Prescribed Reading: December 2010

CentraCare Clinic

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Health Care Matters:
Leading with care
by Allen Horn, MD, Clinic President

I want to thank each of you for the superb customer service and wonderful care you provide to our patients, their families, co-workers and referring providers. CentraCare Clinic is YOU, and you do a great job of providing the care and caring our patients deserve.

As part of our vision to be the leader in Minnesota for quality, safety, service and value, we are committed to continually raising the bar in all these areas. We want to be known as a place of amazing customer service, and we are taking steps to achieve new standards of excellence in that arena. This month, CentraCare Clinic employees have been asked to attend one of the “Leading with Care” rollout meetings planned at eight different sites so our entire workforce can experience our renewed focus and timely reinforcement of the value we place on “providing excellent service and the highest quality of care to those we serve.”

As I note in the rollout meeting, sometimes we cannot control the results of our clinical care — but we always can control the level of service and the heart of caring we choose to bring to our patients, referring providers and one another. I hope you will leave the “Leading with Care” rollout meeting committed to continuing to provide outstanding customer service and inspired to raise the bar for yourself in the future so that service excellence occurs every time. With your commitment and contribution, we can be the leader in Minnesota.

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

By Lisa Drong, Customer Service coordinator

CentraCare Clinic’s current mean score is 90.6. Overall, we are ranked in the 48th percentile among other medical facilities in the Press Ganey database. Our patient satisfaction goal for fiscal year 2011 is 90.70.

Current Top 10 Departments when compared to others within their specialty area:

<table>
<thead>
<tr>
<th>Department</th>
<th>Mean Score</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sleep Center</td>
<td>95.6</td>
<td>99</td>
</tr>
<tr>
<td>Radiation Oncology</td>
<td>93.9</td>
<td>84</td>
</tr>
<tr>
<td>Rheumatology</td>
<td>93.1</td>
<td>76</td>
</tr>
<tr>
<td>Cardiovascular Surg.</td>
<td>93.0</td>
<td>71</td>
</tr>
<tr>
<td>Nephrology</td>
<td>92.3</td>
<td>69</td>
</tr>
<tr>
<td>Pediatric Cardiology</td>
<td>92.1</td>
<td>67</td>
</tr>
<tr>
<td>General Surgery</td>
<td>91.9</td>
<td>62</td>
</tr>
<tr>
<td>Medical Oncology</td>
<td>91.9</td>
<td>58</td>
</tr>
<tr>
<td>Cardiology</td>
<td>91.7</td>
<td>57</td>
</tr>
<tr>
<td>Internal Medicine</td>
<td>91.4</td>
<td>53</td>
</tr>
</tbody>
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Patient Feedback:

Access to care: “When I called for an appointment, I was greeted by a voice eager to help me. I was able to get an appointment with ease.”

The visit: “There were no delays. I was in the exam room before my scheduled time and finished with the doctor very soon after my appointment was to begin.”

The care provider: “Dr. Barb Bollinger has been my physician for 10+ years. She is very professional while being empathetic. She is honest and genuinely concerned about her patients’ well-being. Her integrity is top notch!”

The nurse/assistant: “I barely had time to read one page in my novel before a nurse came to get me from the waiting area. She immediately put me at ease with her manner and conversation.”

Personal issues: “I am excited to access my medical information through MyChart. It was easy to sign up.”

Overall assessment: “Overall a great team of doctors, nurse, aids and cheerful cleaning people. Thank you, God bless. You are all welcome to my home anytime.”

Thank you for always Leading with care. If you would like to share ideas for customer service, contact Lisa Drong at 534-3092 or drongl@centracare.com.
Welcome to these new providers

Ceree George is a certified nurse midwife who joined CCHS – Long Prairie. She received her master’s degree in nursing and nurse midwifery training from Vanderbilt University School of Nursing in Nashville, Tenn. She is proficient in medical Spanish and has special interest in patient education.

James Uy, MD, joined the Internal Medicine Department. He will see CCC internal medicine patients who are hospitalized at St. Cloud Hospital.

Dr. Uy completed his medical degree at the University of the Philippines College of Medicine in Manila. He completed an internal medicine residency at Lutheran Medical Center in Brooklyn, NY.

