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CentraCare Health

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We're striving to be the best

By Terry Pladson, MD
President

CentraCare Health System will be the leader in Minnesota for quality, safety, service and value.



That sentence, which is the health system's new vision statement, is meant to challenge and inspire us for the next five to 10 years. It was developed with input from staff, physicians, executives and board members.

We will need to stretch to achieve this vision. Minnesota, after all, ranks among the best in the United States for quality and cost of care, and is home to the renowned Mayo Health System. We believe, however, that we *can* become the best in Minnesota, that our patients deserve nothing less.

It is time for a new vision. We achieved the vision that was laid out 15 years ago when CentraCare was formed: *Through collaborative efforts of health care professionals, CentraCare Health System will offer care of unsurpassed quality and be the preferred health care provider for Central Minnesotans.* We have, indeed, become the preferred provider, offering high-quality care.

We are on the brink of an exciting era. We will move toward our vision as we live by these new core values:

- **Patient Centered:** Serving patients above all.
- **Integrity:** Adhering to honest and ethical practices.
- **Collaboration:** Working jointly with others to improve health and health care.
- **Compassion:** Serving all who seek our care with kindness, dignity and respect.
- **Stewardship:** Ensuring responsible use of all resources to best serve our communities.

The health system's mission remains the same. The system *works to improve the health of every patient, every day.*

Our vision, mission and core values guide the executive team's development of the system's strategic plan – and they should guide you in your daily work. Ask yourself what *you* can do, *today*, to help CentraCare become the leader in Minnesota for quality, safety, service and value.

CentraCare offers cancer services at rural hospitals

Long Prairie Memorial Hospital and Melrose Area Hospital have offered outpatient cancer services, including chemotherapy, new consults and follow-up care, since 1997. Medical oncologists from the Coborn Cancer Center in St. Cloud see patients each month in the Long Prairie and Melrose areas: Hani Al-Khatib, MD, in Long Prairie and Mark Hauge, MD, in Melrose.

Linda VanValkenburg, RN, a certified oncology nurse, has worked at Long Prairie Memorial Hospital for 30 years, and has worked in the cancer program for seven years. "I love my job and get so much satisfaction knowing that we offer the best care to our patients," she said. "Patients are so grateful to be able to have their chemo and see their doctor right here in Long Prairie. It really lifts some of the burden this terrible disease causes them. Patients may be nauseated, fatigued and in pain. Increased travel would make life much harder for them."



Micki Lovelace, RN, has worked at Melrose Area Hospital since 1966 and with the cancer program in Melrose for seven years, also. She too enjoys her job. Because she has been there so long she often feels like her patients are family.



"I often hear how patients are grateful to be able to receive their chemo in Melrose," she said. "And, being a cancer survivor myself, I can relate to a lot of their concerns and reactions to chemo. It gives me great satisfaction to know they appreciate my care, and the care they get from Dr. Hauge, who comes to Melrose each month."

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Medication and supplement safety presentation offered

Pharmacist Richard Mullvain, RPh, will present "Prescription Drugs, Over-the-Counter Medications and Herbal Supplements: Harmony or Hazard?" from 7-8:30 p.m. Feb. 18 in the Windfeldt Room at CentraCare Health Plaza. Learn about medication and supplement safety helping you to make a more informed decision about what is right for you. The \$10 tickets are available at St. Cloud Hospital Gift Gallery, Byerly's service desk, Cash Wise video department and Coborn's Superstore Sauk Rapids service counter. This event is sponsored by Central Minnesota Heart Center at St. Cloud Hospital. Call (320) 255-5642 for more information.

Take the 2010 Health Assessment

Fifteen minutes every year is a small investment to make in assessing your health risks. Complete the 2010 Mayo Clinic Health Assessment beginning Feb. 1. Don't miss this annual opportunity to access important health resources and be eligible for lifestyle coaching offered by Mayo Clinic or the Central Minnesota Heart Center. Visit www.centracarewellness.com to get started. Open to all CentraCare Health System employees, spouses and dependents older than 18. All results are confidential. Employees who complete the health assessment will earn 250 reward points (or half of the incentive) for the year.

