



**MAKING A
DIFFERENCE**

2000-2001
ANNUAL REPORT



How do you define success? Perhaps it means fulfilling a lifelong dream or realizing a personal goal. For some it may mean a family achievement such as a change in lifestyle or a new home. For MeritCare, success means making a positive difference in the lives of the individuals and communities we serve.



Rapid developments in medicine and medical technology continue to make new treatment options available. New technology and procedures have been implemented this last year at MeritCare Medical Center that make a difference by enhancing the specialized care available in neuroscience, imaging, diagnostic, transplant, children's, cancer and heart services.

One way we are making a difference is by supporting the efforts of communities in our region to establish Critical Access hospitals that help ensure that healthcare is accessible to people who live in rural areas. Hospitals that qualify for the Critical Access designation receive government assistance to help offset the cost of providing health services. One of the requirements of Critical Access hospitals is that they contract with an acute-care hospital that will provide advanced medical services when they are needed. MeritCare is part of the care network for 10 Critical Access hospitals, providing emergency and critical care to enhance the health services that are available locally.

Facilities and technology are important, but it is the people who care for other people who truly make a difference. MeritCare is proud of its professional nursing staff and the full range of highly trained therapists, technicians and other healthcare specialists who care for patients and families every day. The foundation of our patient care team is our medical group that includes 335 board-certified doctors who practice medicine in 71 specialty areas.

In communities where population changes are occurring, MeritCare is making a difference by responding to changing healthcare needs. In Bemidji, the MeritCare Roger Maris Cancer Center has opened an outpatient treatment center, and a surgery center has been added at MeritCare Clinic Bemidji for same-day procedures. A family-care clinic opened last year in East Grand Forks, and other services and facilities have been expanded to serve Jamestown, Perham, Wahpeton, Mahanomen and Detroit Lakes.



MeritCare is a place of work and a source of livelihood for over 5,000 people. In addition, MeritCare oversees education and clinical learning experiences for over 300 students each month. We strive to be a healthy place to work as well as a great place to receive care. Regardless of the work we do as individuals, all MeritCare employees share a common purpose — to make a difference by improving the quality of life of the individuals, families and communities we serve.

It is MeritCare's mission and our privilege to serve you.

Sincerely,

Roger L. Gilbertson, M.D.
President and
Chief Executive Officer
MeritCare Health System



2000/2001 MeritCare Health System
Board of Trustees and Corporate Officers

Standing left to right:

Marilyn Heltzer; Steven Clemenson, M.D.;
Roger Gilbertson, M.D.; Wayne Gadberry;
Steffen Christensen, M.D.; Tom Dawson; Nancy
Jordheim; David Glatt, M.D.; Pamela Anderson;
Carol Aarestad

Seated left to right:

Jane Sinner, Vice Chair; Patrick Benedict, Chair;
Ben Anvary, Secretary

Not pictured:

Timothy Monson, M.D.; Roxanne Newman, M.D.;
Steve Scheel, Treasurer

2000-2001 MeritCare Health System
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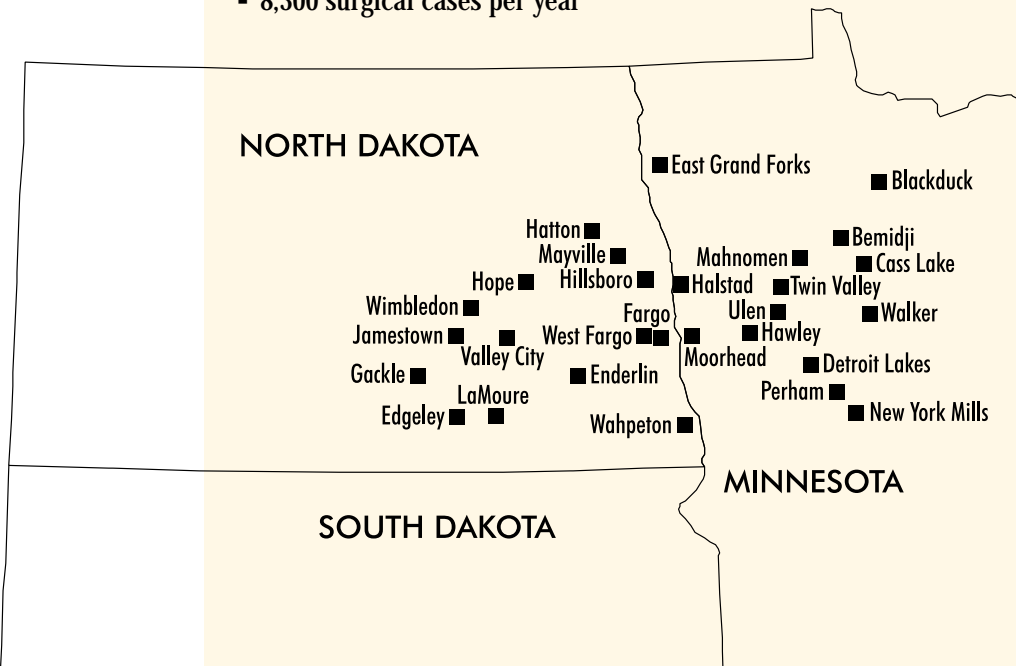
An Entire Network of Care
facts.meritcare.com

MeritCare Medical Group

- Largest group practice in North Dakota
- 335 board-certified physicians
- 101 mid-level practitioners, including physician assistants and nurse practitioners
- 71 specialty areas of medicine
- Over 1.3 million patients visits per year
- 9 locations in Fargo/Moorhead/West Fargo
- 13 regional clinic locations in Minnesota
- 12 regional clinic locations in North Dakota
- Service area that spans 250 miles west to east; from Jamestown, N.D., to Bemidji, Minn.

