

2-2011

## Prescribed Reading: February 2011

CentraCare Clinic

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# Prescribed Reading

Feb. 11, 2011

A CentraCare Clinic employee newsletter

## Health Care Matters: My personal mission is connected to CentraCare Clinic's mission



by Allen Horn, MD, Clinic President

Gallup Question 8 measures our response to this statement: "The mission or purpose of my company makes me feel my job is important."

Knowing where we fit in the grand scheme of things matters, even in our work. Research is proving that it's important for each of us to have a sense of purpose, a sense of believing in something bigger than ourselves and understanding how what we do in our daily job makes a difference for our world. These high-level emotional needs get met when our personal mission is connected to the mission of our workplace.

Take a minute today to reflect on our mission statement: "We are dedicated to providing excellent service and the highest quality of care to those we serve." Ask yourself, "When I'm doing my job at CentraCare Clinic, how am I providing excellent service and great care to our patients? How can I impact the health of patients who come here? Can I make a difference for them in a way that matters to me personally, in a way that fulfills my own purpose?" It's worth thinking about! When these questions are clearly answered in your own mind, every day will bring a new sense of meaning and purpose to your life — and you will bring "excellent service and the highest quality of care to those we serve."



### Thank you for Leading with Care

By Lisa Drong, Customer Service coordinator

### The case for service: patient feedback

**Access to care:** "Whenever I had questions, they were addressed right away or I was called back by the day's end."

**The visit:** "I was treated with respect by the doctor and staff. The exam rooms were clean and comfortable."

**The care provider:** "Being a former teacher, I appreciated Dr. Christine Reichl's drawings with diagrams to explain the "how and why" things work! She always has been patient and attentive to all of my health concerns."

**The nurse/assistant:** "The nurse made every effort to make my child comfortable. I felt she went the extra mile."

**Personal issues:** "I was very pleased with my test follow-up. I was there on Wednesday and got a call Friday morning so I didn't have to go all weekend not knowing."

**Overall assessment:** "Everyone seems to be interested in you. They all seem to care and enjoy their jobs."

Congratulations to the following employees whose name were drawn after attending a Leading with Care kick-off session.: **Lindsey Skaggs, Joan Schmidt, Lisa Pfannenstien, Sandy Hommerding-Trettel, Lillian Chenoweth, Tammy Gruenes, Julia Bourne, Debra Kunkel, Jody Stangl, Ruth Zinken, Michelle Klein, Linda Hooser, Elizabeth Peterson and Nicolette Leaders.** Each employee received a customer service plaque or CentraCare Clinic tote bag.

CentraCare Clinic	Mean Score	Rank	FY 2011 goal
From 7/1/10 to 2/2/11	90.7	48	90.7

Since July 1, 2010, we've received more than 7,300 patient surveys. This is one opportunity patients have to provide us feedback. Keep up the excellent work.

### Current Top 10 departments

(compared to others within their specialty area)

Department	Mean Score	Department	Rank
Sleep Center	95.7	Sleep Center	93
Radiation Oncology	94.2	Cardiovascular Surg.	84
Cardiovascular Surg.	94.2	Rheumatology	80
Rheumatology	93	Nephrology	74
General Surgery	92.7	General Surgery	71
Medical Oncology	92.6	Pediatric Cardiology	65
Nephrology	92.5	Internal Medicine	62
Genetics	91.9	Genetics	62
Internal Medicine	91.8	Gastroenterology	57
Cardiology	91.7	Radiation Oncology	50

## Welcome to these providers



**Mahesh Dangal, MD**, River Campus, recently transferred from the Hospitalist department to the Internal Medicine department. Dr. Dangal received his medical degree from Manipal College of Medical Sciences in Nepal and completed

his internal medicine residency at Albert Einstein College of Medicine of Yeshiva University in Bronx, NY.



**Chadd Allen, PA-C**, joined the River Campus Surgery Department. He completed his master's degree and physician assistant certification at the Touro University in Henderson, Nev.



