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Prescribed Reading: November 2010

CentraCare Clinic

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Health Care Matters:
My opinion counts
by Allen Horn, MD
CentraCare Clinic President

How do you feel when you voice an opinion and someone listens carefully to it and actually considers your idea? Most people really enjoy having the opportunity to be “heard.” And in the health care field, it’s especially vital that our culture supports each person’s right and responsibility to voice their opinion — clear and complete communication between staff is critically important to getting the right care and caring to each patient we serve.

Gallup Q7 asks us to rate our agreement with this statement, “At work, my opinions seem to count.” When we feel our opinions count, we speak up about things. We lend our unique perspective to each discussion, we calmly speak our piece, and we get heard. Everyone else has a right to disagree with us, and the group or the person in charge has a right to make their own decision, but at least our viewpoint is represented — and we know it matters!

It’s one thing to speak — and another thing to be heard. If we want our voices to be heard at CentraCare Clinic, and our opinions to count, we need to express our point of view in an appropriate manner that clearly demonstrates our respect for each other. Tone and content are important to being heard. Remember, you’ll never know if you can influence a decision unless you voice your opinion!

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

Our employees are ‘Leading with care’
By Lisa Drong, Customer Service coordinator

CentraCare Clinic employees are committed to providing excellent service and the highest quality of care. It is this mission that drives us each day to be the leader in Minnesota for quality, safety, service and value. When you go to work each day, do you also know you work with people who are committed to caring?

To lead is to act as a guide and to show the way. How refreshing to know we are leaders at CentraCare Clinic. We are doing something different. While keeping our continued focus on providing the highest quality of care, we also make service a priority. When patients come to CentraCare, they know we have the medical training, facilities, expertise and equipment to meet their practical needs. This is evident by the number of people willing to travel a great distance for our services. But, when patients encounter customer-centered behaviors, accessible services and reliable and engaged employees, they know we are doing something different. We are meeting their personal needs. After all, what is more personal than health care?

As leaders guiding and showing the way, we know we can’t stop now. Besides, why would we want to? We’re committed to our customers, our referring providers and one another. That is what customer service is all about. We have chosen to lead with care, and what a difference we are making. CentraCare Clinic had nearly 10,000 patients tell us about their clinic experiences during the past year.

Soon, you will be invited to celebrate how we are “Leading with Care.” What does excellent service look like to you? How do you like to lead with care? What more can we do to evaluate and improve our customers’ experiences? We look forward to hearing from you. In the meantime, when you walk into work, remember that you’re surrounded by people who are leading with care every day. Tell others about it, too.

Patient Satisfaction Scorecard

CentraCare Clinic’s patient satisfaction goal for fiscal year 2011 is 90.70. The overall mean score from the last survey period was 90.0. CentraCare Clinic’s current mean score is 90.4 ranking us in the 45th percentile compared to other medical practices in the Press Ganey database. This is based on 3,325 patient surveys received between July 1 and Oct. 21, 2010. For more information, contact Lisa Drong at 534-3092 or drongl@centracare.com.
Welcome to our new provider

Meghan Webber, PA-C, is a certified physician assistant who joined the River Campus neurosurgery department. She received her physician assistant degree from Arcadia University in Newark, Del. Meghan is certified by the National Commission on Certification of Physician Assistants. She has special interest in the diagnosis and treatment of brain tumors.

Nine promotional projects recognized

CentraCare Health System received nine Beacon awards from the Minnesota Health Strategy and Communications Network. The annual awards program recognizes excellence in research, planning, marketing, communications, public relations and community relations. The following CCHS projects were recognized: BLEND promotion; Women & Children’s Pediatric growth & development guidelines; Spotlight on Health; Health Care Reform presentations; Gorecki Guest House grand opening; SCH Employee Assistance program for physicians; CCHS 2009 annual report; Pediatric Walk-in Care; and SCH Customer Service Standards.

The 2010 CCHS annual report is online

Read highlights of our quality improvement efforts, programs and services and financial performance. The report also showcases some benefactors and provides a construction update. Visit www.centracare.com/community. Under News/publications section, click ‘Annual Reports’.

NuVal comes to Coborn’s stores

The NuVal™ Nutritional Scoring System is a food scoring system that lists a food’s nutritional value. The higher the score, the higher the nutritional value. All NuVal™ scores (from 1-100) are displayed on Coborn’s shelf tags, so customers easily can compare the overall nutrition of the foods they buy. Coborn’s stores in Clearwater, Foley, Sartell, Sauk Rapids, St. Cloud and St. Joseph carry the NuVal™ labeling for more than half of their grocery products and are adding more each month.

CentraCare Health Foundation’s BLEND (Better Living Exercise & Nutrition Daily) initiative partnered with Coborn’s Inc. and Blue Cross Blue Shield of Minnesota to bring the NuVal™ Nutritional Scoring System to the St. Cloud area.

Clean-out the cabinet results!

The Medicine Cabinet Clean-Out day at CCHS - Long Prairie had a total of 38 cars and walk-ups. More than 60 percent of the people who stopped returned old or expired medications and nearly 70 percent reported they would have flushed the meds down the toilet or thrown them in the garbage. Thanks to this event, medications will be properly disposed of by Todd County Public Health.

Welcome to these new employees

Braden Claassen, Accounting, River Campus
Leah Jendro, Business Center
Gloria Stockinger, Clinic Services, River Campus

Recognition for years of service

30 years: Christy VanVickle, Business Center
10 years: Sherri Weitgenant, Business Center; and Gloria Wendlandt, River Campus
5 years: Ryan Bjerke, Bethany Feldwerd, and Dinesh Hindka, MD, River Campus; and Stacy Reisinger, Women & Children

CentraCare Wound Center opens Nov. 8

The CentraCare Wound Center, located at 2035 15th St. N., St. Cloud, is an outpatient department dedicated to the evaluation and management of patients with chronic, non-healing wounds using specialized technology. Under the medical direction of Denise Buruse, DO, this outpatient wound care will be provided by Dr. Buruse, as well as CCC general surgeons Drs. James Jost, Matt Maunu and Scott Houghton and Central MN Emergency Physician Dr. Ted Ruzanic, who all have received specialized training in wound care. An open house is planned from 5:30-7:30 p.m. Nov. 22.

Surgery open house planned for Nov. 11

Give your family a behind-the-scenes look at St. Cloud Hospital’s operating rooms from 5-8:30 p.m. Nov. 11. Tours begin in A Lobby. Learn about the latest procedures and technology and enjoy hands-on children’s activities and refreshments. For more information, call (320) 229-4980.

Computer kiosk check-in pilot planned

On Nov. 17, Women & Children will begin to pilot a computer kiosk check-in option for patients who check-in at the Women’s Clinic and Pediatric Ill child lobby.

Kudos to . . .

Central Minnesota Heart Center for achieving a three-year recertification by the American Association of Cardiovascular and Pulmonary Rehabilitation.

National Memory Screening Day is Nov. 16

Neurologist Kathleen Rieke, MD, will present “A Caregivers Guide to Medications Used in the Treatment of Dementia” at 8:30 a.m. Nov. 16 at St. Benedict’s Senior Community as part of the Memory Screening Day. This event provides free, confidential memory screening to people concerned about memory loss. Memory screenings are the first step toward finding out if a person may have a memory problem. The free event, which runs from 8 a.m. to 12:30 p.m., also will feature health-related booths and tours of St. Benedict’s Senior Community. Call (320) 654-2355 for more information.