Prescribed Reading: April 2011

CentraCare Clinic

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Health Care Matters: Best friend at work?

by Allen Horn, MD, Clinic President

The most startling finding of the Gallup Q12 Survey comes from measuring employee agreement with Q10: “I have a best friend at work.” After surveying more than 5 million workers over 35 years, Gallup has found only 3 out of 10 strongly agreed with that statement. BUT – those who do are seven times more likely to be engaged with their job! And the research shows that having a best friend at work is just as important for men as it is for women.

So why would having a best friend at work matter so much in work satisfaction? It is no surprise to me when I think of the value of working alongside someone whom I trust, someone who “has my back,” whether I am physically next to them, or whether I can simply call or e-mail them. Knowing someone at work is a best friend to me and that they want me to succeed, they know something about my work situation, and I can count on them to tell it to me straight-up – that’s valuable for anyone. A reciprocated emotional connection like that makes celebrating victories at work and in my private life richer and more satisfying. Best-friend relationships also serve as a buffer during tough times, and sharing sorrows and disappointments lightens my load.

You benefit – and CentraCare Clinic benefits – when you care about the people you work with. Researchers found that even small increases in social cohesiveness lead to large gains in production at work. We always will give more effort when we feel a connection to co-workers, their success or our shared project goals. Don’t worry, I am not talking about “Group-Hug Thursdays,” or trying to force anyone to be best buds with the guy next to you! But the fact is: I hope you have a best friend at work – for then you have a better chance to love your work, too. And that is a win-win – for you, the clinic and our patients.

Focusing our service efforts

By Lisa Drong,
Customer Service coordinator

“It’s the service we are NOT OBLIGED TO GIVE that people value most.”

When I’m not sure where to focus my service efforts, I like to think of this phrase. While we always strive to do our very best to meet our patients’ practical and technical needs as they pass through our departments, this phrase reminds me that we also have the opportunity to go above and beyond to meet our customers’ personal needs, too.

Two common personal needs people have are courtesy and respect. People expect to be treated with courtesy, and they expect that we will respect them and their time.

So the fun question is: How can we exceed their expectations? One suggestion is to look at each of our basic interactions. 1) Is every person greeted warmly and made to feel welcome? 2) Do we keep our customers “in the loop” so they understand our processes? 3) If there is a delay, do we recognize that this may be an inconvenience to our patients or their family members?

Having the right words to say to convey a caring attitude isn’t magic. It’s a matter of treating patients as we would like to be treated. Combine caring words with good intentions, appropriate body language and positive facial expressions, and we are on our way to exceeding our customers’ personal needs.

Your customer service efforts are noticed! Remember, it’s often the very little things, those things that we are not obliged to do, that our customers value most.

Patient Satisfaction Scorecard results

Since July 1, 2010 we’ve received more than 9,900 surveys from our patients. This is one opportunity they have to provide feedback. Keep up the excellent work and thank you for Leading with Care!

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<th>CentraCare Clinic</th>
<th>Mean Score</th>
<th>Rank</th>
<th>FY 2011 goal</th>
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<td>90.6</td>
<td>43</td>
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Leading with Care award

At CentraCare Clinic, we are Leading with Care. Now, you can nominate an outstanding employee who consistently Leads with Care. Any CentraCare Clinic employee who has worked here for at least one year is eligible to win, and any clinic employee can nominate someone. For more details or to print a nomination form, visit CentraNet, under the “Recognition” tab. The nomination deadline is 5 p.m. Friday, April 15.

“Caring Idea” contest winners

CentraCare Clinic’s customer service committee would like to recognize Sharri Kenyon, River Campus; Jessica Pearson-Cole, Women & Children; and Michelle Countryman, Sleep Clinic for winning the “Caring Idea Contest.”

Thank you for taking the time to submit your wonderful ideas to help enhance the excellent service we provide. We look forward to sharing your ideas across CentraCare Clinic. Thank you to all employees who submitted nearly 60 “caring ideas.”

Welcome to these new employees

David Hovre, Radiology Tech 1, Becker
Nancy Peterson, RN, River Campus
Kylene Payne, CMA, Plaza-Family Medicine
Sarah Walcheski, CMA, Plaza-Family Medicine

Recognition for years of service

25 years: Amy Schweiss, Rheumatology
20 years: Lisa Soltis, Women & Children
15 years: Hani Alkhatib, MD, Plaza-Oncology;
Bernice Koester, Heartland
5 years: Jennifer Johnson, Becker; Catherine Keller, Neurosurgery; Lisa Root, Plaza-Dermatology

Welcome to our new provider

Alyssa Kroska, PA, joined the Nephrology Department at River Campus. Alyssa completed her master of physician assistant studies at Touko University in Henderson, Nev.

CCHS receives Great Workplace Award

CentraCare Health System is a winner of the 2011 international Gallup Great Workplace Award. CCHS is one of this year’s 29 award recipients because our employee engagement survey results revealed that we have one of the most productive and engaged workforces in the world. In choosing the winners, workplace experts compare results from millions of work teams in more than 150 countries. Please participate in the 2011 Gallup employee engagement survey between April 22 and May 6. You will receive details from your work team leader.

Making a difference

Kudos to Deb McCarl, MD, Women & Children, who was recognized in the March 2011 Minnesota Physician for her volunteer efforts and her efforts in expanding cross-cultural skills and understanding.

Caring for Generations campaign

Help raise the level of health care for Central Minnesotans by contributing to the CentraCare Health Foundation employee campaign by April 30. Any gift is appreciated and will make a difference for generations. Visit CentraNet for inspiring employee stories, weekly games and more. Make a gift to be eligible for great prizes. For more information, call (320) 240-2810.

Employee Assistance Program (EAP)

The EAP Web site is a great resource for information on emotional wellbeing, family life, healthy living, leadership skills and legal/financial needs. Visit www.eapadvantage.com (password: plus) today!

A decade of inspiring women

More than 450 women enjoyed the 10th annual Women’s Health 101 April 2. Attendees could participate in nearly 20 free screenings and gain valuable health information from more than 40 booths and 15 presentations. Keynote Tracy Knofla concluded with a humorous “Thriving in Chaos” presentation.

Thanks to the committee, volunteers, presenters and sponsors (Mix 94.9, Times Media and SCH Volunteer Auxiliary) for making the event a success!

Central Minnesota Heart Center events

• Join the St. Cloud Start! Heart Walk Saturday, April 30, at CentraCare Health Plaza. Participants receive a T-shirt and 10 HRA Reward points. Contact Ann at ext. 71391 for details.

• Earth Day Run half marathon, 5K and 1K junior are April 15 and 16 at St. Cloud State University. Registration deadline is April 11. Call (320) 308-5105 or visit www.stcloudstate.edu/campusrec/earthday/ for details. Earn 10 HRA Reward points.

April is National Donate Life Month

Please take the steps to donate life — check the box on your driver’s license and share your wishes with your loved ones. To learn more about organ and tissue donation or how you can register to be a donor, visit www.donatelifemn.org or www.agiftosight.org.

Turn Tears of Hope into Tears of Despair

A fundraiser to help to build a medical clinic in Kenya, Africa will be April 29 at the College of St. Benedict with dinner and a silent auction. For more information, visit www.chadboeckersmemorial.org.