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The Beat: August 2008

CentraCare Health

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Do you have an idea for the *Beat*?

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Engagement scores continue to improve



Dear Friends:

Thank you to all who participated in the Gallup employee engagement survey. Our system-wide score improved again this year — to 4.13 on a 5-point scale. That is up from 4.03 a year ago and 3.79 in 2005, the first year we used the Gallup survey.

I am especially pleased with the St. Benedict's Senior Community score of 4.25, which represents both the biggest increase and the highest score within the system.

CentraCare's "engagement ratio" is 7.57 to 1, which means we have 7.57 engaged employees to every disengaged employee. That is a significant jump from last year's 5.44 to 1. It is impressive when compared with the United States health care ratio of 3.54 to 1; and it is especially impressive compared with the United States working population with 1.5 engaged employees to every disengaged employee.

Our scores are good, but we have room to improve, particularly our participation rate of 69 percent. Gallup's overall response rate is 83 percent, a rate that I hope we can meet and exceed next year.

Why do we put so much stock in these numbers? The survey data provides a basis for individual work groups to make their areas (and ultimately the whole health system) a great place to work. Gallup tells us that the most important thing a work group leader can do to enhance employee engagement is to share the survey results, engage the staff in developing impact plans and make progress on those plans.

If your work group leader has not yet shared results, he or she will be doing so soon. Then your team can decide how to use that information to improve your work environment.

I believe health care is the most rewarding work a person can do. If we strive to make this the best place to work, we all can have the best jobs in the community.

Sincerely,



Terry Pladson, M.D.
President, CentraCare Health System

New hospitality house construction begins soon

Construction of the new St. Cloud Hospital hospitality house across from the hospital will begin in September. The new house will be named the St. Cloud Hospital Gorecki Guest House as a symbol of appreciation to Benedict and Dorothy Gorecki for their \$1-million donation to the construction project. The new house is expected to open in Spring 2009.

Get Your Rear In Gear Central Minnesota!

The Coborn Cancer Center and the CentraCare Digestive Center are sponsoring in part the "Get Your Rear In Gear Central Minnesota" event to raise awareness and funds for colon cancer prevention. The event is scheduled from 3-7:30 p.m. Sept. 6 at Discovery School in Waite Park and will include a 5K timed run/walk or mountain bike tour through Quarry Park, spaghetti dinner, live music, silent auction and children's activities. For more information, contact Lisa Hauck at lhauck@charter.net.

Attention, golfers!

Register for the annual St. Cloud Hospital Golf Scramble Sept. 5 at Wapicada Golf Course. This four-person scramble has a 1 p.m. shotgun start and will be followed by dinner and prizes. Click on the CentraNet Messenger tab for registration forms, or contact Jason at ext. 54985, for more information.

Serving diverse patients in the community

CentraCare Clinic – Long Prairie and CentraCare Clinic – Melrose recently completed a two-year initiative to bring culturally appropriate health care to their communities. Both sites participated in a cultural competency initiative sponsored by Stratis Health, the quality improvement organization for Minnesota. This initiative addressed issues related to disparities in health care and ways to better serve diverse patients. Twenty-six other Minnesota clinics participated in this initiative.

Celebrating a quarter century of cardiac care

For a quarter century, the Central Minnesota Heart Center at St. Cloud Hospital has provided top-quality care to cardiac patients. Today, the Heart Center has 20 cardiologists, two cardiac surgeons, and 27 outreach sites. Since the program's inception, Heart Center staff has performed 5,400 open heart surgeries and 9,000 angioplasties. The Heart Center has been recognized in the Top 10 percent of hospitals nationwide for cardiac surgery and recognized repeatedly as one of the nation's Top 100 Cardiovascular Hospitals.

In celebration, the Heart Center invites you to participate in a three-part lecture series that reflects upon the remarkable progression of cardiac care — past, present and future. This free lecture series takes place from 7-8 p.m. at the Whitney Senior Center. Refreshments are included. To learn more about the topics and dates of the lecture series, visit www.centracare.com or call 229-5199, ext. 71391.

Cardiac rehab program recertified

The American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR) has fully recertified the cardiac rehabilitation program at the Central Minnesota Heart Center at St. Cloud Hospital through December 2010. The program has been continuously certified since 2001.

Sixth Annual Senior Expo

This free event from 8 a.m. to 1 p.m. Aug. 23, at Whitney Senior Center, 1527 Northway Drive, is sponsored in part by St. Benedict's Senior Community and provides seniors and adult children with information on senior resources available in Central Minnesota. Call the Senior Linkage Line at (800) 333-2433 or visit www.expoforseniors.com for details.

St. Benedict's welcomes new administrator

Christine Bakke has accepted the position of care center administrator at St. Benedict's Senior Community and will begin her duties Sept. 8. In addition to an administrative fellowship with CentraCare Health System, Bakke has held positions as a residence director for an assisted living facility and interim nursing home administrator. Most recently, she has served as vice president of Older Adult and Support Services for Mille Lacs Health System in Onamia.

How has United Way affected your life?

Do your parents enjoy activities at the Whitney Senior Center? Have you or a loved one ever needed blood? Are your patients using Home Delivered Meals or Senior Helping Hands? If so, let us know how these or other United Way agencies made a difference in your life. Stories are being collected for use in the 2008 CentraCare Health System United Way Campaign. Please call Ann at ext. 71391 or e-mail your story to weismanna@centracare.com by Aug. 8.

Breast Center switches to digital mammography

The St. Cloud Hospital Breast Center will transition from standard to digital mammography Sept. 9. This new technology allows radiologists to view mammograms in a 3-D image on a computer screen, adjust the picture's lightness or darkness, and zoom in on certain areas of the breast. Technologists also can review the picture within seconds of taking the X-ray, decreasing waiting time for patients. This new technology increases the ability to diagnose breast cancer at an earlier stage, especially in young women and women with dense breasts. For more information about digital mammography, or to schedule an appointment, call 229-4919.