hospital physicians and, as a result, United Hospital.

Over the years, DS&B's health care business, under Gamst's tutelage has grown. According to the DS&B Web site, today the firm is recognized as one of Minnesota's “leading health care consulting teams with expertise in all aspects of practice management, including provider compensation and benefit issues, buy-ins, buy-outs, and personal financial and estate planning,” according to the DS&B Web site.

“I have a long history with the whole United campus,” said Gamst. “My background and experience working with doctors and in the health care organizations are assets that can help the Foundation reach their goals.”

“Larry is a great guy who has helped a lot of people out,” said Dan Foley, Chief Medical Officer of United Hospital and a close friend of Gamst. “He is very important to the board and knows everybody, which is beneficial in a philanthropic endeavor.”

Foley sees Gamst's experience as vital to both the Foundation and hospital. “Larry, Jim Kowalski, the current Foundation Board Chair, and a few others on the board have tremendous business experience that is not only important from the point of philanthropy, but they serve as a sounding board for hospital operations,” said Foley. “These experts provide valuable community input and insight. For instance, Larry and Jim have played active roles in the design of the new Emergency Department at United Hospital and its role in the community.” Foley also praised Gamst's skills outside of the financial arena. “Larry is a phenomenal jazz musician and a fabulous golfer.”



Larry Gamst

BOARD MEMBER PROFILE: Victor A. Corbett, MD

“Without philanthropy many of the programs and projects that need to be done at United Hospital could not be done.” It is this philosophy that has helped drive Victor A. Corbett, MD, to become one of the top physicians in endocrinology, metabolism and diabetes and a vital member of the United Hospital Foundation Board of Directors.



Victor Corbett, MD

Dr. Corbett began his career in 1974 after completing a residency in internal medicine and a fellowship in endocrinology and metabolism at the University of Minnesota/Veterans Administration hospital system. He spent the next 21 years in private practice with Daly, Corbett, Ogden and Abid (DCOA) in St. Paul. In 1995, DCOA joined the Allina Medical System, and three years ago merged with two other groups to form Allina Medical Clinic –

United Medical Specialties, in the John Nasseff Medical Center on the United Hospital campus.

As chair of the United Medical Staff Education and Research Committee (E&R), Dr. Corbett is automatically a member of the Foundation Board. E&R looks for and funds education and research opportunities throughout the hospital. For instance, they helped fund genetic testing programs at United and the education center at the United

Family Medicine Clinic in St. Paul within the Peter J. King Family Health Center.

Dr. Corbett has been instrumental for most of the past decade in helping the Foundation Board determine where the philanthropic needs are the greatest at United. He feels that the physician members of the Board bring a unique perspective as they work in the front lines of the hospital every day.

“We see where the needs are. We know where the money could best be spent,” said Dr. Corbett. “We’re not the money handling experts on the board. There are others who do that. Our role is to help the Board better understand where that money needs to go to do the most good.”

During his Board tenure, the Foundation has funded such vital programs and projects as the Nasseff Heart Center, Nasseff Neuroscience Center, Peter J. King Emergency Care Center and the Peter J. King Family Health Center, home for United Family Medicine.

“These programs and projects not only benefit the hospital, but the community,” said Dr. Corbett. “I am proud to be in such a dedicated group that is working toward improving the health and lives of the United community.”

Dr. Corbett’s dedication and commitment have been rewarded in the past. He was the 2003 recipient of the Minnesota ADA Health Award, the 2006 Service to Humanity honoree, and the 2009 United Hospital Foundation Trustee of the Year.

United Hospital on the Web — New and Improved!

United Hospital is now on the social networking site Facebook



BECOME A FAN OF UNITED HOSPITAL

United Hospital has joined the social networking site, Facebook, in an effort to better engage current and future patients and the general public. These pages provide easy access to information about United Hospital, daily news and upcoming events. It also can serve as an interactive forum for health-related topics.

Research has shown the more interactive dialog people have about something or with an organization, their interest and trust with it increases because of the developed relationship. With Facebook and other social networking technologies, United Hospital can reach more people than relying on traditional media outlets alone.

Anyone who is a member of Facebook can check out the United Hospital page on Facebook as a “fan”. Those who are not members of Facebook can still view the United Hospital Facebook page. However, you will need to join Facebook to interact United Hospital’s page.

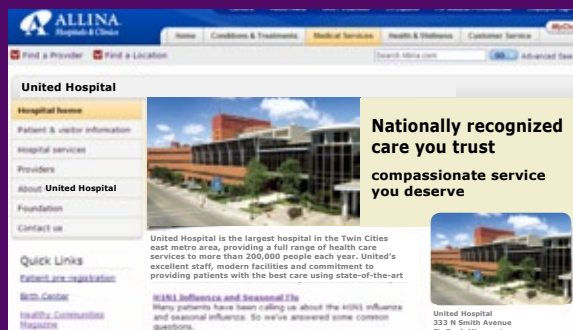
Other Allina facilities with Facebook pages include St. Francis Regional Medical Center, Unity Hospital, Owatonna Hospital, the Heart of New Ulm (New Ulm Medical Center) and Abbott Northwestern Hospital.



