

10-2010

## Prescribed Reading: October 2010

CentraCare Clinic

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# Prescribed Reading

Oct. 8, 2010

A CentraCare Clinic employee newsletter



## Health Care Matters: Health literacy

by Allen Horn, MD  
CentraCare Clinic President

Regardless of our clinic role, we often may provide information to our patients that many of them do not understand.

More than half of all American adults — 90 million people — have difficulty understanding and acting on health information. This lack of understanding affects a broad cross-section of our patients, but it is more common in the elderly, the poor, members of minority groups and people who are not proficient in English. It can lead to medication errors, missed appointments, bad medical outcomes, increased use of medical services, higher health care costs and even malpractice lawsuits.

Patients do not understand what we are telling them for any number of social, cultural and individual reasons. However, most important is inadequate health literacy which is defined as “the ability to read, understand, and act on medical instructions and information.” Because medical care has grown increasingly complex, it has become even more critical for each one of us to be aware of and help

address limited health literacy. We treat many of our patients with numerous medications, and we ask them to follow complicated instructions. Information about something as simple as a sore throat can be difficult to understand, but the information needed to manage chronic diseases like diabetes often can overwhelm even those individuals with very good literacy skills.

So what can you do? Each of us can work to ensure that every patient has access to health information they can understand and use to make appropriate health decisions. We can encourage patients to ask questions, provide short, simplified written instructions at the sixth grade reading level and be sure that patients understand what they need to know and do. Providing this understanding can help make the health care experience easier and better for all our patients. To help address limited health literacy, a learning module now is available under the Education tab on CentraNet. Additional resources can be found at the American Medical Association Web site or by googling ‘health literacy.’

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

## Patient satisfaction scorecard

CentraCare Clinic has partnered with Press Ganey to evaluate the services it provides to patients.

CentraCare Clinic’s current **mean score** is **90.5** based on more than 2,369 patient surveys received from July 1 to Sept. 29, 2010. Overall, CentraCare Clinic ranks in the 46<sup>th</sup> percentile among other medical facilities in the Press Ganey database.

CentraCare Clinic’s **patient satisfaction goal for the fiscal year 2011 is 90.70**. The **overall mean score** from the last survey period **was 90.0**.

Thank you for your continued effort to provide excellent patient experience. 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:** “The ladies at the desk who welcome you as you enter are absolutely the best. They are helpful, friendly, kind, courteous, respectful and knowledgeable.”

**The visit:** “My doctor and nurse were very patient and professional in answering my questions.”

**The care provider:** “Dr. Reuter did a good job of explaining medical information. He answered my questions with care and concern.”

**The nurse/assistant:** “She was very kind and concerned about me, and that is very much appreciated.”

**Personal issues:** “The Nurse Practitioner went the extra mile to help me with my issue. I was very happy with how she handled things.”

**Overall assessment:** “You have a very upbeat staff member. The clinic was very clean. The care was excellent. I have recommended your practice to others.”

**CENTRACARE Clinic**

## Recognition for years of service

30 years: **Sharon Bollinger**, St. Joseph;

**Kathrin Johansen**, Neurology

25 years: **Karin Walz**, Nephrology

20 years: **Kristi Bentler-Jonas**, Plaza-Family Medicine

15 years: **Kathleen Kulus, MD**, Women & Children;

**Melissa Lampert**, Plaza-Internal Medicine; **Rosalyn**

**Bertamus**, River Campus

10 years: **Kimberlee Allen, Patricia Hansen, Jill**

**Oechsle**, Business Office; **Linda Jarboe, Brad**

**Thompson**, River Campus; **Anh Nguyen, MD**,

Neurology; **Carol Overfors, Shirleyann Schnobrich**,

Women & Children

5 years: **Lenore Booth**, Plaza-Internal Medicine;

**Amanda Colbert**, St. Joseph; **Elizabeth Porter**, Women

& Children

## Welcome to these new clinic employees

**John Beuning**, Business Office

**Carol Deters**, Housekeeping, Little Falls

**Vanessa Kuklok**, Clinic Services, Plaza – Family Med.

**Lana Olson**, Medical Assistant, Becker

**Holly Tylewski**, Nursing, Plaza – Family Medicine

**Meghan Webber, PA**, Neurosurgery - River Campus

## Open house in Melrose

Join CentraCare Health System – Melrose providers and staff for a public open house from 4:30-6:30 p.m.

