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Prescribed Reading: June 2010

CentraCare Clinic

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Prescribed Reading

June 4, 2010

A CentraCare Clinic employee newsletter



Health Care Matters: Ya gotta love it - So, give it away!

by Allen Horn, MD
CentraCare Clinic President

Who doesn't love a bit (or a lot) of praise and recognition? We humans are hard-wired to enjoy praise. Recognition for good work releases a highly addictive chemical called dopamine in our brains. Dopamine creates feelings of pride and pleasure – which makes us want more of it. When we have earned and received praise at work, we are motivated to do more of the behaviors that earned us the dopamine hit that came with that praise.

So, let me ask you something: In the past seven days, have you received recognition or praise for doing good work? This Gallup question seeks to discover if you're getting recognized on a regular basis, which will help you feel engaged at your workplace. I strongly hope you are

regularly experiencing pride and pleasure from being noticed and verbally recognized for the meaningful work you do at CentraCare Clinic.

You can encourage a culture of praise and recognition in your own work area by giving verbal compliments to your co-workers whenever you see them doing something special, going beyond their work duties, extending themselves on behalf of others or making a difference in our patients' lives. In fact, the praise that counts the most is when it is given directly following good work. So next time you see a job well done say, "Great job!" and know it will matter to your co-worker. Remember: higher dopamine levels will benefit each of us, our workgroup and our patients.

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

Recognition for years of service

25 Years: Linda Klein, River Campus

20 Years: Richard Aplin, MD, Cardiology; Bernice Kampa, Women & Children

15 Years: Mark Hauge, MD, Medical Oncology; Sondra Haus, Women & Children; Lottie Miller, River Campus

10 Years: Mary Evans, Business Office; Laurie Gradin, River Campus; Denise Lenarz, MD, Pediatrics; Tammy Peine, Women & Children; Jackie Pooler, River Campus; Alice Schlangen, Melrose; Danelle Zapzalka, St. Joseph

5 Years: Theresa Michels, River Campus; Walter Siasu, MD, Hospitalist; Jennifer Tschida, Melrose

Walk-in care receives great response from patients

Pediatric Walk-in Care saw a record number of 116 patients in one day. The staff and providers are continuing to receive great feedback on the convenience, efficiency and no on-hold wait for a scheduled appointment.

Welcome to our new employees

Amelia Lisi, Clinic Services, Plaza-Internal Medicine

Blythe Peterson, Nursing, Dermatology

Good news in diabetes care

Congratulations to CentraCare Clinic – Becker who ranked second and the River Campus Internal Medicine department who ranked fifth in the state for diabetes care according to Minnesota Community Measurement's HealthScoresSM consumer Web site.

The Optimal Diabetes Care measure reports the percentage of diabetes patients, ages 18-75, who met these five goals for diabetes care:

- 1) Maintain blood pressure less than 130/80;
- 2) Lower LDL ("bad" cholesterol) to less than 100 mg/dl;
- 3) Control blood sugar (A1c level less than 8 percent);
- 4) Don't smoke; and
- 5) Take an aspirin daily, for those ages 40 and older.

In 2009, CentraCare Clinic had a year-long initiative to improve diabetes care. Teams from all sites met monthly to share ideas for improving care.

Minnesota HealthScores' data is provided by Minnesota health plans and more than 300 medical clinics statewide. For more information, visit MN Community Measurement's consumer Web site at www.mnhealthscores.org.

Patient satisfaction scorecard

(Press Ganey results from 8/1/09 to 5/17/10, based on feedback from more than 9,000 patients.)

CentraCare Clinic's current **mean score is 90.0**.
Percentile rank is 37 (compared to other facilities).

At this time in 2009, the mean score was 89.2 and the rank was 32.

Our **patient satisfaction goal is 89.95**. The baseline from the last survey period was 89.2.

