

9-2010

## Prescribed Reading: September 2010

CentraCare Clinic

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# Prescribed Reading

September 10, 2010

A CentraCare Clinic employee newsletter



## Health Care Matters: New Growth, New Development

by Allen Horn, MD  
CentraCare Clinic President

How long has it been since you learned something new, something that helped you do your job better, quicker or more easily? When is the last time you had one of those “aha” moments when something new just clicked into the right place in your thinking? And who facilitated that moment? Often, when we learn new things, it’s because someone cared enough to give us that nudge to leave our comfort zone, encouraging us toward growth. Maybe they suggested a class, offered to tutor us in their expertise, or simply modeled for us the fun and excitement of their own learning processes.

According to the Gallup survey, being encouraged to develop our knowledge base and our skills will help to keep us engaged in our work here at CentraCare Clinic. I believe each one of us can seek out someone at work who will encourage our development in whatever career path we are on. That person might be a friend, coworker or supervisor — if we choose to listen to them, request more training, look for new opportunities or ask for new responsibilities, we will have the fun and satisfaction of seeing new growth in our lives. And don’t forget — we can choose to encourage others in their development, too! A culture that includes a commitment to learning is a wonderful gift to each of us and to the patients we serve.

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

## Patient satisfaction goal achieved!

by Lisa Drong, Customer Service coordinator

Congratulations! You are creating a patient experience that is one of excellence. We surpassed our fiscal year 2010 patient satisfaction goal of 89.95 by achieving an overall clinic mean score of 90.0.

### Top 5 Departments

- Radiation Oncology (93.2)
- Sleep Clinic (93.2)
- Genetics (92.8)
- Cardiology (92.5)
- General Surgery (92.2)

### Most Improved Departments

- Genetics (+5.9)
- Gastroenterology (+2.1)
- Neurology (+2.2)
- Dermatology (+2.2)
- Endocrinology (+1.8)

A new survey period started July 1 and we’ve already received 1,422 patient surveys. As of Aug. 31, the current mean score is 90.2.

CentraCare Clinic’s patient satisfaction goal for fiscal year 2010-2011 is 90.70.

CentraCare Clinic has partnered with Press Ganey to evaluate the services we provide to our patients. If you would like to learn more about the Press Ganey survey tool or share ideas for customer service, please contact Lisa Drong, Customer Service coordinator, at 534-3092 or [drongl@centracare.com](mailto:drongl@centracare.com).

## The case for service: Patient feedback

**Access to care:** “I like to have all my tests done on one day so I only have to make one trip to St. Cloud. The scheduling person did a great job.”

**The visit:** “All staff were so prompt. I was actually seen on time! I was very appreciative of that.”

**The care provider:** “Trusting your care provider is #1 to me, and I’m very pleased with mine.”

“Dr. Spinner takes the time to explain and seems to never rush out of the room.”

“Dr. Minnerath is an excellent doctor with a great bedside manner.”

**The nurse/assistant:** “The nurse was wonderful. He was so nice and caring. Good job!”

**Personal Issues:** “Dr. Thompson called me personally a week after surgery to see how I was doing and to explain the test results.”

**Overall assessment:** “I talk very highly of my visits and definitely recommend you to others.”

## **Congratulations to our employees of the quarter**

**Cathy Schellinger**, Heartland Laboratory, is one of our winners. Her nomination form stated, "Cathy was hired as an on-call employee four years ago. She often works 40-hour weeks filling voids left by employees on medical leave or vacation. We are very fortunate to have such a positive, friendly, capable and flexible employee. She is an invaluable part of our team!"

The other winner is **Judy Plumski**, Health Plaza - Allergy. Her nomination form stated, "Judy is a dedicated worker, a great teacher and a really good friend. She is liked by patients and staff alike. She is one of the hardest working people I know. She takes calls at home from nurses and providers to discuss allergy shots and asthma. Judy has taught me a lot about allergies, asthma and how to be a good nurse."

The random drawing winner was **Patricia Stegeman**, Health Plaza - Endocrinology. Other nominations included: **Roberta Rovnak**, **Judy Ringeisen**, **Cathrin Johansen** and **Jean Wentworth**, River Campus; **Angela Hall**, **Mary Smieja**, **Jean Zwilling**, **Kris Kobienia** and **Jennifer Meyers**, Women & Children; **Joyce Einyck**, St. Joseph; **Roxanne Hoye** and **Melissa Warner**, Health Plaza – Gastroenterology.