Please note: Allina Hospitals & Clinics does not allow staff to access Facebook on their work computers. To join, you will need to access our Facebook Fan page via your personal computer.

United Hospital redesigns Web site

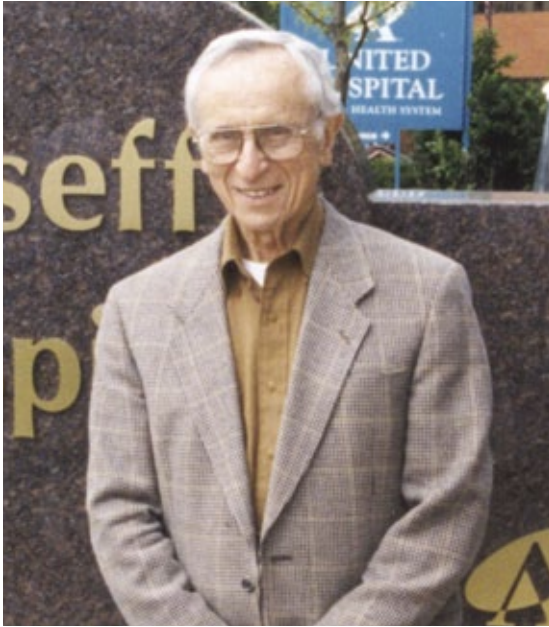
NEW LOOK TO LAUNCH IN SUMMER 2010



The United Hospital Web site, www.unitedhospital.com, will feature a new look and design in Summer 2010.

The site’s redesign has focused on making it easier to locate services, programs and contact information, as well as improving its visual appearance. Be sure to visit unitedhospital.com to check out the new look!

The United Hospital Foundation Board of Directors honored
Milton Hurwitz, MD,
as the 2009 recipient of the Lifetime
Achievement Award on November 19, 2009.



Milton M. Hurwitz, MD, 1918-2009

Dr. Hurwitz was honored for his dedication and expertise in healing others as a physician both in his professional and community outreach efforts. The lifetime achievement award also recognizes his leadership and accomplishments while he served the Foundation Board of Directors. In addition, Dr. Hurwitz was an excellent fundraiser, who dedicated significant time raising funds for the United Hospital Foundation, Nasseff Heart Center, and Jesse E. Edwards Registry of Cardiovascular Disease.

Recognition of Dr. Hurwitz's Lifetime Achievement Award will be displayed at the Milton M. Hurwitz ExerCare Fitness Center.

Fund Spotlight

ELECTROPHYSIOLOGY EQUIPMENT

United Hospital Foundation helped fund replacement of an Electrophysiology system for the Nasseff Heart Center. This system allows physicians and staff to localize where irregular heart rhythms are occurring. Electrophysiology studies are conducted to determine appropriate therapy for irregular heart rhythms, including some that may be life threatening (ablation, device implant or medical treatment).

This technology is vital to United Hospital's electrophysiology program.

IN MEMORIAM:

James Scarpetta



James Scarpetta

James Scarpetta, Jr., fundraising consultant for United Hospital Foundation, died on Jan. 9, 2010. He was 60.

“In my opinion, Jim was one of the best fundraising consultants in the country. Nearly every project on United Hospital’s campus has been positively impacted by him. In addition, his work is present in numerous fundraising efforts conducted by other metro area not-for-profit organizations,” said Duke Adamski, president, United Hospital Foundation.

Most recently, Scarpetta was instrumental in raising funds for the Peter J. King Emergency Care Center and \$15 million for the Peter J. King Family Health Center that houses United Family Medicine. Along with working with United Hospital Foundation, he was a consultant for Friends of the St. Paul Public Library, MacPhail Center for Music, Minneapolis Children’s Theater, Minneapolis Institute of Arts, Sisters of St. Joseph, St. Paul Chamber Orchestra, Washburn Center for Children and Como Friends to name just a few organizations.

Scarpetta graduated with a degree in biology from Fairleigh Dickinson University in New Jersey. According to his son, Steven, Scarpetta got into the fundraising business because he realized the good he could do behind the scenes. Scarpetta was brought to Minnesota in 1976 for consulting work at Augsburg College in Minneapolis; he was working with a New York firm at the time. Eventually Scarpetta moved to Minnesota and began what was to become a prolific fundraising career.

According to his son, Scarpetta’s success was due to his passion for people and community. In addition, he was known for the joy and enthusiasm he brought to his work and thoughtful methods that included listening to donors and empowering volunteers. Other metro area not-for-profit organizations noted Scarpetta’s “keen mind” and that “he helped organizations be the best they could be”.

