

Chris Bruggeman 2000
is chief operations
officer at RiverView
Health in Crookston.



**RiverView Health was recently named one of Modern
Healthcare's top 150 Best Places to Work in healthcare.**

CHRIS BRUGGEMAN 2000

Smooth Operator



He knows his people and they know him. In fact, Chris Bruggeman 2000 makes it his business to know them. In his role as chief operations officer at RiverView Health in Crookston, the functioning of the health system rests on many of the people and areas within his scope of responsibility.

Bruggeman has service line oversight of information technology, plant services, environmental services, nutritional services, supply chain, quality and risk management, as well as RiverView's chemical dependency unit.

His career did not begin in healthcare, but rather, started out with a degree in information networking management from the University of Minnesota Crookston. He went on to work in information technology for a decade in various capacities including employment with the Agricultural Utilization Research Institute and for Polk County.

He came to RiverView first as a network administrator and later served as director of information systems. He led not one but two electronic medical record conversions, an enormous task affecting every single person who worked at RiverView Health in some way. After a short time as vice president for support services and following a change in leadership, Bruggeman took on the role as chief operations officer.

"All my jobs taught me the importance of building relationships," Bruggeman says. "In my work, the 'customer' can be the patient, the doctor, the end user, and everything in between."

When his middle daughter was six years old, she needed an appendectomy which Bruggeman says taught him the value of having a hospital in the community. "Her care at RiverView taught me the real importance of having a healthcare facility in my home town," he explains. "It also made me realize that in my work I could help positively impact the quality of healthcare in Crookston, which launched me on a quest to do more."

He was part of the 1997 Golden Eagle Football Team inducted into the Athletic Hall of Fame

in 2014. "I participated in athletics in both high school and college (football and baseball at UMC)," Bruggeman recalls. "Athletics taught me that when a team works together, they get results. It is the same in the workplace."

Communication is critical to what Bruggeman does, and he considers the culture and people who work all around him to be the best part of his job. As a leader, he strives to respond to each of the people he works with in the style that suits them. "You can develop a relationship with anyone if you are respectful of different opinions and willing



Bruggeman in his office at RiverView.

to listen," he explains. "My teams work with me not for me."

He has achieved fellowship status within the American College of Healthcare Executives and is happy to work in a state with such a strong hospital association. Opportunities like the annual Healthcare Leadership Institute give him a chance to further develop skills to continuously improve as a leader and manager.

"It's the environment at RiverView that I love, regardless of your credentials everyone is treated the same," he says. "We have a very good culture, and I am proud of the care we deliver, collectively we believe the patient is the most important thing."