



We are pleased you have chosen to care for your patients at our hospital. Maple Grove Hospital, a partnership between North Memorial and Fairview, is a community hospital that provides intelligent, patient-centered care in an inspiring healing environment for those living in the northwest Minneapolis area and beyond.

This reference guide is designed to provide you with a general orientation to our facility and services.

## OUR LEADERSHIP TEAM

Andy Cochrane  
CEO

Paul Kettler, MD  
Chief of Staff

Pamela Doorenbos, MD  
Vice Chief of Staff

John Paulson, MD  
Secretary/Treasurer

Eric Nelson, RN  
Executive Director Patient Care Services

Colleen Nadaeu  
Director of Acute Care Services

Linda Engdahl  
Director of Family Care Services

Jennifer Krippner  
Director of Marketing & Community/  
Physician Relationships

Kate Law  
Director of Human Resources

Vickie Thompson  
Director of Support Services

## VISION

Together, delivering health care as it ought to be.

## MISSION

Inspiring each other to give our patients and their families compassionate, remarkable care.

## VALUES

- › Respect
- › Accountability
- › Communication
- › Teamwork
- › Pride

## GUIDING PRINCIPLES

- › Values describe our way of being. They guide every discussion, decision and behavior. It's not only what we do that matters, but how we do it.
- › Our core competency is patient care. We partner with our staff, physicians and the community to be pillars of support for the patient and family.
- › Patients and families are active participants in their care. As primary partners, we listen to them, seek to understand them, and involve them.
- › Relationships with patients, families and one another are founded on respect and caring, and are the keystone of our work environment.
- › Service means that we anticipate and attend to the unmet needs of those we serve before they are even articulated. We will push ourselves and each other to exceed expectations.
- › Our work is characterized by the right people doing the right work as we consistently strive to provide the best quality of care in a safe, secure and healing environment.
- › Innovative ideas provide value to continuously improving care. We will consistently look for ways to be efficient, effective, and safe in how we approach the well-being of our patients, families, guests and each other.

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**PARKING**

**Parking Guide**



<p><b>SECURITY</b></p>	<p>The main security desk is located at the Emergency Care Center entrance.</p> <p>Security is present 24/7, making regular rounds through the facility.</p>	<p>Emergency Care Center Security Desk 763-581-1105</p>
<p><b>AFTER HOURS ACCESS</b></p>	<p>Main entry hours 6 a.m. to 8 p.m.</p> <p>After hours, use the Emergency Care Center entrance which is open 24/7.</p>	
<p><b>ID BADGE</b></p>	<p>Once credentialing is complete, North Memorial physicians will be given access through their current badge at North Memorial.</p> <p>Fairview physicians and independent physicians can have their photo taken at EPIC training or by stopping by Maple Grove Hospital administration. Once photos are taken, badges will be available to be picked up at the security desk at Maple Grove Hospital.</p> <p>All physicians and staff are required to wear their photo ID badge at all times in the facility. Stop in administration to have your photo taken. ID badges are issued by the security office at Maple Grove Hospital. Badges will be preprogrammed with appropriate physician access rights.</p>	<p>Beth Thorsen 763-581-1554 <i>(After hours, check with security personnel.)</i></p>
<p><b>PHYSICIAN LOUNGE</b></p>	<p>Located on the main level near the Surgery department. Entry to the lounge is by ID badge access only. Security can assist if you have any trouble.</p> <p>The Physician Lounge is a multi-media facility with three computer work stations equipped with clinical applications, fetal monitoring, surgery tracking boards and a 50" flat screen TV. In addition you have access to e-mail and the Internet. The comfortable lounge setting includes a kitchenette, couch and recliners.</p>	<p>Physician Lounge 763-581-1740</p>

<p>IT SUPPORT</p>	<p>IT support is available 24/7 for any computer issues.</p> <p>Physician Educator Gretchen Olive will provide consultation for EPIC. If you have not received training yet please call to make an appointment. You must complete EPIC training prior to starting at MGH.</p> <p>For questions regarding OB software, please call the nurse lead on duty.</p>	<p>IT Help Desk 763-520-4321</p> <p>Physician EPIC Educator <i>Gretchen Olive</i> 763-520-4975 <i>gretchen.olive@northmemorial.com</i></p> <p>OB Nurse line 763-581-2000</p>
<p>CALL ROOMS AND LOCKER ROOMS</p>	<p>Call rooms are available on the first, second and third floor.</p> <p>Locker rooms are located in the following areas: Family Birth Center • Surgery • Lower Level</p>	
<p>SCHEDULING AND PATIENT ADMISSIONS</p>	<p>Please use our central scheduling line to schedule patients for surgery, radiology procedures, OB, Inductions and C-sections.</p> <p>For direct admissions, lab or Emergency Care Center admits call the Patient Admitting number.</p>	<p>Procedural Scheduling 763-581-1330</p> <p>Patient Admitting 763-581-1036</p>
<p>PATIENT AMBASSADORS</p>	<p>Patient Ambassadors are those who round on patients daily.</p>	<p>Guest Services 763-581-1002</p>
<p>SPIRITUAL CARE</p>	<p>To reach a chaplain, please contact Guest Services or you may place an order in EPIC.</p>	<p>Guest Services 763-581-1002</p>