In addition to his son, Scarpetta is survived by his daughter, Kristen; mother, Frances; and three sisters, Cathy, Patricia, and Denise.



Awards and Recognitions

- Magnet Designation by the American Nurses Credentialing Center
- Joint Commission Accreditation Survey
- Diabetes Inpatient Care Program certification by the Joint Commission
- Bariatric Center of Excellence by the American Society for Bariatric Surgery
- Blue Distinction Center for Cardiac Care by Blue Cross Blue Shield
- Primary Stroke Center by the Joint Commission
- The Pain Center Accreditation by the American Academy of Pain Management.
- Nationally recognized Door-to-Balloon times as indicated in a national heart study. The study was published in the April 2009 issue of the Journal of the American College of Cardiology: Cardiology Interventions.

Alumni Club Update

Alumni Club member activities in 2009 included attending various health care luncheons, raising money for the Service to Humanity Gala and volunteering at the Service to Humanity Gala. As a special thank you for their efforts, Alumni Club members joined the employee and volunteer holiday dinner festivities in December.

Alumni Club membership invitations and renewals were sent to more than 350 former employees and volunteers in December 2009. For new and returning members, the 2010 schedule will include similar events to those held in 2009. Call 651-241-8026 for more information.

Lipschultz Guest Apartments get updated

The apartments are mostly used by hospital guests, who do not live in the metro area, the day before a family member's surgery or test, or if there is an extended hospital stay.

To ensure the Lipschultz Guest Apartments offer a welcoming and comfortable environment, the apartments are routinely updated with new carpet, furniture and other furnishings.

The Lipschultz Guest Apartments, funded through the United Hospital Foundation, offer affordable and convenient accommodations with furnished kitchens, housekeeping services and tunnel access to hospital for United Hospital guests.



Jesse E. Edwards Registry of Cardiovascular Disease Update

MEDICAL DIRECTOR NAMED CHAMPION OF HEALTH CARE

Shannon Mackey-Bojack, MD, Medical Director of the Jesse E. Edwards Registry for Cardiovascular Disease was recently honored by the Minneapolis/Saint Paul Business Journal for her expertise in cardiac disease and pathology. Dr. Mackey-Bojack helps health professionals evaluate donated hearts or determine causes of death. Through her research, she recently identified a disease that hinders the heart's ability to pump blood through the body.

INVESTING IN THE FUTURE

The Jesse E. Edwards Registry of Cardiovascular Disease at United Hospital has been a valuable national resource visited by physicians, researchers, medical students and medical device company scientists since its establishment in 1960.

The Registry is able to continue its efforts, invest in the community and support cardiology and pathology students with help from the Jean R. Campbell Jesse E. Edwards Registry of Cardiovascular Disease Fellowship, established by Jean Ljungkull in honor of her aunt. Jean Campbell was a former

employee of St. Luke's Hospital (superintendent and director of nursing). The fellowship allowed Kristin Johnson to study under the direction of Drs. Shannon Mackey-Bojack, Susan Roe and Emily Duncanson.

"I have progressed with my grossing and microscopic skills and learned how to properly describe the many pathologic findings we have encountered. There have been many opportunities for me to examine specimens with very rare conditions; the variety of specimens here at the Jesse E. Edwards Cardiovascular Registry is exceptional" said Kristen Johnson.

MEET THE EXPERTS

Charles Lick, MD, Medical Director for Buffalo Hospital's Emergency Department and Allina Medical Transportation, presented on using automatic external defibrillators (AEDs) and CPR to Summit and Rogers Society members in late 2009.

A sudden cardiac arrest, sometimes known as a massive heart attack, is a top killer that can strike anyone, anywhere and without warning. Generally, only one in 20 people who experience a sudden cardiac arrest will survive. However, those odds may be improved to one in three with better training, equipment and practices. Dr. Lick focused on how familiarity with CPR and using an AED can make a truly life saving difference.

In the event of a heart attack, it is critical to call 911 for the ambulance and immediately

start CPR because the chance of survival reduces by seven to 10 percent with each passing minute. The importance of early CPR is why some cardiac patients and other individuals have AED machines, which can be operated by their partner or caregiver, in their homes.

Along with immediately starting CPR, Dr. Lick stressed that it is just as important that good, effective CPR is given. According to Dr. Lick, people may not be well trained, or untrained in CPR, so they give too few or weak chest compressions. Another mistake is to give too many ventilations and inconsistently applying them, which decreases the heart's chances of starting again. Dr. Lick noted CPR needs to be given at 100 beats per minute which is the same rhythm as the song "Staying Alive" by the Bee Gees.



Charles Lick, MD, with an automatic external defibrillator.

