11-2011

Prescribed Reading: November 2011

CentraCare Clinic

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Nearly half of all American adults (90 million people) have trouble understanding and using basic health information according to the Institute of Medicine report, “Health Literacy: A Prescription to End Confusion.”

For most of the population, anything above the 8th grade level is difficult to read, especially when it includes medical jargon. In fact, surveys show that on average, U.S. adults read 3-5 levels below their years of education. The 5th-6th grade level can be understood by the majority of those using the health care system. Unfortunately, most health care information provided to patients is written at the 12th grade level or higher, creating a significant gap of understanding for most patients.

The inability to read, understand and make use of health information affects people from all backgrounds, but is particularly problematic for individuals with multiple chronic diseases, those older than age 65, Medicaid enrollees, low income or unemployed, those without a high school diploma, Hispanic Americans and African Americans. Although some groups are at high risk for low health literacy, it remains a hidden problem, and health care staff typically cannot easily tell which patients are challenged with low health literacy.

Low health literacy is a significant barrier to quality health care and has been linked to medication errors, decreased patient satisfaction, non-compliance, poor outcomes, increased hospitalizations and higher health care costs. If we are to achieve our vision of being the best in Minnesota, we need to renew our focus to ensure our patients hear and understand what we say — at every point in their health care journey.

Patients share appreciation for your efforts

By Lisa Drong, Customer Service coordinator

CentraCare Clinic physicians and staff are leading with care and our patients appreciate it.

Here are some of their comments:

“I am very impressed by the kindness and helpfulness of all staff I have interacted with.”

“I first came to see Dr. Anjum under some very frightening circumstances. The nurse (Linda) treated me with warmth and understanding, as did Dr. Anjum.”

“This visit was my first time meeting Dr. Thomas. She made me feel welcome and like I’ve been working with her forever. She is now the doctor I will see for everything.”

“Dr. Schrup always treats us like individuals not a number. He’s very caring.”

“The construction at River Campus has been handled well by staff and providers.”

“Again, I cannot stress enough my thanks for the overall experience and Dr. Ufearo. Everyone I needed to work with from reception to lab to scheduling were tremendous. This is SO great as this has been a very stressful time for me and you made it the best experience possible. Thank you!”

Patient Satisfaction Scorecard

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<tr>
<th>CentraCare Clinic</th>
<th>Mean Score</th>
<th>Percentile</th>
<th>FY 2012 goal</th>
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<tr>
<td></td>
<td>90.4</td>
<td>53%</td>
<td>90.49</td>
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Data based on 3,741 surveys received from 7/1/11 to 10/26/11. Rank compared to 700 other medical practice facilities.

“Dr. Martinson comes with high recommendations and after seeing her, I can understand why. She is down to earth, makes the patient feel at ease, has a great sense of humor and explains things well. I’m encouraging a friend of mine to make an appointment with her.”

“Dr. Joel Dunn went above and beyond what was expected of a doctor. We were very pleased with his concern for our son.”

“Thank you for caring about your patients by providing this survey. Your efforts are paying off. This is a GREAT physician, staff and clinic!”
Welcome to our new providers

Amanda Lovold, DO, Heartland, is a family medicine physician who received her medical degree from Lake Erie College of Osteopathic Medicine in Bradenton, Fla., and completed her residency at Mayo Clinic. She has special interest in preventive cardiology and geriatrics.

Jenny Miller, PhD, LP, is a licensed psychologist who works at the St. Cloud Hospital Sleep Center with a focus of behavioral sleep medicine. She completed her master’s degree and PhD in counseling psychology from Iowa State University. She began her private practice in 2011 after 11 years of working with a college-age population. She now sees adults with a wide variety of sleep-related concerns.

Marla Moore, MD, is a board-certified pediatric critical care physician who will join CentraCare Clinic Nov. 19. Dr. Moore received her medical degree at the University of Colorado School of Medicine in Denver. She completed her residency and fellowship training at the University of Colorado School of Medicine and Children’s Hospital in Denver.

Mary Ellen Smith, CPNP, Women & Children, is a certified pediatric nurse practitioner who received her master’s degree from the University of Minnesota School of Public Health and her nurse practitioner certification at St. Catherine’s University in St. Paul. She previously worked at Children’s Hospital in Minneapolis.

Kelly Woods, CPNP, Women & Children, is a certified pediatric nurse practitioner who received her master’s degree from the Frances Payne Bolton School of Nursing at Case Western Reserve University in Cleveland, Ohio. She is certified by the Pediatric Nursing Certification Board and certified as a family nurse practitioner by the American Nurses Credentialing Center.

Welcome to our new clinic employees

Samantha Lehmeier, CMA, Plaza – Family Medicine
Craig Poganski, production analyst, River Campus
Julie Kapsner, nursing, Women & Children
Andrea Maritsch, nursing, Women & Children
Nicole Van Hale, CMA, Women & Children
Andrea Schaefer, nursing, Women & Children

It’s not too late to get the flu shot!

All clinic employees are encouraged to get the annual flu shot. As of Oct. 31, 55 percent of CentraCare Clinic employees were vaccinated and 69 percent completed the online registration form. Check with your supervisor for information about how you can receive your free flu shot.

Recognition for years of service

35 Year: Paul VanGorp, MD, Long Prairie
30 Year: Judy Olson, River Campus
15 Year: Corine Meier, Business Office; and Julia Bourne, River Campus
10 Year: Wendie Johnson, Jessica Pearson-Cole, Teresa Dusek, Women & Children; Catherine Green, Rheumatology; Barb Asmus, Neurology; and Denise Corrigan, Business Office
5 Year: Erin Scapanski PA-C, Gastroenterology; Dean Moritz and Wendie Tingelstad, Women & Children; Emily Cox, Plaza – Internal Medicine; Rachel Schuneman, MD, Plaza - Dermatology

Wound Center celebrates first anniversary

Since it opened last November, CentraCare Wound Center has conducted more than 3,600 wound care visits and more than 550 hyperbaric oxygen treatments. The overall healing rate is 97 percent and the average patient satisfaction score is 98 percent. The Wound Center offers specialized treatment for problem wounds to promote healing and enhance the quality of patients’ lives. For more information, call 656-7100.

$8,500 grant received by Pediatrics Clinic

Kudos to Sue Malone and Robin Heglund, Women & Children, who co-wrote a grant application which garnered $8,500 for the clinic’s Reach Out and Read program from CentraCare Health Foundation. The Pediatric providers and staff have been promoting reading literacy for more than four years by distributing age-appropriate books at well-child visits for children ages 6 months to 5 years. Each time our providers hand a book to a child, it sends a strong message to the parent about the importance of reading.

Community campaign launches

CentraCare Health Foundation launched its community-wide Caring for Generations Campaign. Gifts totaling $18.2 million from local benefactors, employees and physicians have been raised so far. The campaign aims to raise $21.7 million to help fund the $225 million, 360,000-square-foot addition to St. Cloud Hospital’s southeast side. In support of the project, Marco will offer a matching gift of up to $100,000 for all donations received from the community by Dec. 31, 2011.

CentraCare’s year in review

Check out the 2011 CentraCare Health System Annual Report available on CentraNet under the News tab or by visiting www.centracare.com and clicking on the For the Community tab. See how our high quality services and programs along with the talents and unwavering dedication of our employees is making a difference in patients’ lives. Learn about CentraCare’s financial performance and highlights from fiscal year 2011. View the list of donors who have given to the CentraCare Health Foundation.