Top 5 departments: (based on all survey questions)

- **Genetics** (mean: 93.5)
- **Radiation Oncology** (mean: 93.3)
- **Sleep Clinic** (mean: 93.3)
- **Cardiology** (mean: 92.5)
- **General Surgery** (mean: 92.3)

Most improved over the past year (mean score)

- **Genetics** (86.9 to 93.5) + 6.6
- **Gastroenterology** (89.5 to 91.8) + 2.3
- **Neurology** (83.9 to 86.2) + 2.3
- **Dermatology** (88.0 to 89.9) + 1.9
- **Endocrinology** (86.4 to 88.3) + 1.9
- **Nephrology** (90.1 to 91.9) + 1.8

If you would like more information, please contact Lisa Drong, customer service coordinator, at (320) 534-3092 or drongl@centracare.com.

Health care reform updates

Below is information on how health care reform will impact our health plan *beginning January 1, 2011*.

• **Coverage for adult children up to age 26.** Child does *not* need to be a full-time student. Can be married or unmarried adult children. Does not include spouse or children of adult children.

• **No lifetime limit on dollar value of plan benefits.** Our plan currently has a \$2-million lifetime limit, which will be removed.

• **Employers must include the cost of employer-sponsored health coverage on employees' W-2 forms.** Will be included on W-2 forms sent in January 2012.

• **Flexible Spending Accounts/Medical Expense Reimbursement Account.** Over-the-counter drugs without a prescription will not be reimbursable.

Employee Assistance Program (EAP) Plus Program

EAP Plus can provide assistance with personal and work-related concerns no matter how large or small. EAP counselors can help with stress management/anxiety, depression, marital or family conflict, financial concerns, legal questions, addictions and child and elder care. Call (866) 757-3271 or visit www.eapadvantage.com, password: plus. EAP is available 24 hours a day, seven days a week.

Personalized health information is just a click away

Sign up today for *My Healthy News*, a free, monthly e-newsletter from CentraCare Health System at www.centracare.com/newsletter. You choose the topics and services that matter to you. Then we send up-to-date information from national health resources that is personalized to your needs and interests. Sign up by July 30 to receive a free digital thermometer and to get your name entered in a drawing for an iPod Shuffle!

Artery Explorer

The Central Minnesota Heart Center in conjunction with the American Heart Association and AstraZeneca are bringing a mobile Artery Explorer to communities throughout Central Minnesota this June. This 3D multisensory motion simulator takes participants on a virtual tour through arteries affected by atherosclerosis. The goal is to teach people about the dangers of atherosclerosis, the risk factors and what they can do about it.

Kudos to ...

Stephen Leslie, MD, Allergist, will talk about allergies at the St. Cloud Children's Home June 10.

Shelly Larson-Peters, MD, Neurology, presented on Amyotrophic Lateral Sclerosis (ALS) at an April 27 conference for health care workers at the Health Plaza.

CentraCare Clinic President **Allen Horn, MD**, participated in a health care reform panel discussion at the 17th Annual Nonprofit and Foundation Conference in Minneapolis May 6.

George Schoepfoerster, MD, and **Allen Horn, MD**, participated in a health care reform panel discussion at the College of St. Benedict March 23.

CentraCare Clinic physicians **David Kroska, MD**; **Stephen Leslie, MD**; **Troy Payne, MD**; **Susan Leonard, MD**; **Rachel Wenner, MD**; **Maria Mallory, MD**; **Robin Marushin, MD**; and **George Morris, MD**, volunteered to present at Women's Health 101 April 10.

Robin Marushin, MD, Women & Children, presented on breastfeeding at the First Steps Baby Expo in St. Cloud April 17.

Kathleen Rieke, MD, Neurology, presented on "Seizures for the non-neurologist" at SCH Grand Rounds May 21. Dr. Rieke also presented a talk to the general public on seizures May 19 in Alexandria in conjunction with the Epilepsy Foundation.

Condolences to ...

Shelly Harren, Heartland, on the loss of her father; **Donna Shold**, Heartland, on the loss of her mother-in-law; **Diane Kron**, Heartland, on the loss of her brother; **Triniti Feldhege, NNP**, NICU, on the loss of her mother-in-law; **Brad Currier, MD**, Gastroenterology, on the loss of his mother; **Dale Kraemer**, River Campus, on the loss of his father; and **Sandy Florek**, River Campus, on the loss of her mother-in-law.