## **Recognition for years of service**

30 years: **Susan Brixius**, Women & Children; **Linda Lindberg**, Nephrology; **James Lundeen, MD**, Surgery  
25 years: **Catherine Goerger**, Business Center; **Kimberly Saldana**, Business Center

15 years: **Marylou Elfering-Christensen**, Heartland; **Mark Martone, MD, CMHC**; **Paul Mitchell, MD**, Surgery; **Lenore Schmit**, Surgery

10 years: **Valery Hoover, CNP, CMHC**; **Weining Hu, MD**, Women & Children; **Keith Lurie, MD, CMHC**; **Bryan Rolph, MD**, Nephrology; **Susan Marie Stang**, Neurology; **Darin Willardsen, MD**, Hospitalist; **Tracy Wurst**, Neurosurgery; **Kevin Xie, MD**, Neurology; **Ying Zhou, MD**, Internal Medicine

5 years: **Cynthia Gardner**, Women & Children; **Stephanie Grahek, PA**, Surgery; **Amy Kramer, CNP**, Plaza-Internal Medicine; **Angela Kray**, Pulmonology; **Kevin May**, Plaza-Allergy; **Becky Mueller, DO**, Becker

## **CentraCare named Best Place to Work**

For the second consecutive year, CentraCare Health System is recognized as the #1 Best Place to Work in Minnesota, in the large company category, by the *Minneapolis/St. Paul Business Journal*. CentraCare and other winners are featured in the *Business Journal* and at <http://twincities.bizjournals.com/twincities/>. Employees at qualifying companies took a Web-based survey created by Quantum Workplace, based in Wichita, Kan., which then provided the *Business Journal* with a list of firms ranked by their scores.

## **Welcome to our new employees**

**Angela Hinson**, Clinic Services, Women & Children  
**Angela Johnson**, Nursing, Women & Children  
**Pattilynn Johnson**, Nursing, River Campus  
**Carrie Kotzer**, Nursing, Women & Children  
**Bridget Menden**, Nursing, Women & Children  
**Jennifer Nitz**, Business Center  
**John Smith**, Nursing, River Campus  
**Jody Stangle**, Nursing, River Campus

## **A.W.A.K.E. Support Group meets Sept. 21**

**Troy Payne, MD**, Sleep Center, will discuss sleep apnea treatment options during the A.W.A.K.E. (Alert, Well and Keeping Energetic) Support Group and annual health fair from 6:30-8 p.m. Sept. 21 at CentraCare Health Plaza. People diagnosed with sleep disorders are encouraged to attend. For more information, call (320) 251-0726.

## **Food Allergy Basics**

Pediatric Allergist **Mary Keating, MD**, Women & Children, and **Kristin Pratt, RD**, St. Cloud Hospital, will share information about common food allergies, ingredients to avoid and methods to avoid cross-contamination of foods from 6:30-8 p.m. Sept. 27 at CentraCare Health Plaza. FREE. Register at [www.centracare.com](http://www.centracare.com). For details, call (320) 229-5139.

## **Schrup is clinic's associate medical director**

Pediatrician **Thomas Schrup, MD**, Women & Children, is the associate medical director for CentraCare Clinic. He is dedicating about one-fourth of his time to this new leadership role. Dr. Schrup is responsible for physician relations and for overseeing the physician retention program. He also is assisting with physician recruitment and physician practice management.

## **Donate new or gently used books for children**

CentraCare Clinic – Women & Children is partnering with Reach Out and Read, the nationwide school readiness program, to give a new book during well-child checkups for children 6 months of age until they enter kindergarten. Anyone interested in donating gently used books can drop them off in the Pediatric Clinic's Well Child Lobby at CentraCare Health Plaza.

## **Calling all bike riders!**

People of all ages and abilities are invited to participate in this attempt to break the record for the largest bike parade. Join us Sept. 25 at Whitney Fields in St. Cloud. Register by Sept. 17 at [BLENDcentralMN.org](http://BLENDcentralMN.org) and receive a free T-shirt. This free event, sponsored by BLEND (Better Living: Exercise & Nutrition Daily), offers entertainment and door prizes. For information on times, registration and volunteer opportunities, visit [www.blendcentralmn.org](http://www.blendcentralmn.org).