<p>PATIENT FLOW COORDINATOR</p>	<ul style="list-style-type: none"> <li>› Admission/Transfers</li> <li>› Assist with department issues and concerns after hours, including patient advocacy situations</li> <li>› Assist with misc. issues/concerns and emergencies house-wide after hours</li> </ul>	<p>Patient Flow Coordinator 763-581-1036</p>
<p>LABORATORY SERVICES</p>	<p>The laboratory is open 24/7.</p> <ul style="list-style-type: none"> <li>› Chemistry</li> <li>› Hematology</li> <li>› Coagulation</li> <li>› Blood Bank</li> <li>› Urinalysis</li> <li>› Blood Gases</li> <li>› Serology</li> <li>› Microbiology               <ul style="list-style-type: none"> <li>• Stat Gram Stains</li> </ul> </li> <li>› Pathology               <ul style="list-style-type: none"> <li>• Frozen Sections</li> </ul> </li> </ul>	<p>Laboratory 736-581-1050 Laboratory Manager <i>Mindy Lipski</i> 763-581-1051 Medical Director <i>Peter Benson, MD</i> 763-581-1053</p>
<p>EMERGENCY CARE CENTER</p>	<p>Emergency Care Center is staffed by emergency trained physicians 24/7.</p>	<p>Emergency Care Center 763-581-1200 Emergency Care Center, Clinical Lead <i>Amy Kaiser, RN</i> 763-581-1232 Medical Director <i>Jeffrey Elder, MD</i> 763-581-1559</p>
<p>IMAGING</p>	<p>A full scope of imaging services are available at Maple Grove Hospital.</p> <ul style="list-style-type: none"> <li>› MRI</li> <li>› CT</li> <li>› Ultrasound</li> <li>› Xray</li> <li>› Fluoroscopy</li> </ul> <p>Non-Invasive Cardiology:</p> <ul style="list-style-type: none"> <li>› Stress Test</li> <li>› Stress Echo</li> <li>› Echo</li> <li>› EKG</li> <li>› CT Angiogram</li> </ul>	<p>Imaging control 763-581-1160 Scheduling 763-581-1330 Imaging &amp; Diagnostics Manager <i>Mark Phillips</i> 763-581-1162 Medical Director <i>Jeff Gambach, MD</i></p>

<p><b>SURGERY</b></p>	<p>The Maple Grove Hospital Surgery Center has five operating rooms and two procedure rooms.</p> <p>There is a family consultation room near the waiting area as well as a patient tracking board. The OR is staffed from 7 a.m. to 3:30 p.m. with on call personnel for evenings and weekends. Anesthesia is in-house 24/7.</p>	<p>Surgery 763-581-1120</p> <p>Scheduling 763-581-1330</p> <p>Surgery Fax 763-581-1125</p> <p>Surgical Services, Clinical Lead <i>Rose Busby</i> 763-581-1302</p> <p>Anesthesia Medical Director <i>Thomas Wright, MD</i></p>
<p><b>FAMILY BIRTH CENTER</b></p>	<p>The Family Birth Center is a 18-bed postpartum unit with 6 Labor and Delivery rooms and 2 OR suites for c-sections. Each room includes a sleeping area for family members.</p> <p>Neonatal nurse practitioner is in-house 24/7.</p> <p>OB/GYN physicians are in-house 24/7.</p> <p>Anesthesiology is in-house 24/7.</p>	<p>Family Birth Center 763-581-2000</p> <p>Scheduling 763-581-1330</p> <p>Family Birth Center, Clinical Lead <i>Kathy Lougheed</i> 763-581-2003</p> <p>Prenatal Summary Fax 763-581-2057</p>
<p><b>PT/OT/ RESPIRATORY</b></p>	<p>Occupational Therapy, Physical Therapy and Speech Therapy are on site and available seven days a week from 8 a.m to 4:30 p.m.</p> <p>Respiratory services are available 24/7.</p>	<p>Therapies Manager <i>Jim Davidson</i> 763-581-1262</p>
<p><b>INTENSIVE CARE CENTER</b></p>	<p>Chest pain (low risk)</p> <p>CHF</p> <p>COPD</p> <p>Dialysis as a secondary diagnosis</p> <p>Peripheral vascular disorders</p> <p>Syncope</p> <p>Hypertension</p> <p>Pneumonia/pleurisy</p> <p>Pleural effusion</p> <p>Pneumothorax</p> <p>Ventilator patient (less than 48 hours) with hemodynamic stability</p> <p>Secondary Behavioral Health diagnosis</p> <p>Stable patients requiring minimal titration of IV medications</p>	<p>ICC 763-581-3000</p> <p>Med/Surg, ICC and Behavioral, Clinical Lead <i>Sheryl Vugteveen</i> 763-581-3049</p> <p>Surgery Fax 763-581-1125</p>

