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Prescribed Reading

A CentraCare Clinic employee newsletter

September 11, 2009

Welcome to these new providers



Shelly Larson, MD, joined the Neurology Department at River Campus. Larson completed her neurology residency and clinical neurophysiology fellowship at the University of Minnesota. She has special interests in electromyography (EMG), neuromuscular disorders and amyotrophic lateral sclerosis (ALS).



Stephen A. Leslie, MD, a board-certified adult and pediatric allergist joined Women & Children. Leslie completed his pediatric residency at Blank Children's Hospital in Des Moines, Iowa, and an allergy and clinical immunology fellowship at Kansas University Medical Center and Children's Mercy Hospital in Kansas City.



Ravikanth Nathani, MD, joined the CentraCare Clinic Hospitalist team at St. Cloud Hospital. Nathani completed his internal medicine residency at St. Barnabas Hospital in Bronx, N.Y.



Kristina Schaus, MD, joined Women & Children. Dr. Schaus completed her pediatrics residency at Eastern Virginia Medical School in Norfolk. She has special interests in newborn care, breastfeeding, asthma, allergies, developmental screening and children with chronic illnesses.



Yassir Ahmed Sonbol, MD, joined the Central Minnesota Heart Center. Sonbol completed his internal medicine residency, cardiology fellowship and interventional cardiology fellowship at the University of Minnesota. He has special interest in coronary artery disease, percutaneous coronary interventions, valve disease and echocardiography.



Lydia Wade, MD, joined Women & Children. Wade completed her obstetrics and gynecology residency at Michigan State University in Grand Rapids. She has special interest in minimally invasive surgeries, obstetrics and contraceptive management.



Huong Timp, PA-C, joined Coborn Cancer Center. She received her master's degree in physician assistant studies from Augsburg College in Minneapolis. For the past two years, she worked in a hematology/oncology clinic in Illinois.

Welcome to these new employees

Abby Boelter, Nursing, River Campus
Kathleen Elorriaga, Business Center
Miriah Fincher, Patient Services, St. Joseph
Rachel Hoffarth, Business Center
Natalie Jarnot, Nursing, Plaza-Oncology
Laurie Kangas, Nursing, Plaza-Family Medicine
Kelly Kasper, Nursing, River Campus
Rachael Lesch, Quality Improvement

Recognition for years of service

35 Years: **Barbara Roering**, River Campus
25 Years: **Janice Brenner**, Central MN Heart Center
20 Years: **Alice Klaphake**, Melrose; **Brenda Pressnall**, Women & Children; **Nancy Kostreba**, **Christine Reichl, MD**, and **Nancy Stang**, River Campus
15 Years: **Marilyn Honebrink**, Heartland
10 Years: **Barbara Bollinger, MD**, **Mary Hall** and **Kristi Kostreba**, River Campus; **Steven Bollinger, MD**, Plaza-Gastroenterology; **Linda Klaphake**, Melrose; **Amy Piehl**, Women & Children; and **Sonja Thatcher**, Long Prairie
5 Years: **Peggy Jo Dinndorf**, Plaza-Family Practice; **Barbi Kaplan-Frenkel, MD**, Plaza-Radiation Oncology; **Julie Klasen, MD**, Melrose; **Nicolette Loscheider**, Women & Children; **William Lund, PA-C**, River Campus; **Joanna Mauch**, Becker; and **Debora Post**, Heartland.

"The perfect health care delivery is a perfect outcome and a perfectly happy patient."

Patient Satisfaction is important focus for all

By Allen Horn, MD, President, CentraCare Clinic

In the future, the measurement of patient satisfaction will play an increasingly important role in the growing push toward accountability among health care providers. Starting with data from 2010, patient satisfaction for all Minnesota physician organizations will be publicly reported in 2011. Greater attention and scrutiny will be given to using patient satisfaction scores to hold us accountable for the customer service we provide.