**Geri Ignace, MD**, is a board-certified pediatrician with Women & Children. She received her medical degree from the University of Minnesota and completed a pediatric residency at Medical College of Wisconsin in Milwaukee. From 1999-2010, she worked at Indian Health Service Hospital in Gallup, N.M.

## Welcome to these new employees:

**Megan Foster**, Clinic Services, Plaza-Family Medicine

**Jodi Hemminger, RN**, River Campus

**Shannon Winter, LPN**, St. Joseph

**Angela Zupan, LPN**, Women & Children

**Jody Zylstra, RN**, Site Coordinator, River Campus

## Recognition for years of service

15 years: **Angel Budde**, Women & Children

10 years: **Ruth Schofield**, River Campus;

**Katie Zajac**, Women & Children

## Kudos to...



• Hospitalist **Todd Severnak, MD**, was honored Jan. 26 with St. Cloud Hospital's Physician of Excellence award. Those nominating him all agreed that he is an excellent physician.

• CentraCare Clinic's **Accounts Receivable and Collections team** was identified in Medical Group Management Association's 2010 report as a better performing practice in the area of accounts receivable and collections based on 2009 data.

• **CentraCare Health System - Long Prairie's Clinic** received the 2010 Quality award for their work on DIAMOND and Health Care Home projects.

## CentraCare pharmacies - \$4 generic drugs

CentraCare pharmacies offer an extensive list of \$4 generic drugs. Visit [centracare.com](http://centracare.com) or go to CentraNet under the Drug Formulary or Messenger tab for a list of eligible generic drugs.

## Connect with CentraCare facebook

Looking to live healthier in 2011? "Like" us on Facebook at [facebook.com/CentraCareHealthSystem](http://facebook.com/CentraCareHealthSystem). Get the latest information about events and health tips for you and your family. For every 100 new "likes" we achieve there will be a drawing for a \$25 Visa gift card.

## Start earning your 2011 reward points

Visit [CentraCareWellness.com](http://CentraCareWellness.com) and click on "My Rewards," CentraCare 2011 Reward Points Program, and the "+" sign to view the new points listing. For more information, check out the Web site tour and Reward Program FAQs on CentraNet.

\*If you participated in 2010 and earned 250-500+ points, your reward was added to your HRA or paycheck (for non-HRA members) in January.

## Day of Dance

Invite your friends to the Day of Dance from 4:30-7:30 p.m. Feb. 24 at the Holiday Inn & Suites St. Cloud. Learn simple steps to the zumba, swing, waltz, rumba, electric slide and other dances. This free event includes heart-healthy food, information, screenings and music. Sign up for a chance to win \$100 and other prizes. Don't forget your red shoes and be sure to visit the **OB & Women's Clinic staff** at their booth! No pre-registration required. For more information, visit [centracare.com](http://centracare.com) or call (320) 229-5139. Sponsored by St. Cloud Hospital Women & Children's Center and Central Minnesota Heart Center.

## Free, family fun with a western flair!

Round up your friends and neighbors for the 6th annual Sartell Community Showcase from 9 a.m. to 1 p.m. Saturday, Feb. 26 at the Sartell Middle School. Participants can enjoy a "flapjack" and sausage breakfast (beginning at 8 a.m.) followed by children's activities, booths, health screenings, entertainment and open swimming (from 10 a.m. to 12:30 p.m.) For more information, visit [sartellchamber.com](http://sartellchamber.com). Sponsored in part by CentraCare Clinic. Be sure to stop by and visit the **Pediatric Clinic staff** at their booth.

## Know someone with spirit?

The Spirit of Women awards celebrate women in our community who take action to make our community healthier, safer and a more inspirational place to live. All regional winners receive a \$1,000 award to further their commitment to their community. To nominate a woman, visit [centracare.com](http://centracare.com) and click on "For Women," "Spirit of Women" and "Awards Program." Deadline is March 4. For more information, call the CentraCare Health Foundation at 240-2810.