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Prescribed Reading: April 2010

CentraCare Clinic

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Prescribed Reading

April 9, 2010

A CentraCare Clinic employee newsletter



Health Care Matters: Equipped

by Allen Horn, MD
CentraCare Clinic President

The Gallup Survey completed annually by all employees includes describing how much you agree with this statement: "I have the materials and equipment I need to do my work right." This is such an important part of being able to find meaning in your work! Trying to work without the right tools can be a miserable, stressful and draining experience, even for talented, skillful and dedicated workers. From a purely functional perspective, having the right tools makes a job more enjoyable, safer, easier and more productive.

Think of trying to chop out an ice fishing hole with your pocket knife. Ever done that? Of course not, but if you did, it would take a long time, cost a lot of extra effort and energy and wouldn't produce a satisfying product! Because our focus is on our patients and our people,

CentraCare Clinic is committed to providing the best possible tools for our employees. But, I know what you're thinking. How does this relate to me as an employee of CentraCare Clinic? What is **my** part in making sure I have what I need to do my work well?

- When you need something, ask if your department has it and be sure it is readily available.
- If not, talk to your supervisor. Can the department purchase it? If not this year, what about next year?
- In some instances, if it's out of the question, maybe you and your co-workers could be innovative! Thinking outside the box, what alternate solution can you think of?

Keep in mind if you don't request the necessary materials and equipment, you may be contributing to a lack of safety, to less patient and staff satisfaction and to reduced efficiency and effectiveness. When you do what you can to be sure you have what you need, everyone wins!

I would enjoy hearing your comments, ideas or questions. Please send them to Dr. Allen Horn, CentraCare Clinic Administration.

High expectations and great opportunities

By Lisa Drong, Customer Service coordinator

One simple word: service. Sometimes things that seem so simple and easy to understand are difficult to define and achieve. But one thing is certain — when a person receives excellent service, there is no guarantee that they'll tell someone. But, if the service or experience is bad, they are certain to tell many.

When a person chooses CentraCare Clinic, it isn't just one person they are choosing for their experience. From the time a person calls for an appointment, to the time he or she leaves the parking lot after the visit, there will be many interactions with people representing CentraCare. Everyone walking into any CentraCare location should expect excellent service from every employee with each encounter.

Where people choose to receive their medical care, and who they choose to receive it from, is one of the most personal decisions they can make. Unlike other industries, health care delivers more than a product.

We reduce anxiety, alleviate fear and provide hope. What we do makes a difference in peoples' lives. By the time patients leave our clinic, they have been touched by many of us, and some of those "touches" can be life-changing.

Each of us has an important part in the patient experience. We have a great responsibility to manage that experience and the privilege to provide excellent service to all. Can a patient "hear you smile" when you answer the phone? If someone is in need of assistance or directions, are you there to lend a hand? Do you thank your patients for choosing CentraCare Clinic for their care? You may feel what you do each and every day is "just a part of your job." Au contraire. Never underestimate the difference you make to our patients and customers. Yes, our patients and their families have high expectations, but that only means we have some great opportunities to share in those expectations.

Current patient satisfaction scorecard

(Press Ganey survey results from 8/1/09 to 4/1/10)

CentraCare Clinic's overall mean score is **90.0**
Percentile rank compared to other facilities is **40**.

Top 5 departments (mean score) based on all questions:

Genetics (mean: 93.5 rank: 95)

Sleep Clinic (mean: 93.4 rank: 87)

Cardiology (mean: 92.9 rank: 76)

General Surgery (mean: 92.3 rank: 89)

Gastroenterology (mean: 91.9 rank: 80)

CentraCare Clinic has partnered with Press Ganey to evaluate the services we provide to our patients. As part of this partnership, we have access to a number of resources and tools, as well as more than 20 years of exclusive survey experience in health care.