Oct. 28 to meet **Stephen Turner, DO**, and **Bobbie Jo Bertram, CNP**. There will be refreshments and tours of the newly remodeled emergency room, rehabilitation department and nursing home wellness room.

## The Magic of Giving

The 2010 United Way Campaign is Oct. 18 – Nov. 5

This year's theme is "Abra-Care-Dabra: The Magic of Giving." (See the payroll insert for a list of events.)

Please turn in your pledge forms to **Donna Corrigan**, Health Plaza, or **Susan Dircks-Dewenter**, River Campus.

Clinic employees who return their pledge forms will be eligible in the following prize categories:

- 1 winner of 10 hours PTO for \$500 and up
- 2 winners of 8 hours PTO for \$250-\$500
- 2 winners of 6 hours PTO for \$100-\$250
- 2 winners of 4 hours PTO for \$50-\$100

## Don't forget your family's flu shots

Flu vaccine now is available for all ages at CentraCare Clinic sites. Patients are encouraged to call their primary clinic to schedule their flu shot during one of several flu shot clinics planned. The seasonal flu shot is recommended for everyone ages 6 months and older. Patients are advised to wear short sleeves and bring their insurance card. For more information about employee flu shots, talk with your supervisor.

## Medicine cabinet clean-out day is Oct. 14

Do you have expired or unwanted medications at home you want to dispose of safely and properly? If yes, drop them off on Medicine Cabinet Clean-Out Day from 2-6 p.m. Oct. 14 at CCHS-Long Prairie. Please leave prescriptions and over-the-counter medications in their original container (cover your personal information) and keep them out of reach of children. For more information, call Todd County Public Health at (320) 732-4440.

## Cardiac Surgery recognized nationally

Cardiac surgeons Edgar Pineda, MD, and John Teskey, MD, with Central Minnesota Heart Center were recognized in the October 2010 *Consumer Reports* magazine as one of the 50 top-rated surgical groups in the nation. The rating was based on how their results compare with national standards for survival, complications and other measures. For more information, visit [ConsumerReportsHealth.org](http://ConsumerReportsHealth.org) and click on the Doctors & Hospitals tab.

## Do you have a great recipe to share?

Physicians and staff from the Neurology department will compile and sell a cookbook to raise money for the Epilepsy Foundation of Minnesota (EFM). Neurology employees will cover the production costs, so all money raised will benefit the Epilepsy Foundation. All recipes are welcome! Everyone who submits a recipe(s) to [NeuronsUnite@gmail.com](mailto:NeuronsUnite@gmail.com) will receive recognition in the cookbook. EFM provides free education and support for people and their families dealing with epilepsy.

## Kudos

• CentraCare Clinic President **Allen Horn, MD**, class of 1964, received the Distinguished Alumni Award from Paynesville High School and was honored at a banquet.

• **Brett Pinkerton, MD**, OB/GYN, started her one-year term as SCH Chief of Staff July 1.

• **Jon Dennis, MD**, Women & Children, is co-author of the upcoming book *Managing Adolescent Depression: The Complete Guide for Primary Care Clinicians*. His two chapters are: How primary care clinicians can work with mental health professionals and Managing co-morbid and complicating conditions.

## Spirit Girls' Night Out is Oct. 25

Indulge with friends from 5-8 p.m. in an evening of chocolate, massage and good health with bra-fittings, speakers and screenings at CentraCare Health Plaza. You have a chance to win gift baskets and a \$50 Visa gift card to use on your own personal indulgences! Cost is \$10 and space is limited. Register at [www.centracare.com](http://www.centracare.com). For details, call (320) 229-5139. Sponsored by St. Cloud Hospital Breast Center, Women & Children's Center and Coborn Cancer Center. Take action for your health!