For more information on how you can help your loved one if they experience a sudden heart attack, visit www.allina.com/ahs/transport.

United Hospital



Champion in Health Care 2009

*Minneapolis/St. Paul
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*Recognizing
Excellence*

The Minneapolis/St. Paul Business Journal named Shannon Mackey-Bojack, MD, a 2009 Champion in Health Care for her expertise in cardiac disease and pathology.



As medical director of the Jesse E. Edwards Registry of Cardiovascular Disease, Dr. Mackey-Bojack helps health professionals throughout the United States evaluate donated hearts or determine causes of death. Through her research, she identified an unknown disease that hinders the heart's ability to pump blood throughout the body.

Jesse E. Edwards Registry of Cardiovascular Disease Fund
unitedhospital.com/unitedfoundation

2010 United Hospital Foundation Events

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

Event information is available by calling 651-241-8022 or visiting www.unitedhospital.com/unitedfoundation.

Upcoming Events: Mark Your Calendar!

July 26 United Hospital Golf Classic
White Bear Yacht Club, White Bear Lake

Aug. 2-8 3M Championship Senior PGA Tournament
Tournament Players Club, Blaine

Sept. 25 Service to Humanity Gala



Join us for the 20 year anniversary of the United Hospital Golf Classic. The event has a long tradition of being an exceptional amateur golf event, indeed one of the best.

SAVE THE DATE JULY 26 White Bear Yacht Club

SPONSORS

Title - McGough Companies

Reception - HDR

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

Community Benefit

United Hospital's community benefit program goes beyond the bedside

United Hospital mission reaches well beyond the bedside as its team of dedicated employees provides community benefit to improve the health status of the communities it serves. Community benefit is a planned, coordinated and measured organizational approach to identify and respond to the health needs of our community.

One way United Hospital gives back to the community is through donating unusable medical equipment, supplies and other items to local not-for-profit organizations providing aid to third world countries. In 2009, United Hospital employees collected items that could not be used because of an unforeseen situation, such as drapes from a canceled surgical case, and donated them to Mano-a-Mano and Global Health Ministries. Mano-a-Mano creates partnerships with impoverished Bolivian communities that improve health and increase economic well-being. Global Health Ministries assists in enhancing health care programs of Lutheran churches in other countries. Previous community benefit efforts include helping fund United Family Medicine's new community clinic that serves a medically underserved area and population.



United Hospital leaders helped pack medical supplies going to Bolivia at Mano-a-Mano in fall 2009.

EXPLORING THE BENEFITS OF PLANNED GIVING

For many individuals, helping a favorite charity has become second nature. When that help is asked for, the individual thinks nothing of writing a check and mailing it in. In today's fast pace society, one can even text message a gift to the Red Cross for Haiti relief efforts, as was done so recently.

At the same time, while one may feel passionate about the work of one or more charitable groups, there may be a concern of being limited in the amount one can offer. The concern for making a sizable donation may be one of outliving one's resources and the need to maintain financial security.

These concerns are real. However, charitable giving is more than just making outright gifts. The concern with leaving a mark or a legacy for others to follow may be very important when dealing with favorite charities. If a person believes in what the organization is doing or planning, that person wants to see the organization succeed. To help that success, it may require more than just an annual gift. Endowments may be critical to the continual success of the organization. Endowments can take many forms and the concept of planned giving is one that takes on a role of greater importance.

The need to provide lifetime income, the continued beneficial use of a property or providing for other family members lead to the use of planned gift as a solution. There are a number of potential options that could work for one who is inclined to further the growth of the charity. The following paragraphs will note some of these options.



Larry Gamst

A charitable remainder trust (CRT), gives you or another non-charitable beneficiary the opportunity to receive an income off of the assets donated. You set up a trust with income beneficiaries for a set period of time or for one's lifetime, with the charity receiving the remaining trust assets at the end of that period.

Properly structured, a CRT allows one to make a gift, enjoy a lifetime income stream, obtain a current income tax deduction, and avoid estate taxes on the donated assets.

A charitable lead trust (CLT), gives the charity the current income, receiving annual distributions during the term of the trust and at the end of the term, the remaining assets returns to you or passes to someone you designate. This type of instrument would help support the charity for a set period of time, while ensuring that your children might be the ultimate beneficiaries.

A donor advised fund is a charitable fund that is administered by a charitable organization. As the creator of the fund, you can recommend the other organizations

you would like to see benefit, when money will be distributed, and how it will be used. The contribution to the fund is deductible in the year it is funded, even though the distribution out to specific charities may not occur until a later year.

Charitable gifts annuities operate similarly to the CRT, but are based upon a contractual agreement between you and the charitable organization. An annuity of a fixed amount is paid to you (or another beneficiary) for life.