If you'd like to learn more about the Press Ganey survey tool, or the exciting things happening around customer service and patient satisfaction, please contact Lisa Drong, customer service coordinator, at 534-3092 or drongl@centracare.com.

Welcome to these new employees

Susan Baker, Administration, Big Lake Clinic
Tonya Ballou, Clinic Services, Women & Children
Melissa Brenny, Nursing, Women & Children
Lillian Chenoweth, Clinic Services, Long Prairie
Madolyn Freeman, Nursing, Long Prairie
Rachel Haller, Nursing, River Campus
Melissa Lampert, Nursing, Plaza – Internal Medicine
Olivia Lashinski, Nursing, River Campus
Kristen Martin, Nursing, Women & Children
Holly Ramler, Nursing, Plaza – Internal Medicine

What is a health care home and why is it different?

by *Kate Nienaber, MA PMin, Quality Improvement*

A common response to health care home/medical home implementation is, "I already do medical home, what makes this different?" Today, CentraCare's difference is threefold:

- Patient- and family-centered care is being incorporated into our systems, workflows and improvement efforts;
- Standardized care coordination, along with the necessary infrastructure, is being developed; and
- State-mandated payment for care coordination is available to state-certified health care home sites.

Minnesota's development of health care homes is led by the Institute for Healthcare Improvement's Triple Aim to simultaneously achieve the following goals:

- Improve the individual experience of care;
- Improve the health of the population; and
- Contain the per capita cost of providing care.

CentraCare's implementation of health care homes will help us to achieve our vision to "be the leader in quality, safety, service and value."

Condolences to ...

- **Marilyn Steinemann**, Little Falls, on the loss of her brother; **David Lindgren, MD**, Women & Children, on the loss of his father; **Holly Dammann**, River Campus, on the loss of her brother; and **Maura Szydlowski**, River Campus, on the loss of her father-in-law.

Kudos to ...

Pediatrician **Marilyn Peitso, MD**, Women & Children. Dr. Peitso is the current president of the Minnesota Chapter of the American Academy of Pediatrics.

Cardiologists **Richard Aplin, MD**; **Ann Dunnigan, MD** and **Bernard Erickson, MD**, presented at the Annual Cardiology Seminar Feb. 18 at CentraCare Health Plaza.

Women & Children's receives \$7,500 grant

Women & Children received a \$7,500 grant from CentraCare Health Foundation for its Reach Out and Read program. This program allows the pediatric providers to give each patient a free book at well-child visits.

Recognition for years of service

20 years: **Judith Tody**, Dermatology; **Carolyn Westberg**, River Campus

10 years: **Laura Isaacson**, Managed Care; **Diane Korte**, Business Center; **Michelle Peterson**, River Campus; **Patricia Tollefsrud**, Heartland

5 years: **Mona Kaley**, Long Prairie; **Joy Karels**, Women & Children; **Mary Smieja**, Women & Children; **Julie Thompson**, Women & Children

PTO time tracking reminder

Please do not clock PTO into the TACS system on payroll Monday for the pay period just ending as the system is "locked" except for use by auditors and Payroll. PTO must be clocked within the pay period it is used. For more information, contact Payroll at ext. 54591.

Medical expense/dependent care reminders

Reminder: Claims paid by your HRA/\$1500 deductible plan, can **not** be turned in to your medical expense plan.

Reaching out to the community

Dermatologist Rachel Schuneman, MD, will share facts about sun and skin health from 6:30-8 p.m. May 10 at CentraCare Health Plaza. Register at www.centracare.com or call (320) 229-5139 for more information.

Pediatric Walk-in Clinic patient feedback

"This is a great service. I love that I do not need to wait on hold to get an appointment."

Pediatric Walk-in Care hours are 8 a.m. to 4 p.m., Monday-Friday at CentraCare Health Plaza.

Central MN Heart Center Earth Day run is April 16-17

Half marathon, 5K and kid's run at St. Cloud State University. Visit www.runearthday.com for details.