7-2011

Prescribed Reading: July 2011

CentraCare Clinic

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Health Care Matters: “Oh, the places you’ll grow!”

by Allen Horn, MD, Clinic President

Children’s author Theodor Geisel (Dr. Seuss) wrote an inspiring book titled, *Oh, the Places You’ll Go!* It’s all about overcoming obstacles, learning, growing and celebrating “limitless horizons and hope.” This book is still a popular children’s gift. “Big kids” enjoy it too as it encourages us to thrive and flourish, using that innate self-determination we seem to come wired with. Gallup’s Q12 seeks to measure just how much encouragement we get to learn and grow at our jobs: “This last year, I have had opportunities at work to learn and grow.”

When we believe we are continually learning and growing, we come up with better ideas, we want to contribute and we are more engaged with our jobs and with our customers (patients, co-workers and referring physicians). We have that feeling of personal improvement – and that matters to us as humans.

Talk with your supervisor about increasing your opportunities to learn and grow. Ask for ideas on the best ways to progress at your job. Seek outside classes and workshops that interest you, and choose to invest in your personal development as you are able. When you stretch your mental and physical muscles by learning new things, you can develop as an individual, and you will be more satisfied and engaged at work and in your personal life. And “Oh, the places you’ll grow!”

Sharing Common Values

by Lisa Drong, Customer Service Coordinator

Have you ever met someone for the first time, and you just “clicked”? Perhaps you shared accomplishments or were committed to common goals. At CentraCare Clinic, we are fortunate to have this possibility in our workplace each day. We share the common goal of excellence in patient care. As an organization, we share the values listed below. How can we incorporate these values into our work, and how do our patients and other customers recognize our values through our services?

**Patient-centered:** In a busy environment, continually staying patient-centered is easier said than done. Decisions need to be made in the best interest of the patient. When we are patient-centered, we are serving patients above all.

**Integrity:** If we commit to something, integrity demands follow-through on our commitment. When we operate with integrity, we are adhering to honest and ethical principles.

**Collaboration:** No one understands the complexity of health care better than those working within that system. We have opportunities to work together to improve the health care experience for our patients and customers. Patients appreciate collaboration, and seeing it in action provides them with a sense of confidence and trust. When we are collaborative, we work with others to improve health and health care.

**Compassion:** Someone accessing our services may experience any number of emotions, ranging from joy to despair. Everything we do and everything we say impacts their experience. Do we exhibit behaviors and use word choices that provide the compassion our patients deserve? When we are compassionate, we treat those who seek our care with kindness and respect, and preserve their dignity.

**Stewardship:** We are obligated to use resources to the best of our ability to meet the needs of our patients and our community. By using resources responsibly, we can continue to meet needs at the highest level. When we practice good stewardship, we use all resources to best serve our community.

It’s exciting to be on an important journey with common goals! As we lead with care, we work together to be a leader in Minnesota for quality, safety, service and value. The values listed above are the necessary bricks on the path to that leadership status. This journey serves our community, and furthers our mission to provide excellent service and the highest quality of care to those we serve.

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<th>Patient Satisfaction Scorecard</th>
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<td><strong>CentraCare Clinic</strong></td>
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Detailed patient satisfaction data for CentraCare Clinic and CCHS can be found on the performance improvement tab on CentraNet.
Welcome to these new employees
Emma Durkee & Lindsey Medenwald, Radiology students, River Campus
Jodi Gross & Sarah Winter, Clinic Services, Plaza
Carolyn Koglin, Site Coordinator, Sauk Centre
Tammy Laudenbach & Abby Lindmeier, Clinic Services, Women & Children

Recognition for years of service
30 years: Gerard Bobeldyk, MD, River Campus
25 years: Sandra Henz, Pulmonology; Thomas Leither, MD, Nephrology
20 years: Susan Atamian, MD, Plaza - Endocrine; Charlene Gerads, River Campus
15 years: Keith Leavell, MD, Pulmonology; David Roberts, MD, Gastroenterology
10 years: Andrea Boe, MD, Internal Medicine; Tamara Congdon, MD; St. Benedict’s Senior Community; Nancy Frank, Business Office; Thomas Math, MD, Infectious Disease; Matthew Maunu, Surgery
5 years: Kurt Martinson, MD, Surgery; Judy Scheleck, Business Office; Wade Schmidt, MD, Cardiology; Sarah Swarts, MD, Endocrinology; Mevan Wijetunga, MD, Cardiology

Congratulations and best wishes!
James Jost, MD, retired June 30. Dr. Jost has worked as a general surgeon in the St. Cloud area since 1978 and has been part of CentraCare Clinic since 1997. He will be greatly missed by his patients, staff and colleagues.

Welcome to our new providers
Gregory Zimmerman (ZIM er mahn), MD
Specialty: Family Medicine
Site: Health Plaza - Family Medicine Clinic
Medical degree: University of Minnesota

Benedict Haeg (HEYG), MD
Medical degree: University of Minnesota
Residency: Tripler Army Medical Center, Honolulu, Hawaii

Larry Okerlund (OH ker luhnd) MD
Medical degree: University of Minnesota
Internship: Sioux Falls Family Practice, S.D.

James Sayovitz (SAHY vitz), MD
Medical degree: University of Minnesota
Residency: United Family Medicine in St. Paul

Mari Thomas (TOM uhs), MD
Medical degree: University of Minnesota
Residency: St. Joseph’s Hospital, St. Paul

Ulrika Wigert (WAHY gert), MD
Medical degree: University of Minnesota
Residency: Duluth Family Practice Residency

Kelsey Henningson-Kaye, PA-C
Bachelor degree: College of Saint Benedict
Physician Assistant degree: University of Wisconsin – La Crosse.

Jane Jenc, PA-C
Bachelor degree & Physician Assistant degree: University of North Dakota, Grand Forks

Dr. Johnson recognized for excellence
Congratulations to Pediatric Critical Care physician Christopher Johnson, MD, who was honored with the hospital’s Physician of Excellence award. Those nominating Dr. Johnson stated he always puts his patients first and is a wonderful role model and mentor to other physicians and staff.

River Campus is getting a facelift!
The main entrance at River Campus is undergoing major renovation and expansion through October. A temporary clinic entrance is located just east of the former entrance. Greeters and signs will direct patients to registration. Once completed, there will be an improved entrance and drop-off area, enhanced privacy at registration, a remodeled and expanded lab area and an updated Imaging department. Because of limited parking, we want to remind employees to reserve parking spaces for patients. Thank you for putting our patients first.

Reminder for employees
When completing Human Resources forms, only use the first five digits of your employee number. The sixth digit is only for you to know and should be kept confidential.