Know someone with spirit?

Nominate a woman for the Spirit of Women® Awards program by March 19. The awards celebrate women in our community who take action to make our community healthier, safer and a more inspirational place to live. To read about the 2009 winners and nominate a woman for 2010, visit www.centracare.com and click on For Women, Spirit of Women and then Awards Program. For more information, call (320) 229-5139.

Worried about an elderly loved one?

At St. Benedict's Senior Community (SBSC) in St. Cloud and Monticello, our goal is to create a worry-free lifestyle for residents and peace of mind for their families. SBSC offers senior housing options including: retirement living, income-based apartments, assisted living, memory care and home care. For availability and a tour, call the St. Cloud campus at (320) 203-2747 and the Monticello campus at (763) 295-4051.

MyChart lets you view medical record online

Patients at several St. Cloud-area CentraCare Clinic sites now have the option to view their medical record online. MyChart gives patients, who register for this online access, the ability to view their medical records and test results, as well as receive medical advice from their provider online with MyChart. To access, MyChart patients need access to a computer, an e-mail account and Internet connection.

CentraCare Clinic sites currently offering MyChart include the Family Medicine Clinic at CentraCare Health Plaza, as well as Heartland, St. Joseph, Becker and the Pediatric Clinic at CentraCare Clinic - Women & Children. Mid-Minnesota Family Medicine Center patients also have access to MyChart.

For more information or to receive MyChart registration forms, patients should contact their primary care clinic.

Book drive deemed a success

St. Cloud Hospital's Children's Center has received 1,407 books as the recipient of the local Barnes & Noble holiday book drive, which ran Nov. 1 through Dec. 31. Books will be given throughout the year to children who are hospitalized in the Children's Center or who are receiving care at Clara's House, Journey Home/Recovery Plus and the Inpatient Behavioral Health - Child and Adolescent Services at St. Cloud Hospital.

Pediatric Walk-In Care off to great start!

CentraCare Clinic – Women & Children's new Pediatric Walk-In Care saw approximately 200 patients during its first week of service (Jan. 11-15). Parents appreciated the ability to bring their children in without an appointment or without waiting on hold for an appointment. Walk-In Care is open from 8 a.m. to 4 p.m. Monday through Friday and staffed by dedicated pediatric providers. It is designed for children with urgent needs, such as cough/cold, ear pain, sore throat, fever, vomiting/diarrhea, minor injuries/lacerations, pinkeye, rash, stomach pain or urinary symptoms.

Dance for your health

Boogie over to Day of Dance to learn new dance moves and sample heart-healthy food from 4:30-8 p.m. Feb. 25 at Holiday Inn Hotel & Suites, St. Cloud. This free event includes heart-healthy information, screenings and music. Sign up for a chance to win \$100. Pre-registration at www.centracare.com is encouraged but not required. For more information, call (320) 229-5139. Sponsored by St. Cloud Hospital Women & Children's Center and Central Minnesota Heart Center.

Don't forget your red shoes!

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Patients from the Long Prairie and Melrose areas can receive the most up-to-date radiation treatment at CentraCare Radiation Oncology at Douglas County Hospital in Alexandria. The collaborative relationship started in October 1998 between CentraCare Health System and Douglas County Hospital and is operated by Melrose Area Hospital. Radiation Oncologist Eitan Medini, MD, and a team of experienced professionals work together to create a treatment plan that is tailored to each patient. Each year, the oncology program treats approximately 250 patients and administers about 5,800 radiation treatments. The program is closely affiliated with the Coborn Cancer Center in St. Cloud and uses the same electronic medical record, equipment and policies and participates in the same clinical trials and cancer research.