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CentraCare Health

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Contact Chris Nelson
in Communications by calling
(320) 229-5199, ext. 71384,
or e-mail nelsonc@centracare.com

CentraCare welcomes all

**By Terry Pladson, MD
President**

Walk through any of CentraCare's clinics, hospitals or long-term care facilities, and you will see an increasingly diverse group of patients, physicians and employees.



Of the approximately 700,000 residents in our 12-county region, approximately 7,000 are black; 4,000 are American Indian or Alaskan Native; more than 7,000 are Asian; and some 11,000 individuals identify themselves as either "other race," which includes Latinos, or "two or more races." Further evidence of the changing demographics of our region: In 2000, 5.4 percent of the students in the St. Cloud school district were students of color; today, that figure is 25 percent.

As a health system, we are working to ensure that we are sensitive to the needs and expectations of our community. The system's Diversity & Inclusion Committee works to help us with diversity issues, and has been planning for the changes in area demographics that will affect health care delivery in future years.

During this past year, CentraCare held four "Marnita's Table" events for executive leaders, diversity committee members and culturally diverse staff. The events use a concept called "Intentional Social Interaction," designed to spark lasting relationships, bridge cultural differences and bring people of all ages, ethnicities and backgrounds together for the common good. Those who attended were delighted with their experience, and all had input into the vision and strategic framework that the Diversity & Inclusion Committee will use.

The system's cultural competency specialist, Rosemond Owens, has made great progress in raising the awareness of CentraCare leaders, physicians and front-line staff. She also has made countless connections with diverse groups throughout the community. This will help us better understand our patients' needs and better use the resources around us.

As CentraCare Health System's mission states, we work to improve the health of every patient, every day. Thank you for your commitment, making sure that CentraCare welcomes all.

Short Stay program features onsite physician

St. Benedict's Senior Community's (SBSC) Short Stay Care program offers many unique features and services that are unmatched in Central Minnesota, including an onsite medical director — Internal Medicine physician Tamara Congdon, MD.



Tamara Congdon, MD

"It's such a benefit for patients and staff to have Dr. Congdon onsite," said Jen Nelson, LPN, who has been at SBSC for eight years. "We have an excellent team of nurses. We have great patients. I love visiting with the patients. I learn something new every day."



Jen Nelson, LPN

The Short Stay Care program offers comprehensive health services for individuals with complex medical problems who no longer require the acute care provided in hospitals. Patients may be recovering from fractures, joint replacements, pneumonia, stroke or multiple medical problems. Most patients stay less than 30 days, with an average stay of 12 days.

Caregivers include a case manager and a discharge planner, who are dedicated to meeting the needs of the patients. These individuals work with other professionals who have expertise in short stay care, including nurses, occupational, physical and speech therapists, and specialists in the areas of therapeutic recreation, nutrition and psychology. Because many of the Short Stay patients need intense levels of physical therapy, our program offers therapy two times a day, seven days a week.

The following excerpt is from a patient's discharge survey: "My experience here could not have been better! Everyone, regardless of their job description, has been very helpful, concerned and friendly. My questions were answered to my satisfaction. All meals were delicious. Physical therapy and occupational therapy personnel were friendly and dedicated — I wouldn't be leaving today if not for them. I would definitely recommend SBSC without hesitation."

Long Prairie, Melrose hospitals change names

Long Prairie Memorial Hospital & Home and Melrose Area Hospital now operate under the names CentraCare Health System – Long Prairie and CentraCare Health System – Melrose. The CentraCare clinics in Long Prairie and Melrose will change names at a future date.

St. Cloud Hospital recognized as distinguished hospital

St. Cloud Hospital is among seven Minnesota hospitals designated as Distinguished Hospitals for Clinical Excellence (DHCE) by the latest HealthGrades study. The other designated Minnesota hospitals are:

- Fairview Ridges Hospital, Burnsville;
- Fairview Southdale Hospital, Edina;
- North Memorial Medical Center, Robbinsdale;
- Park Nicollet Methodist Hospital, Minneapolis;
- St. Luke's Hospital, Duluth; and
- Unity Hospital, Fridley.

