Prescribed Reading: September 2011

CentraCare Clinic

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Health Care Matters: Three-phase cultural competency assessment underway

by Allen Horn, MD, Clinic President

Cultural diversity has increased dramatically in Central Minnesota during the past decade. St. Cloud now is home to a large and growing Somali population. The Hispanic Latino population also has increased substantially, particularly in our rural sites. As a result of this and other increased ethnic diversity, CentraCare hospitals, providers and staff see patients and families with more cultural, religious and linguistic diversity than ever before. Many of these patients do not speak English or they have limited English proficiency.

As more immigrants make Central Minnesota their home, providing culturally and linguistically appropriate care is an increasingly important clinical skill and addressing the growing workforce diversity is increasingly important to employee engagement and satisfaction. As a result, CentraCare Health System (CCHS) is evaluating our knowledge and current practices with diverse patients and employees. We want to better understand the knowledge base, comfort level, behaviors and opinions of our providers and staff in addressing patients and employees who are immigrants or refugees, who speak languages other than English and/or whose religious or cultural values may be at odds with Western medicine.

This assessment is being conducted by Critical Measures, a nationally recognized consulting firm specializing in diversity and cross-cultural health care. Phase 1 includes completion of an assessment by, and interviews with, a representative sample of CCHS employees. This will be followed by a cultural competency assessment via an electronic survey of all CentraCare Clinic physicians and advanced practice providers and St. Cloud Hospital Medical Staff.

The third phase will consist of a cultural diversity competency assessment of all CCHS employees. Your candid, confidential input to this survey will help guide the strategies, plans and tools that will be developed to address diversity issues in our workforce and to assist us in providing excellent service and the highest quality of care for every patient and family.

Why focus on service?

by Lisa Drong, Customer Service coordinator

Our patients come first in all we say and do at CentraCare Clinic. Through our mission of serving, service excellence is a key to patient satisfaction and patient loyalty. Increased patient satisfaction results in improved patient compliance and medical outcomes, a reduction in malpractice risk, reduced physician burnout and improved staff satisfaction.

As you reflect on your important role at CentraCare, how do you lead with care? Do you demonstrate our service standards? Are you customer-centered, accessible, reliable and engaged?

Patient Satisfaction Scorecard

<table>
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<tr>
<th>CentraCare Clinic</th>
<th>FY2011 Mean</th>
<th>Current Mean</th>
<th>2012 FY goal</th>
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<tbody>
<tr>
<td></td>
<td>90.69</td>
<td>90.6</td>
<td>90.49</td>
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CentraCare Clinic currently ranks in the 52nd percentile when compared to nearly 700 other medical practice facilities. This data reflects 1,876 patient satisfaction surveys received from patients since July 1, 2011.

Top 3 Specialty Departments

- Sleep Clinic 95%
- Rheumatology 82%
- Nephrology 81%

Most Improved Department

- Long Prairie-Family Medicine Improvement: 5.15%
  (based on improvement of overall mean score from FY 2010-2011)

Sustaining Departments

- Sleep Clinic FY 2011 95% • FY 2010 88%
- Internal Medicine - Plaza FY 2011 91% • FY 2010 75%

Top 3 MDs & APPs

- David Furda, MD Internal Medicine 94%
- Troy Payne, MD Sleep Clinic 93%
- Aaron Holmgren, MD Rheumatology 91%
- Jenny Bauerly, CNS Heart Center 86%
- Jill Stang, CNP Heartland 81%
- William Lund, PA Nephrology 79%

Patient satisfaction recognition

Congratulations! Significant improvement was noted in patient satisfaction across CentraCare Clinic for FY 2011. These fiscal year-end results compare to similar physicians or advanced practice providers in their specialties across the Press Ganey database.
Best wishes to these departing physicians!

Gerard Bobeldyk, MD, retired Sept. 2.
Dr. Bobeldyk worked as an internal medicine physician in the St. Cloud area since 1981 and has been part of CentraCare Clinic since 1995.

Roxanee Charles, MD, Long Prairie, is a family medicine physician who is leaving CentraCare Sept. 14.
They will be greatly missed by their patients, staff and colleagues.

Kudos to the cardiac surgeons!
The Central Minnesota Heart Center cardiac surgery program received the top rating of three stars from Consumer Reports magazine in 2010 and 2011. The rating is based on overall performance, complications and other quality measures from the Society of Thoracic Surgeons.