A gift of life insurance. There are a number of ways to do this. One simple method is in naming a charity as the beneficiary. The decedent's estate receives an estate tax deduction for the value of the policy proceeds paid to the charity. Alternatively, the insured can transfer ownership of the policy to the charity. The charity maintains the policy and you make annual contributions to help fund the cost of the premium which is a contribution that can be deducted.

Life estates. You make a gift of a personal residence or a farm to the charity, retaining the right to live in or use the property during your lifetime. The trade-off is that a charitable income tax deduction equal to the present value of the property interest donated to the charity may be claimed. The value of the donated property also escapes estate taxes.

It is important to understand that all planned giving strategies are complex. In deciding whether a particular strategy will work for you, consulting with professionals becomes critical.

2009 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 to \$1,000 to the Foundation between Jan. 1 and Dec. 31, 2009. Together in 2009, 6,282 donors gave \$14,526,106 to make a difference in the lives of patients and families we serve. It is with great appreciation that we recognize them.

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United Hospital Foundation's Honoring program offers a distinctive and meaningful way to remember, honor, pay tribute or recognize those important people in your life. By giving in remembrance, you offer a gift of lasting memory.

United Hospital's continued strength results in large measure from the support received from generous individuals like you. The financial commitment of our community members enables United Hospital Foundation to invest in important projects at United – supporting the best in quality health care for our patients while meeting the needs of our donors. The following are memorial/tribute gifts received from October 1, 2009 through December 31, 2009.

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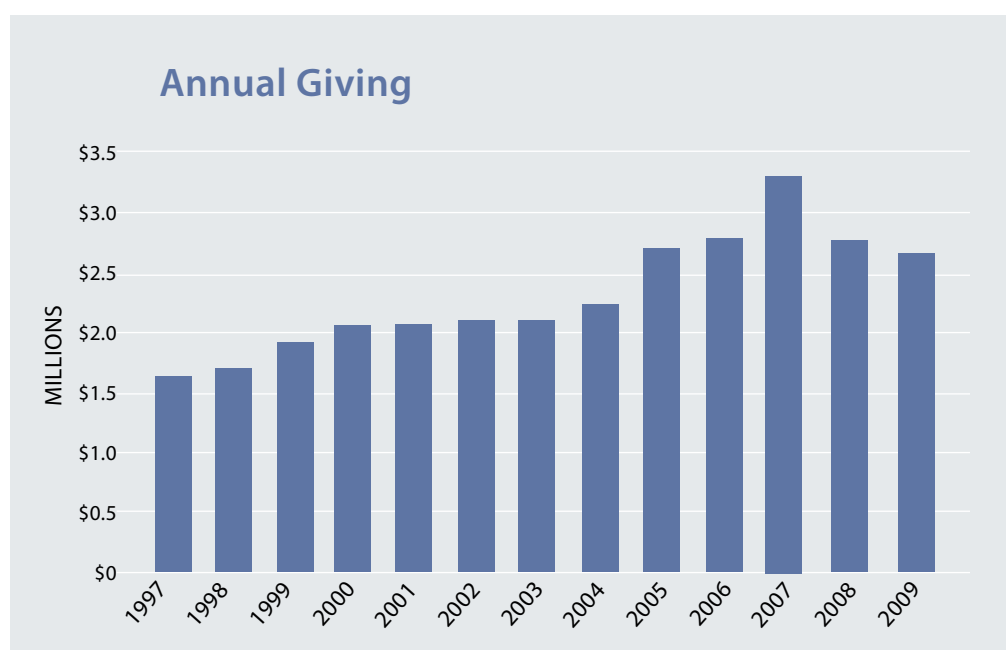
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We are pleased to announce that we are 100 percent compliant.

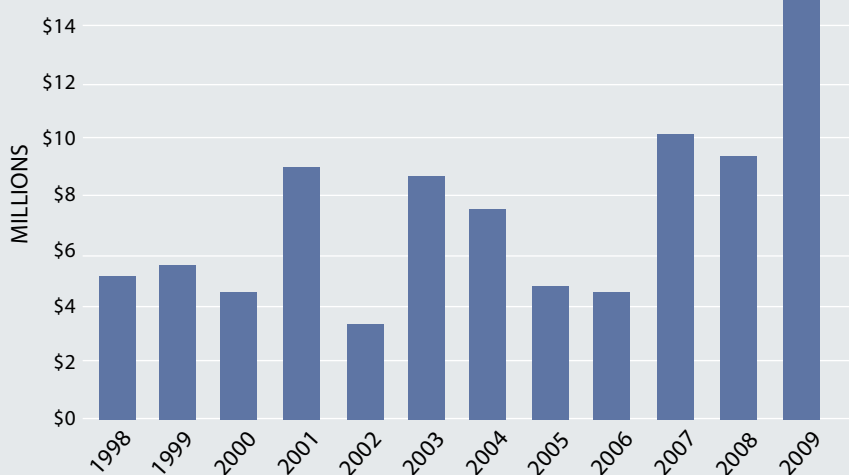
In 2009, the United Hospital Foundation completed the following compliance audits.