Employees of the quarter recognized

Susan Dircks-Dewenter, River Campus, was nominated by a co-worker for her work with coordinating the cell phones and pagers. “Her pleasant helpful attitude, especially when dealing with challenges and tribulations is much appreciated. Susan ensures our providers and staff have the communication tools needed to do their jobs effectively. She is one in a million!”

The other winners are Kevin May and Judy Plumski, Allergy Department. Kevin and Judy have played key roles in the asthma initiative for all CentraCare primary care clinics. “Both have taken time to visit the family medicine sites to review asthma information and educate staff on the new asthma control test tool. They have been eager to help family medicine and have offered to mentor them. They are true role models. We are fortunate to have them on our team!”

Other nominees included: Janet Scholtef-Toenjef, Cheryl Rothfork and Judy Fritz, River Campus; Miriah Fincher, St. Joseph; Beth Bechtold, Judy Topp, Kelly Shefland, Lisa Porter and Tricia Heitzman, Women & Children; Rachael Matthies, Gastroenterology; and Brenda Brutger, Dermatology.

Recognition for years of service

30 years: Judy Anderson, Business Center
25 years: Mary Bakken, River Campus
20 years: Valerie Mohs, River Campus
10 years: Penny Phillips, Susan Stein, River Campus; Michelle Mackereth, Karen Peacock, Women & Children
5 years: Carol Degiovanni, Joy Bleichner, River Campus; Amy Waller, Women & Children

Welcome to these new clinic employees

Luis Antunes, Business Center
Marie Jendro, Radiology Tech, River Campus
Elizabeth Leason, Referral Coordinator, River Campus
Tamara Gruenes, Nursing Supervisor, Women & Children
Tiffany Shaffer, Medical Assistant, Women & Children
Nicole Christiansen, Nursing, River Campus

Kudos to . . .

• The Long Prairie ‘FUN’ club had a craft, bake and canning sale raising more than $550 for the food shelf.
• Pediatrician Cindy Melloy, MD, Women & Children, received the 2010 Caduceus Award. This award honors the outstanding work of physicians who exhibit exceptional humanitarian medical efforts to improve health and health care in our region or around the world.

Medical plan open enrollment

Effective Jan. 1, any dependent age 19 to 26 can be covered on the medical plan. To add these dependents, complete and return the Benefit Enrollment Form with a copy of the dependent’s birth certificate to Human Resources by 5 p.m. Dec. 15. If you currently carry coverage for dependents age 19 to 25 who are full-time students, you do not have to re-enroll them.

Year-end benefit reminders

• Enrollment forms for 2011 Medical/Dependent Care Expense Plans must be submitted to Human Resources (HR) by 5 p.m. Dec. 15. You must re-enroll each year.
• The maximum sign-up amount for the Medical/Dependent Expense plans for 2011 is $5,000 (each plan).
• The deadline to increase your supplemental life is 5 p.m. Dec. 15. All forms must be returned to HR.
• To ensure you receive your W-2, please notify HR of any address changes by completing an “Employee Data Change Form” found on CentraNet.
• Your 2010 flexible spending account balance is found on your pay stub under Balance YTD (su less claims). This is your sign-up amount minus reimbursed claims.

Medical Expense Plan Changes

• Effective Jan. 1, many over-the-counter (OTC) medicines and drugs will require a prescription for reimbursement from your Flexible Spending Account. For a complete list of items needing a prescription, visit CentraNet/Benefits/Medical Expense.

Book drive for Reach Out and Read

CCC-Women & Children will host a book drive from Dec. 14 to Jan. 14, 2011. Reach Out and Read provides children ages 6 months to 5 years old with a new, age-appropriate book during well-child visits. New books can be dropped off at the Pediatric Well-Child Lobby. Retail gift cards are appreciated and used to buy books. Please send gift cards to Brenda Carstensen-Boe, River Campus.

Kiosk check-in to begin Dec. 15

CCC – Women & Children is piloting a computer kiosk check-in option for patients who check-in at the Women’s Clinic and Pediatric III child lobby. The clinic staff and Epic team are planning to start this pilot project Dec. 15.