Recognition for years of service
30 Years: Thomas Woods, Women & Children
20 Years: Mari Thomas, MD, Sauk Centre
15 Years: Merryn Jolkovsky, MD, and Sara Lindbloom, River Campus; James Sayovitz, MD, Sauk Centre
10 Years: Benedict Haeg, MD, Sauk Centre; Amanda Kuklok and Kelly Meyer, Women & Children; Kathryn Mechelke, MD, Plaza – Family Medicine; Elaine Notch and Linda Rhode, River Campus
5 Years: Brenda Carriveau, Katie Jobin and Patricia Schmitz, River Campus; Bonnie Levenson, Plaza – Dermatology; Jennifer Martinson, MD, Women & Children; Ruth Schleper, Plaza – Genetics.

St. Cloud Kidney Walk is Sept. 17
Join your friends for a great walk and raise funds for the National Kidney Foundation! The CentraCare Kidney Program is a sponsor for this Sept. 17 event at Joe Faber Field in St. Cloud. Check-in starts at 9 a.m. for the 10 a.m. walk. For details, call Tracy at 252-5131, ext. 52956.

Fidelity Investments consultations planned
9 a.m. to 4 p.m. Sept. 13, St. Benedict’s Benet Room;
9 a.m. to 4 p.m. Sept. 14, SCH Human Resources;
9-11 a.m. Sept. 15, River Campus;
1:30-4 p.m. Sept. 15, Plaza, Leonard, Street & Deinard;
9-11 a.m. Oct. 19, Plaza, Leonard, Street & Deinard;
1:30-4 p.m. Oct. 19, River Campus;
9 a.m. to 4 p.m. Oct. 20, SCH Human Resources.
To make an appointment with a Fidelity consultant, call 1-800-642-7131.

Mobile alerts texting feature for HRA
CentraCare employees now can access HRA information, such as account balances or last five claims, via text messaging. To sign up for these mobile alerts, visit CentraNet/Human Resources/Benefits. If you have questions, call Katie Florek, ext. 53625.

Welcome to these new physicians
Ghassen Elkadi, MD, MSc, FACP, (el KAH dee) is a hospitalist with River Campus. He received his medical degree from Cairo University School of Medicine in Egypt. He completed an internal medicine residency at Roger Williams Medical Center/Boston University in Providence, R.I., and a vascular medicine fellowship at Ochsner Clinic in New Orleans, La.

Jill Amsberry, DO, (ahy la BOO nee) is a pediatrician with Women & Children. She received her medical degree from Midwestern University – Arizona College of Osteopathic Medicine in Glendale, Ariz. She completed her residency at the University of Iowa Children’s Hospital in Iowa City.

Nabeel Ailabouni, DO, (ahy lah BOO nee) is a family medicine physician who joined Big Lake Clinic*. Dr. Ailabouni received his degree in osteopathic medicine at Des Moines University College of Osteopathic Medicine in Iowa. He completed a family medicine residency at Genesis Quad Cities in Davenport, Iowa.

*Big Lake Clinic is a partnership between CentraCare Health System and New River Medical Center in Monticello.

Welcome to these new employees
Sandra Abraham, Clinic Services, Women & Children
Megan Cao, Nursing, Plaza – Oncology
Kathryn Dooley, Credentialing, Business Center
Joan Eisenbacher, Nursing, River Campus
Jennifer Gill, Nursing, River Campus
Daniel Gille, Insurance, Business Center
Erin Hjort, Human Resources, River Campus
Amanda Kimtai, Office Assistant, Business Center
Tiffany Larsen, Medical Assistant, Big Lake Clinic
Patty Viere, Clinic Services, Women & Children

Expanding MyChart to Sauk Centre
CentraCare Clinic - Sauk Centre will begin to offer MyChart to patients at the end of September.

CCHS honored as Best Place to Work
The Minneapolis/St. Paul Business Journal has recognized CentraCare Health System as the #1 Best Place to Work in Minnesota, in the large company category. This is the third consecutive year for this honor that is based on a web-based survey completed by employees.

Celebrating commitment Sept. 27
These CentraCare Clinic physicians will be honored Sept. 27 at the St. Cloud Civic Center for their service: 25-year physician, Thomas Leither, MD; retiring physicians: Gerard Bobeldyk, MD; Fred Engman, MD; James Jost, MD; retiring hospital chiefs-of-staff, Rene Eldidy, MD, Long Prairie; Brett Pinkerton, MD, St. Cloud; and Kurt Schwieters, MD, Melrose Hospital.