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Prescribed Reading: July 2010

CentraCare Clinic

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Prescribed Reading

July 2, 2010

A CentraCare Clinic employee newsletter



Caring

by Allen Horn, MD

CentraCare Clinic President

"My supervisor, or someone at work, seems to care about me as a person." This question from the Gallup Q12 Employee Engagement Survey is especially

important to our organization. Embedded in our very name and identity, the heart and soul of CentraCare Clinic and CentraCare Health System is "Care." Gallup researched the word "caring" and found that "Caring means setting each person up for success." This applies to caring for patients – and it applies to caring about each other, too.

Generally, it takes an investment of time and effort to connect with co-workers and learn about them. As we listen, observe and collaborate, relationships build and

opportunities to set each other up for success will come along. When we know someone's strengths, skills and interests, we can encourage them and watch them grow. As co-workers feel safe with us and supported by us, the atmosphere changes, relaxes and people feel cared about. They become more willing to stretch, risk, share information and challenge the status quo to find better ways of doing things. The ripple of caring and nurturing continues to grow as each cared-for employee reaches out and extends caring to co-workers and patients/customers.

Only by caring for and about those around us will we be successful in becoming the leader in Minnesota for quality, safety, service and value.

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

What do you want to remember?

by Lisa Drong, Customer Service coordinator

Imagine you are the patient. You've just arrived for your health care experience at CentraCare Clinic. You have expectations about your care, but we have no idea what those expectations are. Sure, you'd like access to care, ease of scheduling appointments, a clean lobby and exam room, interactions with people who are courteous and respect your time – along with many other expectations. How will we meet your expectations? And, is just barely meeting your expectations good enough? When you leave CentraCare Clinic, what will you remember?

In order to "be the leader for service in Minnesota," good is no longer good enough. When you are a patient, do you leave excited to tell your family and friends about the clean lobby and exam room? Do you tell co-workers you were able to schedule a follow-up appointment and that your doctor gave you information about your medication? Most likely you don't because those are basic expectations of any health care encounter. However, if while waiting in a clean environment, you were offered something to make you more comfortable, you would notice. Hearing the comment, "We appreciate your wait today; we know your time is valuable," would be a pleasant surprise. As you left

the clinic, if you encountered a smile and heard, "Thanks for choosing CentraCare," you might think we are doing something special. This is service excellence; not happening once or twice, but happening consistently during every encounter. If you go above and beyond, often in small and seemingly insignificant ways, your patients will remember.

Current patient satisfaction data reveals that out of approximately 9,300 patients, almost 28 percent rated their experience at CentraCare Clinic as "good." Even better news is that more than 67 percent rated us "very good." The difference between good and very good is the difference between a satisfied patient and a loyal patient.

Loyal patients have observed and received service excellence. We have provided them care and they've left saying, "Wow!" Those patients remember, and they will rate their experience as "very good." When you are meeting the practical needs and expectations of your patients and customers, take a moment and remember how you can meet their personal needs too. They will remember.

What excites you about your role and the opportunities you encounter each day? Bring that priceless gift of enthusiasm and passion for your work to your patients and co-workers each day. They will remember.

CENTRA CARE Clinic

Thomas Schrup, MD, receives excellence award



Congratulations to **Thomas Schrup, MD**, Women & Children, who was honored with St. Cloud Hospital's Physician of Excellence award. Dr. Schrup is a devoted pediatrician and the medical director of emergency preparedness for the Central Region of Minnesota. He is recognized as a leader in crisis management and H1N1. His nominees said he is an effective advocate for patients, families, the health system and the community. He has the ability to remain calm and reassuring during a crisis, which demonstrates his ability to be a leader and mentor.

Congratulations to the employees of the quarter

Sara Rueckert, Women & Children, was nominated by three co-workers who stated, "Somehow Sara works miracles every day getting the seemingly impossible done. Sara always is willing to go the extra mile with referrals."

The co-workers of **Michelle Klein**, St. Joseph, said "Michelle has been very generous with her time and her talent and has demonstrated leadership on several committees. Michelle is professional and empathetic."

The random drawing winner was **Diane Mayavski**, Plaza - Family Medicine. Other nominees were: **Jami Orndorff**, River Campus; and **Mary Lepinski**, Heartland.

Recognition for years of services

20 years: **Nicholas Reuter, MD**, Plaza-Oncology; **Ronald Elg, MD**, and **Janet Fruth**, River Campus; **Deborah Rasmussen, MD**, Long Prairie; **Mary Keating, MD**, Plaza-Allergy; **Mark Johnson, MD**, Heart Center; **Janet Jaskowiak**, Plaza-GI

15 years: **David Tilstra, MD**, Plaza-Genetics; **Amy Thelen**, Billing Office

10 years: **Jean Rushmeyer**, Plaza-Medical Records

5 years: **Robert Stocker, MD**, and **Sandra Thene**, Women & Children; **Jain Sandeep, MD**, and **Paul Marek, MD**, River Campus; **Patricia Stegeman**, **Jessica Olson** and **Carol Williams**, Plaza-Endocrine; **Stacey Kotek**, Long Prairie

Kudos to...

• **CentraCare Clinic – Heartland's laboratory** received the Laboratory Excellence Award from the Commission on Office Laboratory Accreditation, a national health care accreditation organization.

• Thanks to the generosity of **1,974 employees**, the CentraCare Health System Employee Campaign raised \$2.58 million to help support the 5-year Caring for Generations Capital Campaign. Visit www.centracare.com/foundation/benefactors for a complete list of benefactors.

CentraCare Clinic - Women & Children participated in Stratis Health's Culture Care Connection to become more culturally aware of growing populations.

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!

Expanding and moving

Beginning July 1, **Mark Johnson, MD**, will practice cardiology for the Central Minnesota Heart Center at the new Brainerd Lakes Heart and Vascular Center rather than in St. Cloud

Welcome to these new employees

Catherine Sindelir, Nursing, Nephrology
Jessica Anderson, Medical Asst., Plaza-Family Medicine
Amber Peterson, Genetic Counselor, Plaza-Genetics
Traci Hillman, Clinic Services, Big Lake Clinic
Cari Aun, Radiology Tech, River Campus
Kendra Beckley, Radiology Tech, River Campus

Collaborative works to improve care for autism

CentraCare is participating with seven other teams from Minnesota and the Minnesota Department of Health - MN Children with Special Health Needs and the Minnesota Chapter of the American Academy of Pediatrics to improve care for patients with autism and other developmental disabilities.

Employee Benefit Information

What do I need to do if my child just graduated from college in May?

If your dependent was covered under your insurance, please complete a Benefit Enrollment Form canceling them off the plan. Also, if this is your last dependent child, indicate that on the form as your premiums would change. In January 2011, dependent children under age 26 will be able to come back on the medical plan no matter their student status. More information about adding them back onto your plan will be available at a later date.

Medical Expense Reminder

Employees can **not** turn in claims for medical expenses reimbursed from any other source, such as the Health Reimbursement Account (HRA). To check if your HRA has paid, view your account online at www.MMSIservices.com.

Changes to W-2 for 2011

On the 2011 W-2 form, the cost of the employer and employee health insurance will need to be reported. However, this cost is not taxable income to the employee.