Prescribed Reading: June 2011

CentraCare Clinic

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Part of the Organizational Communication Commons
Gallup’s global research has found that feedback clearly improves performance. Feedback provides signposts to track our progress; it lets us know how far we’ve come. Gallup’s Question 11 seeks to measure the feedback you receive by learning how much you agree with this statement: “In the past six months, someone at work has talked to me about my progress.”

CentraCare Clinic policy provides for a yearly evaluation to be discussed between each staff member and his or her supervisor, usually with input from others. And in between those annual meetings, we hope that you and your supervisor meet regularly, with further opportunity to discuss your progress at work. Some of the best feedback is that which is voluntary, detailed, immediate and positive. Specific and detailed recognition of our observed strengths is important to help us feel engaged.

If you feel the need for more feedback, talk to your supervisor. Let him or her know you would like to know more about how you’re progressing, where your work is leading and what improvements would be valuable. And, if you supervise others, please make it your goal to regularly give them the gift of honest, helpful feedback.

Fran Martini, RN, Quality Improvement, is the first ‘Leading with Care’ award recipient. This award recognizes the exemplary customer service efforts of a clinic employee who consistently leads with care. Fran has worked in health care locally for more than 52 years and has been with CentraCare since 1996.

Fran’s nominators said, “Fran is always focused on doing what is right for the patient while balancing sincere loyalty to our organization. She is truly one amazing woman who goes above and beyond for every patient.”

Fran was recognized during the May 9 CentraCare Health System Recognition Banquet. All CCHS entities celebrated together to recognize employees who have achieved milestone employment anniversaries.

Congratulations to all of our ‘Leading with Care’ award nominees: Peggy Christensen, River Campus; Kathleen Dusek-Lien, Josie Mattson and Lana Weber, Business Center; Loretta Lundy, Toni Tebben, Virginia Evans and Lillian Chenowith, Long Prairie; Ann Frericks and Katie Jobin, Neurosurgery; Angela Barnett, Becker; Sue Stang, Kitty Johansen and Danielle Lopez, Neurology; Debbie Hall, OB/GYN; Beth Bechtold, Pediatrics; Julia Draxten, and Leah Vornbrock, Melrose.

Our CentraCare family is growing!

Lakeview Clinic in Sauk Centre will join CentraCare Clinic July 1. The six physicians and two physician assistants will be CCC employees. All other Lakeview employees will be employed by CCHS. When St. Michael’s Hospital in Sauk Centre joins CentraCare in 2012, the entire hospital/clinic/senior living campus will become CentraCare Health System – Sauk Centre.
Welcome to our new physicians

Marie Guanzon (GWON zon), MD, is a board-certified internal medicine and allergy/immunology physician with the Internal Medicine department at River Campus. She received her medical degree from the University of the Philippines College of Medicine in Manila. She completed an internal medicine residency at State University of New York in Brooklyn, N.Y., and an allergy and immunology fellowship at Long Island College Hospital in Brooklyn.

Gemma Lim (LIM), MD, is a board-certified hospitalist. Dr. Lim received her medical degree from the University of the East Ramon Magsaysay Memorial Medical Center in the Philippines. She completed an internal medicine residency at SUNY Upstate Medical University Hospital in Syracuse, N.Y. Dr. Lim completed an endocrinology, metabolism and nutrition fellowship at Joslin Diabetes Center in Syracuse.

Michael Schmitz, (SHMITZ) DO, is a board-certified family medicine physician who will join the Heartland site June 13. Dr. Schmitz received his medical degree from the University of Osteopathic Medicine and Surgery in Des Moines, Iowa, and completed his internships at Flint Osteopathic Hospital in Flint, Mich. He previously worked for Mayo Health System in Springfield, Minn.

Welcome to these new employees

Jessica Capes, X-ray/Lab, Becker
Tamara Ferche Layne, LPN, Women & Children
Amber Holmgren, LPN, Women & Children
Sarah Lemieur, LPN, Plaza-Internal Medicine
Dolma Sherpa, LPN, Women & Children

Recognition for years of service

25 years: David Lindgren, MD; Debra Hall, Women & Children
15 years: Nancy Weeks, Heartland
10 years: Dove Watkin, MD, Women & Children; Amy Prodinsky; Janice Borchert; Lynnette Kramer, River Campus
5 years: Jody Hemminger; Peggy McClanahan; Karen Klein, River Campus; Judy Popp; AnneMarie Vannurden, Women & Children; Christina Marie Meyer, Business Office

Check your time cards

All employees should regularly check their time cards for accuracy by logging on to CentraNet and clicking “Time and Attendance” in the left column. Then follow the instructions on the first page.

Kudos to...

• Pediatrician Marilyn Peitso, MD, received the 2011 Spirit of Women Health Care Hero award. She is a champion of the Health Care Home and strongly believes in partnering with patients in their care.

• The amazing generosity of CentraCare employees who gave more than $242,000 to the employee campaign reaching the 34 percent participation goal.

• CentraCare Clinic’s Dermatology Clinic for providing free skin cancer screenings to 96 people during the Melanoma Monday event May 2-3.

Health Care Homes improve patient care

The following CentraCare sites received health care home certification from the Minnesota Department of Health: CentraCare Clinic -- Health Plaza Family Medicine and Internal Medicine; Becker; Heartland; St. Joseph; River Campus Internal Medicine and CentraCare Health System – Melrose. CentraCare Clinic – Women & Children’s Pediatric Clinic and CentraCare Health System – Long Prairie were previously certified.

In the health care home model, the providers and care coordinators work closely with patients with chronic health conditions and disabilities to improve health outcomes. For certification, clinics must meet rigorous standards developed through a public-private stakeholder process and participate in a site visit.

One patient commented, “This is the best thing doctors have done for medicine.”

View your HRA balance online

You can view your Health Reimbursement Account (HRA) balance 24 hours a day, 7 days a week by registering on www.CentraCareWellness.com. Human Resources does not have access to your (HRA) balance.

Yoga punch cards available

Punch cards can be purchased from SCH Human Resources for yoga classes. The class schedule is on CentraNet under the Human Resources tab, then click Wellness Programs/Activities.

Give the gift of independence and safety

This Father’s Day, consider giving Link to Life, formerly known as Lifeline, as a gift to the fathers in your life who may be concerned about living safely at home. This personal response system signals for help at a touch of a button, provides a daily check-in and includes a reminder system. Link to Life also offers a medication dispenser and fall detector. For more information about Link to Life, call (320) 255-5700 or (800) 835-6652, ext. 55700.