MeritCare Hospital

- Largest hospital in North Dakota
- 380 adult and pediatric licensed beds
- 40 infant beds
- 24 subacute beds
- Children's Hospital with 56 beds; 24-bed level III neonatal intensive care; 8-bed pediatric intensive care; 24-bed general pediatrics
- 17,000 admissions per year
- 31,600 yearly visits to the Emergency Center
- Over 80,000 Walk-In Clinic visits per year (47,000 Southpointe; 33,000 Medical Center)
- 1,700 births
- 5,000 same day surgery procedures per year
- 8,300 surgical cases per year



Mike knows the difference because he found his guardian angel.

Mike Tvedten just wanted to get back to the office. Visiting MeritCare for a stress test, he was poised on the treadmill when the nurse, Joyce, asked him to sit down and wait. While he waited, she hustled. Concerned with his EKG, she consulted with doctors to change Mike's care plan. Joyce's concern was right on — an angiogram showed two blocked arteries around his heart — one with a 95 percent blockage. He had a procedure that opened the arteries the next day. She says it's all about expertise and teamwork, Mike calls it divine — "If Joyce hadn't been pushing for me, I wouldn't be here now. She's my guardian angel."

More than 8,000 people are treated at MeritCare Heart Services each year, including more than 500 open-heart cases. And studies show that numbers count — MeritCare's higher volumes mean better outcomes. Those results helped MeritCare Hospital become one of the top 100 cardiovascular hospitals in the nation for heart surgery and technology.* And, according to Mike, our team of cardiologists, nurses and cardiac rehabilitation staff have more than technology and training going for them, they've got, well, heart. As he says, "It isn't often that you see people that good at what they do who are that caring."

For more information about Heart Services, go to heart.meritcare.com.

*As indicated in 1999 and 2000 by HCIA, Inc., a national healthcare information company.



Mike

Making a Difference

This year's annual report is a tribute to the MeritCare doctors and employees who truly make a difference in the lives of so many people every day. The stories found on these pages reflect how much the work we do and services we provide meant to four different people and their families. We can be proud of the difference we've made in their lives, and thousands of others.

Scott knows the difference because he's beating cancer.



Beating cancer is not usually on the list of things a person wants to accomplish by the age of 30. But for Scott Miller, it's his greatest accomplishment. Diagnosed with testicular cancer when he was 26, Scott fought hard to get where he is today. "I want people to know there's life after cancer," he says. "And it's worth the fight."

When you have cancer you want the best care possible. Scott turned to the MeritCare Roger Maris Cancer Center. Named one of the nation's top 50 centers for cancer care by U.S. News & World Report, our leading-edge technology is some of the most advanced in the nation. And, because of the medical research we do with other prestigious cancer centers nationwide, we're able to offer the most recently developed drugs and treatment ... locally.

In addition, children and adults receive every aspect of care — from lab work to chemotherapy to prescriptions — all in one convenient and comfortable setting. While our expert team of doctors treats the disease of cancer, our chaplains, psychologists and social workers tend to the emotional and spiritual challenges that people face when cancer strikes. It's all part of providing truly comprehensive cancer care.

For more information about cancer care, go to our web site, cancer.meritcare.com.

Scott



Jenna

Jenna knows the difference because she just celebrated another birthday.

When she was 6, Jenna developed a life-threatening blood condition that landed her in MeritCare Children's Hospital six times in only six months. The numerous transfusions and all the needles were scary for a little kid, even a lively one like Jenna. But, thanks to mom at her side, child-life specialists who taught her coping techniques and caring nurses who never lost patience — Jenna's smiling again. (She says the movies and snacks helped too.)

MeritCare is one of only 170 Children's Hospitals in the nation and the only hospital in North Dakota and northwestern Minnesota to meet the strict criteria set forth by the National Association of Children's Hospitals and Related Institutions.

Making kids as comfortable as possible happens everyday at MeritCare Children's Hospital. But that's only part of it. We're the region's only nationally recognized children's hospital, and our staff consists of nearly every kind of pediatric doctor a child might ever need. Our comprehensive services mean we can give children everything from a bandage to critical care. And, thanks to our involvement in national research trials, we can provide the latest treatment available. With our equipment and advanced technology specially sized for small bodies, children are treated like children, not like small adults.

For more information about children's medical care, go to our web site, children.meritcare.com.



Lisa knows the difference because she's watching baby Madison grow.

Three months after their first child was born, Brad and Lisa Jordahl of Fargo faced the unthinkable: Lisa had a brain tumor. She underwent successful neurosurgery at MeritCare, is receiving the necessary follow-up treatments, and months later continues to do well. "Overall, I feel pretty lucky," she says.

Lisa benefited from the expertise and diversity of MeritCare's recently expanded neurosciences team, the most comprehensive in the region. While this highly trained team of doctors and related support staff bring different types of specialization to the field, together they have the depth and breadth to perform a wide range of neurological procedures involving the brain, spine and peripheral nerves.

Today, Lisa is back to her life — where watching the daily changes in baby Madison is a highlight. "To have this surgery done by people I trusted in a place close to home ... that meant a lot to me," she says. MeritCare's high level of expertise combined with state-of-the-art equipment, translates to high quality, compassionate care — an advanced level of care rarely found.

For more information about the neurosciences, go to our web site, neuroscience.meritcare.com.

Lisa