- Federal IRS audit
- Larson Allen, LLP Audit
- Internal hospital audit

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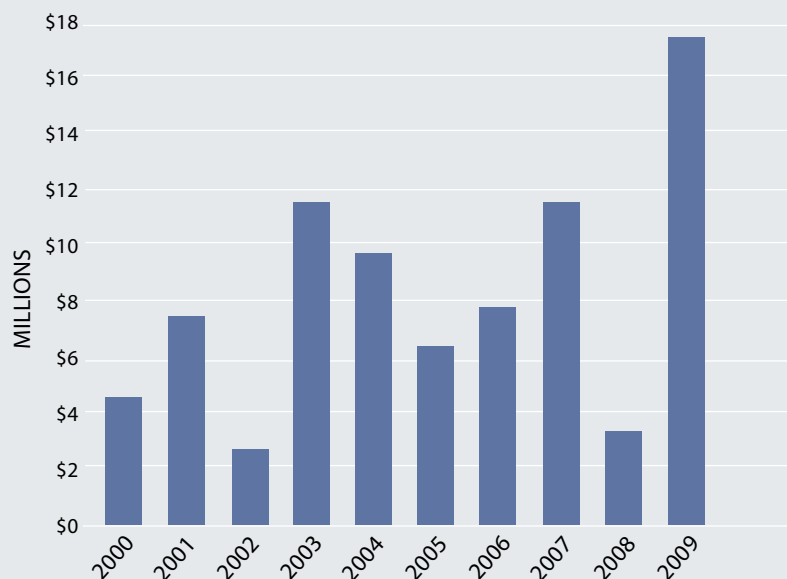
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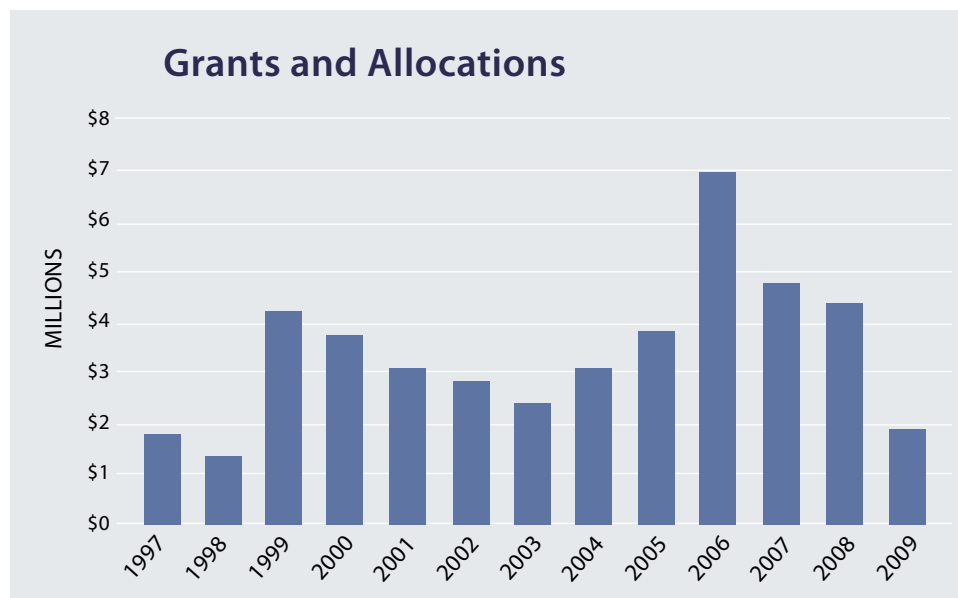
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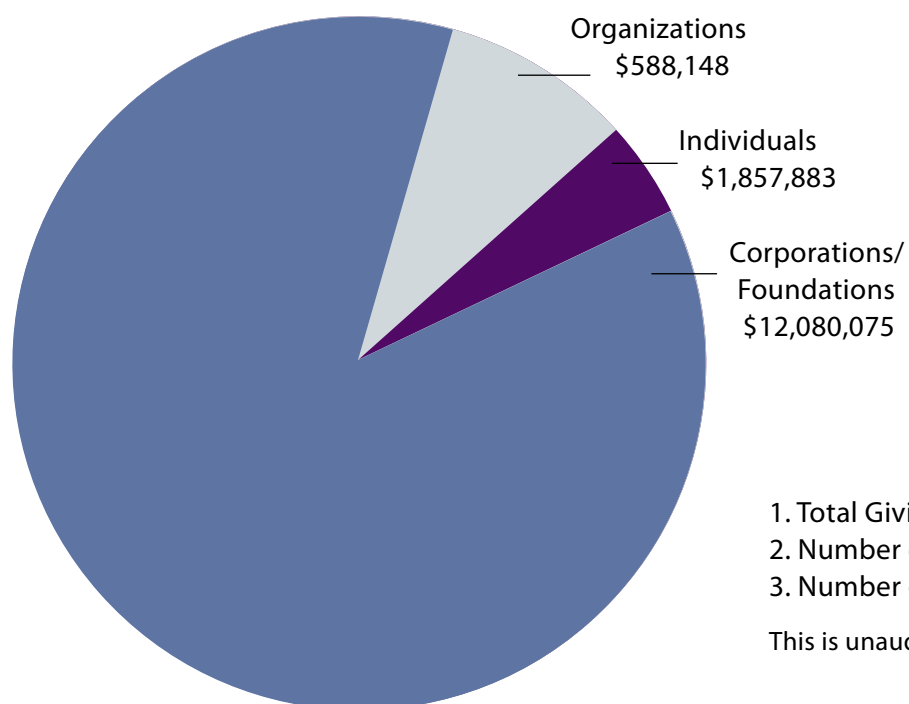
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2009 Financial Summary *continued*