The 2010 report examines patient outcomes based on 40 million hospitalization records from 2006, 2007 and 2008 from the Centers for Medicare and Medicaid Services.

A total of 269 United States hospitals ranked as DHCE this year. Thirty-six states have at least one hospital so designated.

7th Annual Spring Fling

Join us for a Spring Fling Progressive Garden Party at St. Benedict's Senior Community (SBSC) June 10. The social begins at 5 p.m. followed by the dedication of Rosie's Garden, candlelight dinner and dancing in Lillian's Garden to the music of the George Maurer Variety Group. Tickets are on sale at SBSC, St. Cloud Hospital Gift Gallery and online at www.centracare.com. For more information, call (320) 240-2810.

Physician receives excellence award

Congratulations to Sandeep Jain, MD, CentraCare Clinic, who received St. Cloud Hospital's Physician of Excellence award. This award is recognition by peers of his exemplary work ethic. His nominators said he is extremely patient and compassionate. He collaborates closely with all physicians to ensure the best patient outcomes.



Congratulations to...

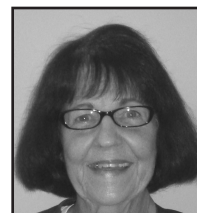
- **Troy Payne, MD**, CentraCare Clinic, on being elected president of the Minnesota Sleep Society's board of directors and on receiving certification from the American Board of Psychiatry and Neurology in the subspecialties of clinical neurophysiology and sleep medicine.
- **Alexander Schad, MD**, CentraCare Clinic, who received his 10-year nephrology certification from the American Board of Internal Medicine.
- Cardiologist Ann Dunnigan, MD, of the Central Minnesota Heart Center, was named to the Best Doctors in America 2009-2010 list compiled by *U.S. News & World Report*. The list honors the top 5 percent of doctors in the nation selected by their peers.
- Jennifer Suzanne Schwanberg, PhD, psychologist, St. Cloud Hospital Behavioral Health Services, Women's Specialty Services, recently had her research published in the *International Journal of Trauma and Dissociation*, titled "Does the language of retrieval affect the remembering of trauma?"
- LaNae Harms-Okins, Coborn Cancer Center, completed all requirements of the Financial Social Work Certification Program and was awarded the title of Certified Financial Social Worker.

United Way campaign results

Thanks to all who contributed to the United Way. To date, the health system raised \$356,999. St. Cloud Hospital had 37 percent participation, CentraCare Clinic, 38 percent and St. Benedict's Senior Community, 23 percent.

Shirley Loehr wins Living the Mission award

Shirley Loehr, the 2010 Living the Mission award recipient, works as a nursing assistant at the Coborn Cancer Center and volunteers at St. Cloud Hospital. The award is given in recognition of individuals' commitment to St. Cloud Hospital's mission, "to improve the health and quality of life for the people of Central Minnesota in a manner that reflects the healing mission of Jesus."



Get counted!

In March, more than 130 million addresses throughout the United States will receive a census form. Why does CentraCare Health System care about the census?

- The census, conducted every 10 years, determines how many seats each state will have in the United States House of Representatives. We want to maintain our level of representation, currently at eight representatives; Minnesota is at risk of losing a representative because of population changes.
- Federal funds are allocated based on population and are used to support transportation, housing and education.

Please share census information with friends, family and patients. For more information about the census, visit the Public Policy section under Messenger on CentraNet.

Drive-thru colon cancer screening offered in March

Pick up a Fecal Occult Stool Specimen (iFOBT) kit at the

CentraCare Pharmacy at St. Cloud Hospital or the Coborn Cancer Center. Complete and mail back for results. One kit per

person. Limited to the first 500 people. Completed kits may be eligible to win a \$100 Coborn's gift card. This test does not replace a colonoscopy which is the best method to detect colorectal cancer. Call (320) 229-5199, ext. 70855 for details.

