Prescribed Reading: April 2012

CentraCare Clinic

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I hope you’ve had a chance to complete the 2012 CentraCare Health System employee engagement survey. This annual Gallup Q12 survey runs through April 11 and can be completed by phone or a computer with Internet access. The survey takes less than 5 minutes to complete, and your answers are completely confidential.

Gallup’s rigorous research has identified 12 core questions that measure an employee’s connection to our organization and link powerfully to relevant care and business outcomes. Gallup consistently finds that health care providers with higher levels of employee engagement are viewed as industry workplaces of choice and consistently provide the best customer service. They retain and develop the most talented nurses, physicians and other health care professionals.

Results from Gallup offer CentraCare feedback on ways to improve how employees view their work. The survey is meant to create a better workplace for you, which enhances our ability to provide excellent care to those we serve. We are thankful you are choosing to invest your energy, time and talent in the important work of helping people achieve and maintain their optimum health. What you do matters! Make your opinions count by taking the survey.

As we lead with care, we must identify ways we can better communicate with patients when their anxiety and fear may be increased and when their understanding of medical care and overall health literacy often are decreased due to stress.

During every interaction, we have the privilege and opportunity to acknowledge the person in front of us, introduce ourselves, explain our processes and the time involved and to sincerely thank them for the opportunity. This simple way of communicating is called AIDET.

AIDET stands for Acknowledge, Introduce, Duration, Explanation and Thank you. AIDET makes it easier for patients to trust us and helps us to better communicate with others who are nervous, anxious and feeling vulnerable. Mutual trust is essential for patient compliance and to improve clinical outcomes.

AIDET training will be offered to all clinic sites and includes videos of actual patient interactions with real-life health care professionals in their work settings.

The AIDET training was made possible thanks to the generous donation from a patient who is very pleased with both the care and service she receives from her CentraCare Clinic physician. The patient and her husband donated funds for training all CentraCare Clinic physicians and staff.

Everything we say and everything we do is a form of communication. Our patients and customers deserve the best quality care and service. They expect nothing less.

How can we impact the quality of care and services they receive? One simple way is to look at how we communicate. Do we communicate with purpose? Do we build trust, and at the same time, reduce anxiety? By communicating with purpose and learning the steps of AIDET, we will do both – even better than we’re already doing! Thank you for learning AIDET and continuing to lead with care every day.
**CentraCare contracts with bariatric surgeon**

Surgeon Sayeed Ikramuddin, MD, from the University of Minnesota Physicians, will begin to see patients considering bariatric surgery at River Campus in late April. Dr. Ikramuddin will perform bariatric surgery (for weight management) and necessary follow-up care in St. Cloud. A weight loss surgery information seminar is planned for 2 p.m. April 20 in the Spruce Room at St. Cloud Hospital.

**Welcome to our new clinic employees**

- Fatumo Abdulkadir, Community Health Worker and
- Sarah Bergsnev, Nursing, Women & Children; Sandie Capps, Sarah Pappenfus, Sherry Pohl and Brittany Weisbrich, Business Center; Emily Crabtree, Nursing, Plaza – Family Medicine; Cindy Oquist, Nurse Supervisor; and Shelly Radermacher, Nursing, River Campus; Carla Zupko, Nurse Supervisor, Heartland; and Candise Zwilling, Nursing, Plaza – Dermatology.

**Recognition for years of service**

- 20 Years: Janice Krippner, Business Center
- 10 Years: Richard Backes, MD, Heart Center; Karen Barthel, Tim Brown and Robyn Mechtel, River Campus; Susan Burggraff and Karen Hoffman, Business Center; Susan Malone, Women & Children; Jennifer Markfort, Heartland; Deborah Wolf, Plaza – Family Medicine
- 5 Years: Patricia Byrd, Plaza – Endocrine; Michelle Countryman, Sleep Center; Angela Hall, Andria Hasz and Suzanne Schleper, CNP, Women & Children; Susan Johnson, Judy Keefe and Jodi Swanson, River Campus

**Kudos to . . .**

Sandie Capps and Stacy Buchta, Business Center, recently passed their certification exams as Registered Health Information Technicians (RHIT).

**Recently updated CCHS policies**

1. Employment of Relatives
2. Harassment, Offensive Behavior, Workplace Violence
3. Weapons

All CCHS policies can be viewed by clicking the Policies-Procedures tab on CentraNet. Always refer to CentraNet for the most recent version of policies and forms.

**Have you been affected by heart disease?**

Join a CentraCare team for the American Heart Association’s Heart Walk on Saturday, April 28 at CentraCare Health Plaza. Call Sue at ext. 74937 for details.

**Health and Wellness Coaching**

Coaching can motivate you to improve your health. CentraCare Heart & Vascular Center provides coaching related to exercise, nutrition and stress. Call ext. 57445.

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**Women’s Health 101- April 14**

The 11th annual Women’s Health 101 is 8 a.m. to 2:30 p.m., Saturday, April 14, at CentraCare Health Plaza. A $10 donation is suggested. Visit booths, receive free screenings, enjoy health-related presentations and test drive the da Vinci surgical robot. At 1:15 p.m., local humorist and story-teller Judy Wolters will share techniques for stress relief when and where you need it. Participants can come and go as they please. Breakfast/lunch is available for purchase. Pre-registration is encouraged at www.centracare.com.

More information, call (320) 229-4980.

**Employee Campaign runs April 9-20**

CentraCare Health Foundation’s Caring for Generations Employee Campaign, along with the Twin’s baseball season, kicks off in April. Just as the Twins moved into their new stadium last year, St. Cloud Hospital staff will move into their new east addition this spring. Check out the new videos posted on CentraNet showing employees and leaders rooting for the employee campaign and the big move.

Please consider pledging the amount of money that you would earn in 30, 60 or 90 minutes each pay period. If your giving passion lies outside of the expansion project, gifts can be directed to other areas and still will count toward the Employee Campaign goals. The participation goal is 35 percent. A matching gift for all new gifts to the Employee and Physician Campaigns 2012 will be matched dollar for dollar up to $100,000 and include one-time gifts, new pledges and the amount of an increased pledge.

**Central Minnesota’s cancer care is stronger**

Coborn Cancer Center recently became a member of the Mayo Clinic Cancer Care Network. Now, our physicians will have enhanced access to Mayo Clinic’s evidence-based disease management protocols, clinical care guidelines and reference materials, as well as eConsults, which gives our physicians the ability to connect with a Mayo expert to get input on specific questions as they care for their patients.

**Please take the steps to donate life, sight**

Check the box on your driver’s license and share your wishes with your loved ones. To learn more about organ, tissue and eye donation or how you can register to be a donor, visit www.centracare.com.

**Farewell to these CentraCare physicians**

Jennifer Rogan, MD, Pediatrics, Women & Children; Larry Okerlund, MD, Family Medicine, Sauk Centre; John Oyakhire, MD, Hospitalist, River Campus.