Sources of 2009 Donations



1. Total Giving: \$14,526,106
2. Number of Gifts: 7,433
3. Number of Donors: 6,282

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This fund provides resources for programs and equipment for one of the state's busiest birth centers.

CAL CALMENSON PULMONARY & CARDIAC EDUCATION FUND

The fund provides for pulmonary and cardiac education for patients and staff at United Hospital.

CARDIOLOGY RESEARCH FUND

The vision is to be a leader in clinical cardiology and provide the highest level of quality research service. The fund helps expand the knowledge of current and developing therapies.

DIABETES FUND

A health care team works together to find the best way to manage diabetes. This fund provides support for diabetes programs and projects. United Hospital is Joint Commission certified for inpatient diabetes care program. Currently there are only two hospitals in Minnesota and less than 10 in the nation with this designation.

JESSE E. EDWARDS ENDOWMENT FUND

This cataloged collection of nearly 24,366 human hearts and 88,000 photographic slides provides a unique learning and working opportunity for local, national and international physicians, which benefits every person with the potential for heart disease. The endowment fund keeps the registry here at United.

HEART UNITED FUND

Cardiac specialty hospital located in United Hospital, centralizing all cardiac services in one location.

ELAINE S. AND ROBERT E. LARSON ENDOWMENT

This fund supports the designation of a medical director position of the Stroke Intervention Center within the Nasseff Neuroscience Center which already has the components for a stroke center of excellence in place which includes experienced staff, interventional radiological treatments, rehabilitation services, screenings, prevention and risk-reduction programs.

LIPSCHULTZ GUEST APARTMENTS ENDOWMENT FUND

The apartments offer a place for families to stay when a loved one is hospitalized. This fund helps subsidize guests who can't afford to pay for the service.

MEDICAL EDUCATION AND RESEARCH ENDOWMENT FUND

This resource is funded entirely by physicians and provides grants for clinical research, educational opportunities and the purchase of ancillary equipment.

MILTON M. HURWITZ EXERCARE FITNESS CENTER FUND

The Milton M. Hurwitz ExerCare Fitness Center provides medically safe and effective exercise and education programs to patients, their families and the community.

NEUROSCIENCE UNITED FUND

The John Nasseff Neuroscience Institute offers comprehensive services, including a multidisciplinary team for acute and long-term care, and serves as a research and education center to patients with neurological disorders.

PETER J. KING EMERGENCY CARE CENTER AT UNITED HOSPITAL FUND

United's Emergency Department, one of the busiest in the Twin Cities, is being expanded to continue to meet the needs of our community as we respond to life-threatening injuries and illness, as well as the possibilities of terrorist threats, large-scale natural disasters and worldwide epidemics.

PETER J. KING FAMILY HEALTH CENTER FUND

Starting with support serving patients of all ages and focus on providing increased access to those without adequate insurance or the uninsured.

RIFKIN CARDIAC FUND

United Hospital is respected throughout the region as a major cardiac center. The fund provides for cardiac programs and equipment designed to meet the patients' needs.

