Prescribed Reading: May 2010

CentraCare Clinic

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Health Care Matters: Doing what I do best  
by Allen Horn, MD  
CentraCare Clinic President

The annual Gallup survey ends today. We anticipate this year’s results will show an increasing number of our employees are highly engaged in their work and in helping us become the leader in Minnesota in quality, safety, service and value. Research has found that one measure of engagement is seeing how much you agree with this survey statement: “At work, I have the opportunity to do what I do best every day.”

If you have a natural talent for doing what you do and if you have developed a good skill set and the knowledge that helps you do it well, you can find true meaning and joy in that work. And that shows up in your interactions with patients and staff. Those you serve and those with whom you serve will enjoy being around you.

So, is your job structured full of things you do best? If the reality is that you only have the opportunity to do what you do best in certain parts of your work day, work with your leader to find ways to increase those moments. If your co-workers and supervisor do not know what you do best, tell them. Be honest with yourself and with your supervisor about your preferences. Work with your supervisor to identify and maximize your strengths and challenge yourself to find out what you do best. As an organization, the best way to ensure excellent performance is to integrate an employee’s talents, skills and knowledge to provide the opportunity to do “what I do best” every day.

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

The case for service: Patient feedback

By Lisa Drong, Customer Service coordinator

Access to care: Everyone was so helpful and kind. They answered all questions by phone and returned my phone calls in a short time.

The visit: The receptionist always is efficient and nice. Last time I was in, my doctor was running a little behind and I was informed right away.

The care provider: Dr. Dorsher is one of the best doctors. I’ve seen him for several years now, and I’m not a number to him, I’m a person.

Dr. Furda went over and above my expectations to explain my father’s medical condition and physical limitations to him. He asked my father several times if he understood what they were talking about.

The nurse/assistant: The nurse was amazing! Open, honest, empathetic, professional, knowledgeable! I have never met a better nurse (and I have met hundreds).

Personal issues: I always am treated with dignity and respect.

Overall assessment: Very satisfied with the care and concern received – there were absolutely no negatives. I will definitely recommend this clinic.

Welcome to our new provider

Terry Evers, CNP, joined the Internal Medicine department at River Campus. He received his nursing degree from Minot State University and his nurse practitioner degree from North Dakota State University in Fargo. He has a special interest in behavioral health.

Welcome to these new employees

Michelle Haller, Nursing, River Campus  
Lynn Wensmann, Message Center, Melrose

Kudos to . . .

Medical Director David Tilstra, MD, CPE, who was designated a Certified Physician Executive by The Certifying Commission in Medical Management.

Condolences to . . .

Sheri Weitgenant, Business Office, on the loss of her grandfather; Renee Kemper, Melrose, on the loss of her father-in-law; and Dale Kraemer, River Campus, on the loss of his father.
Monitor your HRA claims on CentraNet

Employees who have a Health Reimbursement Account (HRA) and receive medical services may receive a bill for these services even when they have an HRA balance remaining. Employees can monitor the status of any claims and their HRA balance at CentraNet/human resources/benefits/MMSI home page. For more information, contact Human Resources.

Recognition for years of service

20 years: William Cowardin, MD, Nephrology; Susan Heying, CNP, St. Joseph; John Olsen, MD, Critical Care

10 years: Annette Kittelson, River Campus; Shelly Alexander, Business Center; Wendi Johnson, MD, Women & Children; Jennifer Labelle, Plaza – GI Clinic; Jo Mattson, Business Center; Gail Nett, Business Center; Bernice Willenbring, Plaza - Dermatology

5 years: Kimberly Piersak, River Campus; Debbra Roberts, Plaza - Endocrine

Reaching out to the community

- Dermatologist Rachel Schunemann, MD, presented a talk April 15 on skin care on Lakeland Public Television.
- Jamie Pelzel, MD, Central Minnesota Heart Center, presented April 16 on acute heart failure management at St. Cloud Hospital’s Grand Rounds. He also presented April 19 in Wadena on atrial fibrillation.
- CentraCare Clinic – Melrose participated in the Melrose Home, Health & Family Expo April 10.
- Central Minnesota Heart Center participated in the Life Connections Senior Expo April 16 in Willmar.
- CentraCare Clinic – Women & Children participated in the First Steps Baby Expo April 17 at the St. Cloud Civic Center.

Women’s Health 101 wrap-up

This year’s Women’s Health 101 event on April 10 was a great success! More than 450 women attended the event and had these comments to share:

- I enjoyed the day. It wasn’t just health-body related, but included the emotional-spiritual also. An overall great day. Thanks!
- I think it was very well done. The topics were all of value to me. The booth people were very friendly and informational and not pushy. I would recommend this health fair to everyone. A great day for me.
- Very friendly and upbeat staff and volunteers working. Awesome positive feeling.

Thank you to our presenters and booth participants who shared their expertise on a variety of topics and to the planning committee for all of their efforts in making the event a success!

CentraCare Health System Reward Program

Earn points toward an additional deposit into your Health Reimbursement Account or cash (non-HRA participants) while improving your health. If you earn 500 points or more, you will receive a $100 HRA deposit or $50 cash incentive (non-HRA plan members). If you earn 250-499 points, you will receive a $50 HRA deposit or $25 cash incentive (non-HRA plan members).

To register for the Reward Program or for a list of eligible activities and their point value, visit www.CentraCareWellness.com and click on “Reward Program.” Assistance is available for employees without internet access or an e-mail address. For more information, contact Nicole Solarz, ext. 53627.

Make a difference – volunteer

St. Cloud Hospital has volunteer opportunities available including assisting Gift Gallery customers or helping guests at the Gorecki Guest House, plus many more. Employees who refer volunteers are eligible to win a $25 Gift Gallery certificate during the monthly referral drawing. For more information, visit www.centracare.com, call the Volunteer Office at ext. 53576, or e-mail Volunteer@centracare.com.

Fidelity Investments one-on-one consultations

To make an appointment with a Fidelity consultant, call (800) 642-7131.

- 1-4 p.m. May 20 or 9-11 a.m. June 1 in the Leonard, Street & Deinard Room, Health Plaza
- 9 a.m. to 4 p.m. May 26 or June 2 in SCH Human Resources Department
- 1-4 p.m. June 1 in the Lower Level Conference Room, River Campus

Skin cancer screenings increase awareness

The Dermatology department offered 83 free skin cancer screenings May 3 and 4 to encourage early detection and teach prevention of skin cancer, the most common form of cancer in the country.

Shining the spotlight on skin health

Dermatologist Rachel Schuneman, MD, will share facts about skin health from 6:30-8 p.m. May 10 at CentraCare Health Plaza. Free. For registration information, visit www.centracare.com. For other details, call (320) 229-5139.

CCHS employee campaign reaches goal!

Thanks to the generosity of 1,919 employees, the employee campaign exceeded its 30 percent participation goal by reaching 31.3 percent. The 2010 campaign raised $150,000. The total for the first two years of the five-year campaign is $2,550,000!