In the past, we have collected patient satisfaction data through an internal survey handed to select patients. Although the internal survey results showed that more than 90 percent of our patients rated us as “good” or “very good,” we have been unable to compare our results to other organizations. To obtain clinic benchmarks as requested by the Board of Directors, the Press Ganey patient satisfaction survey was initiated last year. Because of the efforts of our providers and staff, the survey results confirmed the vast majority of our patients rate us “good” and “very good.” However, when compared to more than 500 other physician organizations in the Press Ganey database, CentraCare Clinic ranked at the 34th percentile. There has been much debate within the organization as to the meaning and relevance of the Press Ganey survey results, but the results are what they are. Given the push toward increased provider accountability, there is no question the attention and weight given to patient satisfaction is going to increase and we will be compared to other organizations, just as we are with quality measures. Therefore, as individuals and as an organization, we will need to place greater emphasis on and devote more resources to customer service. As a first important step, a plan for service excellence has been approved by the Physicians Advisory Panel and will be implemented within the next two months. This plan will engage administrators, physicians, advanced practice providers and staff in customer service improvement efforts to increase our patient satisfaction survey results. I believe we are good and very good, but, by working together, I am convinced we can be great.

Condolences to:

Vicki Erickson, River Campus, on the loss of her father; **Irene Skroch**, Business Office, on the loss of her nephew; **Tom Hock, PA-C**, Eagle Valley Clinic, on the loss of his mother; **Jan Sequin**, Business Office, on the loss of her sister-in-law.

Payroll Changes

Due to an upgrade in the Lawson payroll software system, all changes, claim forms, direct deposit forms, etc., need to be to Human Resources by the Wednesday before a pay week.

Diabetes improvement effort sees results

CentraCare Clinic started a quality improvement project to improve diabetes care in January. A physician-led team from each site meets monthly to share ideas for improving care and implementing as appropriate. Physicians and staff regularly monitor these five areas to help patients control their diabetes:

1. Do not smoke;
2. Take aspirin daily (unless medically unadvised);
3. Maintain a good blood pressure (128/78 or lower);
4. Maintain a healthy cholesterol level (<100);
5. Control blood sugar (A1C lab <7-8%).

Congratulations to the Becker team. This site had the best scores for CentraCare Clinic with an increase of 46 percent over an 11-month period. Overall results from all of the participating clinic sites demonstrate how working together improves the care provided to ensure patients have the best possible outcome.

Health Literacy - What is it! What can we do about it?

Gain a better understanding of Health Literacy concepts and how to integrate it into your work. Presented by Allen Horn, MD, President, CentraCare Clinic, and Rosemond Sarpong Owens, MPH, CCHS Health Literacy/Cultural Competency Specialist from 12:30-1:30 p.m., Oct. 21, in St. Cloud Hospital's Hoppe Auditorium, or from 12-1 p.m. Oct. 30 in the Windfeldt Room at CentraCare Health Plaza. Contact hours available. To register, call (320) 255-5642.

Congratulations to:

Jacob Dutcher, MD, FACC, Cardiology, now is a Fellow of the American College of Cardiology; **Carrie Roering**, Business Office, received her registered health information technology certification; **Jeremey Stockinger**, Business Office, completed his MBA degree; **Jenny Benoit**, Plaza - Family Medicine, received her RN licensure.

• The **St. Cloud Hospital Sleep Center** has received a five year re-accreditation from the American Academy of Sleep Medicine.

Reaching out to the Community

• CentraCare Health System will have several booths at the Head to Toe health fair Sept. 18 & 19 at Crossroads Center. CentraCare Clinic services featured include the **Sleep Center, Digestive Center** and **Diabetes education**.

• **CentraCare Clinic – Melrose** will participate in the Sauk Centre Senior Wellness Fair and the Melrose Family Fun Wellness Fair, both on Sept. 24.

• **CentraCare Clinic – St. Joseph** participated in a College of St. Benedict's new student fair Sept. 1.