Prescribed Reading: August 2011

CentraCare Clinic

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The CentraCare Clinic and CentraCare Health System vision is to be the leader in Minnesota in quality, safety, service and value. Recognizing that such leadership is not possible without cultural competency, CentraCare is becoming increasingly engaged in an ongoing process focused on the behaviors, attitudes and policies within our organization which will enable us to work effectively in cross-cultural situations. For our organization, this is an important journey. It is not a simple goal, project or one-time finite achievement.

However, no organization can impose or bestow cultural competence on its constituency. Rather, as members of the organization, each of us must embark on our own personal journey to cultural competence by becoming aware of our personal assumptions, attitudes, beliefs, biases and behaviors that might influence, consciously or unconsciously, our care of patients and families and our interactions with colleagues and staff from diverse racial, ethnic and socio-cultural backgrounds. Following self-evaluation, it is important to develop understanding of patients’ diverse cultures to eliminate health care disparities and provide excellent service and quality to every patient. Only by establishing a foundation securely anchored in genuine acceptance and understanding of other cultures will we be able to emerge as true leaders in Minnesota.

### Patient Satisfaction Scorecard - FY 2011

<table>
<thead>
<tr>
<th>Department</th>
<th>Mean Score</th>
<th>Rank</th>
<th>FY 2011 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>CentraCare Clinic</td>
<td>90.69</td>
<td>50</td>
<td>90.7</td>
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<tr>
<td>From 7/1/10 to 6/30/11</td>
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**Top 10 by score**

- Sleep Clinic: 94.4
- CV Surgery: 93.3
- Radiation Oncology: 93.2
- Rheumatology: 93.2
- Genetics: 92.8
- General Surgery: 92.7
- Nephrology: 92.7
- Medical Oncology: 92.4
- Internal Medicine: 92.4
- Cardiology: 92

**Top 10 by rank**

- Sleep Clinic: 95
- Genetics: 82
- Rheumatology: 82
- Nephrology: 81
- Internal Medicine: 76
- General Surgery: 72
- CV Surgery: 63
- Allergy: 54
- Cardiology: 53
- Gastroenterology: 52

*compared to others within their specialty area*
Recognition for Years of Service
30 Years: David Kroska, Women & Children (W&C)
25 Years: Victoria Erickson, River Campus
20 Years: Terry Boxell, Business Office
15 Years: Patty Zapf and Audrey Kelley, River Campus;
Richard Jolkovsky, MD, Central Minnesota Heart Center.
10 Years: Sandy Johnson, Plaza - Family Medicine;
Jennifer Lee, Heartland; Ann Moilanen, River Campus;
Alice Rammel, W&C; Janet Teske, Business Office
5 Years: Janine Grasswick, Chad Haroldson, MD,
Rebecca Olson, River Campus; Kenneth Rooney, Plaza-
Endocrine; Melissa Kantor, W&C;

Award-winning care!
• Long Prairie, Melrose and Internal Medicine -
River Campus, were rewarded for achieving optimal
depression care and Becker and St. Joseph for achieving
optimal diabetes care by The Buyers Health Care Action
Group 2011 Minnesota Bridges to Excellence program.
• Congratulations to all our physicians and advanced
practice providers who contributed to the high quality of
care provided throughout our organization. The U.S. News
& World Report “Best Hospitals,” 2011-2012 edition has
recognized St. Cloud Hospital as one of America’s high-
performing hospitals in these specialty areas: diabetes and
dermatology, ENT, gastroenterology, geriatrics,
gynecology, nephrology, neurology and neurosurgery,
orthopedics, pulmonary and urology. For details about the
rankings, visit www.usnews.com/besthospitals.

Pediatrics participates in national study
The Pediatrics Clinic participated in a Medical Home
Transformation Study with the Center for Medical Home
Improvement (CMHI). During the site visit, CMHI
interviewed staff and parent partners, reviewed charts,
surveyed patients and reviewed financial data for a grant-
funded project on Medical Home Transformation. CMHI’s
goal was to evaluate challenges experienced and gather
valuable pediatric patient/family and practice outcomes
relating to medical home transformation. The clinic was
selected to participate because it is recognized nationally as
a quality pediatric practice. Thank you to the parent partners
and staff who supported this opportunity.

Celebrating a decade of care!
The Hospitalist program is celebrating its 10th
anniversary! This program has grown from three
hospitalists in 2001 to 24 currently. With the increasing
demand for hospitalist services, the program continues to
recruit with plans to expand to 32 hospitalists.
Hospitalists provide care for inpatients only and help to
increase clinic access as they allow clinic physicians to see
patients in the clinic while the hospitalists care for their
hospitalized patients. Because hospitalists are in the hospital
24/7, they are readily available to consult with staff on
difficult cases and can provide consistency in care.

Welcome to these new providers
Xiaofang Sheng-Tanner, MD, Health
Plaza, is a board-certified internal medicine
physician. She received her medical degree
from Nanjing Medical University in China and
completed her residency at Interfaith Medical
Center in Brooklyn, N.Y. She received a Master of Science
in Immunology from the University of Toronto in Canada.
Leslie Rau, PA, joined the Neurosurgery
Department at River Campus. She completed her bachelor’s degree at the College of
St. Benedict and her physician assistant training
at Rosalind Franklin University of Medicine
and Science in North Chicago, Ill.

Welcome to these new employees
Tammy Habiger, Clinic Services, Women & Children;
Lesa Gottwald and Kelsey Komula, Business Center;
Erica Conger, Radiology; and Kristin Ewing, Dietitian,
River Campus.

A special delivery for kids
CentraCare Clinic - Women & Children needed to get
10 boxes of books to St. Cloud from Reach Out and Read
(ROR) Coalition headquarters in downtown Minneapolis.
Thank you to Donald Weeres and Spee Dee Delivery
Service who delivered the books to St. Cloud for free!
Now 1,000 new books are available to give to patients age
6 months to 5 years of age through the Reach Out and Read
program!

River Campus goes green
At a July 19 employee kick-off, River Campus
employees received an insulated mug to use in place of
disposable cups. Paper and bottles/cans recycling containers
have been added throughout the building. Styrofoam
products are no longer furnished in non-patient areas and
employees are encouraged to bring their own utensils to
reduce waste. Employees also are asked to leave computers
on at night, but turn off monitors. Lights should be turned
off in unused rooms and shades closed on hot days.

Learn to live a healthier lifestyle
The L.I.F.E. Program (Lifestyle, Food & Exercise)
program is an eight-week, educational program beginning
at 7 p.m. Sept. 6. It consists of eight, weekly, two-hour
seminars developed and led by David Kroska, MD, who
provides extensive education on diet, exercise and nutrition,
as well as practical and behavioral aspects. The $350
program fee includes several books and a follow-up
appointment. The fee includes the option to bring your
spouse or significant other (materials will be shared).
Employees who completed the Health Assessment in 2011
will receive a $200 discount and 50 reward points for
participating. Participants must register in advance by
calling ext. 70291.