ADDITIONAL FUNDS

Jim Adamski Complementary Therapy Fund
BHS Fund
Breastfeeding Resource Center
Cancer Care and Research Fund
Cardiovascular Health Improvement Fund
Center for Caring
Chapel/Pastoral Care/Spiritual Care Fund
Claussen Scholarship Endowment Fund
Community Partnership Fund
Dr. C. Richard Guiton Ethics Fund
Dr. Karon Pulmonary Disease Fund
East Metro Disease Initiative
Employee Fund (EFAC)
Equipment Fund
Faye Ann Johnson Memorial Education Fund
Free Care Endowment Fund
G. Kamman Tumor Conference Fund
General Fund
Heart/Lung Endowment Fund
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Lawson Family Donor Advised Fund
Medicine Fund
Newman Breast Cancer Fund
Nursing Education Endowment Fund
Olivia Birth Center Fund
Oncology Endowment Fund
Pain Center
Partners for Violence Prevention
Ragon Cardiac Fund
Rinke Cardiovascular Endowment Fund
Sam Singer Memorial Fund
Sharon K. Willbrandt Memorial Fund
Volunteer Fund

To make a donation to any United Hospital Fund, please call the United Hospital Foundation at 651-241-8022 or visit us online to learn more about planned giving at www.unitedhospital.com/unitedfoundation.

WHAT IS A NAMED FUND?

A named fund is a way to ensure that your gift provides revenue for your desired charitable organization or purpose. A gift to for a named fund can either be designated for an endowment fund or a temporarily restricted fund. Named funds are funded by taxable donations. When establishing a named fund, we recommend careful thought, i.e. fund name could include your family name or name of a loved one whom you wish to memorialize.

Here are two examples of named funds, established by donors, and how they have been used by patients and hospital staff.

CAL CALMENSEN PULMONARY & CARDIAC EDUCATION FUND



(temporarily restricted fund)
The United Hospital Pulmonary Diagnostic Lab assists in the diagnosis and care of patients with breathing problems. Through the use of sophisticated monitoring equipment, tests help

determine a breathing disorder and if current medications are appropriate or if a change needs to take place in the current medical treatment. This fund was established to provide pulmonary and cardiac education for patients and staff at United Hospital.

RIFKIN CARDIAC FUND (ENDOWMENT FUND)



(permanently restricted fund)
This fund will spend only 5% of its annual earnings. United Hospital is respected throughout the region as a major cardiac center. As a result of our ongoing research and leading-edge technologies, we are able to assess and treat heart

disease faster and perform life-saving interventions to reduce damage to heart muscle and help save lives. We also support the entire community with important research, education services for physicians and medical professionals and post-care services for patients. This fund was established to support cardiac programs, purchase of equipment or cardiac outreach programs at United Hospital.

WHY ESTABLISH A NAMED FUND?

United Hospital is committed to meeting the challenges of changing technology, demand for state-of-the-art facilities and improving the healing experience for our patients, families and employees. It is only with continued support, that we can secure our future. With planning it is possible to create a lasting legacy with the establishment of a named fund. A fund that can be used to educate staff or patients, provide new technology, advance research, support us in providing exceptional care – a true investment in United Hospital. To learn more about named funds - contact the United Hospital Foundation at 651-241-8022.

The Heritage Society

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 United Hospital Foundation by phone at 651-241-8022. Confidential consultation on charitable giving with Foundation staff or other experts is available.

We recognize and thank the following members of the Heritage Society:

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Arthur G. Driscoll	Joseph B. Hreha	Dr. Zondal and Esther Miller	Jerry Sansby	
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Thank you United Hospital VOLUNTEERS

In 2009, 570 volunteers contributed 42,000 hours.
The total volunteer hours equaled \$850,500.

Our volunteers are a valuable asset to United's patients,
guests and staff. Thank you for your gift of service.



Learn more at www.unitedhospital.com

United Hospital Foundation Staff

The United Hospital Foundation exists to enhance the health of United Hospital patients and the wellness of the community we serve.



Back row: Jo Marcotte, Department Secretary; Cindy Early, Special Events Officer; Phil Sutherland, Development Officer; and Janet Berg, Development Associate. Front row: Duke Adamski, President; and David Byrd, Director of Development.

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United Hospital Foundation

Donor Bill of Rights

Philanthropy is based on voluntary action for the common good. It is a tradition of giving and sharing that is primary to the quality of life. To ensure that philanthropy merits the respect and trust of the general public and that donors and prospective donors can have full confidence in the not-for-profit organizations and causes they are asked to support, we declare that all donors have these rights:

- I. To be informed of the organization's mission, of the way the organization intends to use donated resources, and of its capacity to use donations effectively for their intended purposes.
- II. To be informed of the identity of those serving on the organization's governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.
- III. To have access to the organization's most recent financial statements.
- IV. To be assured their gifts will be used for the purposes for which they were given.
- V. To receive appropriate acknowledgement and recognition.
- VI. To be assured that information about their donations is handled with respect and with confidentiality to the extent provided by law.
- VII. To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.
- VIII. To be informed whether those seeking donations are volunteers, employees of the organization, or hired solicitors.
- IX. To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.
- X. To feel free to ask questions when making a donation and to receive prompt, truthful, and forthright answers.

Please write to us at our address (located on the last page of this Community Report) if, in the future, you no longer wish to receive fundraising communications supporting United Hospital Foundation.

United Hospital Foundation
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Saint Paul, MN 55102

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