<p>HOSPITALIST SERVICE</p>	<p>Our hospitalists work with primary doctor to ensure the best possible care for patients. Our hospitalists will discuss necessary treatments, testing, follow up appointments and medication prescriptions with you upon discharge. When patients go home from the hospital, the primary doctor resumes care and answers the questions.</p>	<p>Hospitalist 763-581-3070</p>
<p>INPATIENT PHARMACY</p>	<p>Inpatient pharmacy available 24/7.</p>	<p>Pharmacy 763-581-1080 Pharmacy Manager <i>Sarah Johnson</i> 763-581-1082</p>
<p>INFECTION PREVENTION &amp; CONTROL</p>	<p>Infection prevention and control revolve around appropriate patient isolation and following infection control policies. Hand hygiene is required every time a patient room is entered or exited.  All MGH infection control policies and department information can be found on the MGH Intranet.</p>	<p>Manager of Clinical Effectiveness <i>Mike Choi</i> 763-581-1558</p>
<p>PERFORMANCE IMPROVEMENT &amp; PATIENT SAFETY</p>	<p>Facilitates clinical process improvement efforts relating to regulatory and non-regulatory opportunities that are identified.</p>	<p>Manager of Clinical Effectiveness <i>Mike Choi</i> 763-581-1558</p>

<p><b>WELCOME CENTER</b></p>	<p>Staff and volunteers greet guests and personally escort patients and families to their point of service. The Welcome Center also handles all patient information inquiries.</p> <p>Enjoy the sounds of our grand piano with a view of our healing garden.</p>	<p>Welcome Center <b>763-581-1002</b></p> <p>Monday-Friday 6 a.m. to 8 p.m.</p> <p>Weekends-Holidays 8 a.m. to 4:30 p.m.</p>
<p><b>SMOKE-FREE CAMPUS</b></p>	<p>Maple Grove Hospital is a smoke-free facility and campus. Smoking cessation information and materials are available on the units and in the Resource Center for patients and staff.</p>	
<p><b>GIFT SHOP</b></p>	<p>Hours for the Gift Shop at Maple Grove Hospital are 10 am to 6 pm Monday through Friday. 10 am to 3 pm on Saturday. Closed on Sunday.</p>	<p>Gift Shop <b>763-581-1315</b></p>
<p><b>ADMINISTRATION</b></p>	<p>Administration offices are located on the lower level floor of the hospital.</p>	<p>Administration <b>763-581-1005</b></p>
<p><b>HUMAN RESOURCES</b></p>	<p>The Human Resources department is located near Administration on the lower level of the hospital. An overview of employee resources and support services is available by contacting this department.</p>	<p>General HR <b>763-581-1850</b></p> <p>Director of Human Resources <i>Kate Law</i> <b>763-581-1570</b></p>
<p><b>RESOURCE CENTER</b></p>	<p>The Resource Center is located on the main floor next to the Gift Shop. There are three computers for guest use and is available 24/7.</p>	<p>Resource Center <b>763-581-1102</b></p>
<p><b>CONFERENCE ROOMS</b></p>	<p>The Heron Conference room is located on the lower level of the hospital near the Four Seasons Cafe.</p>	<p><i>Beth Thorsen</i> <b>763-581-1554</b></p>
<p><b>COMMUNITY RESOURCES</b></p>	<p>Maple Grove Hospital has relationships with many local hotels to provide discounted rates for overnight stays should the need arise.</p> <p>A directory of hotels and restaurants is available at the Welcome Center and on our website at <a href="http://maplegrovehospital.org">maplegrovehospital.org</a>.</p>	

<p>FOUR SEASONS CAFE</p>	<p>The hospital cafeteria is called Four Seasons Cafe and is located on the lower level of the hospital. From the Four Seasons Cafe you can access our outdoor patio and walking paths.</p> <p>Weekly menus are available online.</p>	<p>Four Seasons Cafe 763-581-1670</p> <p><b>Hours:</b> Every Day Hours are 7:30 am - 6:30 pm</p>
<p>ORIENTATION TO MGH</p>	<p>The orientation manual is online and in the physician lounge.</p> <p>In addition, the orientation manual is available by contacting your clinic administrator.</p> <p>Tours are available on an individual basis by contacting Jennifer Krippner.</p>	<p>Jennifer Krippner <i>Director of Marketing and Community/Physician Relationships</i></p> <p><b>Office:</b> 763-581-1563 <b>Cell:</b> 612-741-8016 <b>Fax:</b> 763-581-1555</p> <p>Jennifer.krippner@ maplegrovehospital.org</p>