

5-2012

Prescribed Reading: May 2012

CentraCare Clinic

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Prescribed Reading

May 4, 2012

A CentraCare Clinic employee newsletter

Health Care Matters: Resilience in the storm of change



By Allen Horn, MD, Clinic President

Resilience is a powerful character trait that helps individuals move forward through changes around them. We often think of resilience when people somehow “bounce back.” after a natural disaster, like a tornado, devastates their town. That’s tough to do in many situations. It requires people to be

problem-solvers who persevere and to be creative and innovative in figuring out new solutions to the challenges caused by a storm of any kind. If something knocks resilient people over, they stand right back up and look for another way around or through to get the job done.

I am encouraged by the resilience I see in CentraCare Clinic physicians and staff. We’ve had significant storms impact health care the past few years, and yet collectively they have not stopped at signs of difficulty or challenge. Rather, they just keep standing back up and finding another way to meet and exceed the patients’ expectations by always Leading with care. This approach of “bouncing back” and moving forward is making a difference in our patients’ lives. Resilience will be even more important in the future as we deal with the gathering storm of health care reform, shrinking payment and an uncertain economy. Your resilience will be key to helping us become the leader in Minnesota for quality, safety, service and value.

Recognizing employees who are Leading with care

By Lisa Drong, Customer Service coordinator

This month, we recognize outstanding employees who consistently Lead with care and were nominated for the Leading with care award.



Congratulations to **Michele Fischer**, site administrator. Michele received four nominations and was chosen by the Recognition Committee to receive the 2012 Leading with care award. She will be recognized at the May 7 CentraCare Health System Employee Recognition Dinner.

Congratulations to these employees who also were nominated for the Leading with care award by a peer or co-worker. Thank you for your special efforts in customer service and thank you for being a role model to all staff.

Irene Neu, Internal Medicine, River Campus; **Denice Borgen**, Business Center; **Emily Cox**, Internal Medicine, Plaza; **April Nordland**, Neurology, River Campus; **Heidi Althaus**, Melrose; **Tina Roering**, River Campus; **Bonnie Levenson**, Plaza-Dermatology; **Patty Schmitz** and **Karin Walz**, Nephrology, River Campus; **Jane Jenc**, CNP and **Mary Voller**, Sauk Centre; **Laurie Pung**, DNP, Big Lake Clinic and **Rosemond Owens**, Cultural Competency.

Patient Satisfaction Scorecard

	Mean Score	Percentile Rank	FY 2012 goal
CentraCare Clinic	90.7	60%	90.49

Data based on more than 11,000 surveys received from 7/1/11 to 4/22/12. Rank compared to 700 other medical practices.

Individual department data can be found on CentraNet, on the CC Clinic tab under Leading with care.

Recognition for years of service

20 Years: **Laurie Henkemeyer**, River Campus

15 Years: **Susan Johnson**, Becker

10 Years: **Stacia Anderson, MD**, Women & Children; **Arla Eastman**, Little Falls

5 Years: **Kathryn Katka, CNP**, River Campus;

Troy Payne, MD, Sleep Center; **Jennifer Skaj**, Becker;

Kelly Zniwski, Business Center

Welcome to these new employees

Lina Conradson, **Casey Hendershot** and **Hailey**

Kiffmeyer, Nursing, River Campus; **Michelle Runstrom**, Nursing, and **Kim Wright**, Clinic Services, Plaza – Family Medicine and **Brett Young**, Clinic Services, Women & Children.

CENTRA CARE Clinic

Win an iPad 3 or a Nook tablet!

Celebrate Compliance Week May 13-18 by:

- Completing the Compliance Word Find and Trivia Contest, located on CentraNet, for a chance to win an iPad 3 or one of four Nook tablets.
- Joining the Compliance staff for popcorn from 1:30 to 3:30 p.m. May 15, First Floor Break Room, CentraCare Business Center; 1:30 to 3:30 p.m. May 16, Lower Level Employee Lounge, CentraCare Health Plaza; or 1:30 to 3:30 p.m., May 17, Lower Level Break Room, River Campus. Off-site locations will receive microwave popcorn.
- Viewing the Compliance jingles on CentraNet sung and accompanied by our own talented CCHS employees!

Magnets will be distributed to all clinic sites. Please keep these magnets for important compliance information. They may prove valuable during Compliance Week 2013!

Sauk Centre hospital transition update

We continue to wait for the non-profit determination letter and IRS review required before the transition of St. Michael's Hospital to CentraCare Health System occurs. The City of Sauk Centre will continue to own and operate the hospital until the tentative transition date of Oct. 1.

Employee expense reimbursement changes

Employee expense reimbursements previously paid through Accounts Payable now will be reimbursed through payroll. The reimbursement forms have changed and are available on CentraNet under the Forms tab.

For questions about expense reimbursement, call Accounts Payable, ext. 55625.

Kudos to . . .

- The **Heartland Lab** recently received reaccreditation by COLA, a national health care accreditation organization.
- **Big Lake Clinic's Lab** received Minnesota Department of Health recertification in the Clinical Laboratory Improvement Amendments program.
- An April 18 *St. Cloud Times* article reported that the **CentraCare Dialysis Program** at Health Plaza had a lower than expected patient death rate and a higher than expected transplant rate, according to data from Pro-Publica, a New York City investigative journalism group.
- **Nabeel Ailabouni, DO**, Family Medicine, Big Lake Clinic, presented "Preventive care through the ages for women" at New River Medical Center's Healthy You workshop on April 21 at Carousell Works in Big Lake.
- **David Kroska, MD**, Women & Children, presented "Live Well: Lifestyle of Health and Sustainability" at the April 22 Sustainability Expo at St. Cloud State University.
- **Merryn Jolkovsky, MD**, Palliative Care, and **Robin Marushin, MD**, Obstetrics & Gynecology, presented at Women's Health 101 on April 14. Dr. Jolkovsky presented "Health care directives" and Dr. Marushin talked about "What's new in women's health?"

Meet these award-winning physicians



Paul Van Gorp, MD, Long Prairie, received the Minnesota Academy of Family Physicians' (MAFP) Teacher of the Year award at the MAFP Spring Refresher April 26. Award nominations come from residents, medical students, fellow teachers or MAFP members.



David Kroska, MD, Women & Children, received the Sustainability Award from the St. Cloud Area Sustainability Committee. Dr. Kroska is an avid organic farmer campaigning against the risks of factory farming. He also is the founder of CentraCare's L.I.F.E. (Lifestyle, Food & Exercise) Program, which focuses on healthy eating, healthy behaviors and responsible/sustainable farming and living practices.

Women's Health 101 keeps going strong



More than 400 women attended the Women's Health 101 event on April 14 at CentraCare Health Plaza. Participants had a chance to test drive the da Vinci robot on display and enjoy several health-related presentations, free screenings and more than 40 booths. Thanks to the planning committee, speakers and others who made it possible.

Connecting with our Somali families

CentraCare Clinic – Women & Children has received an American Academy of Pediatrics grant to hire **Fatumo Abdul Kadir** as a community health worker. A Somali native, Fatumo will help CentraCare connect with the Somali community and develop a developmental screening process for children up to age 5 and prenatal education to improve health care for the local Somali population.

Check out St. Cloud Hospital's new addition

CentraCare employee open houses are scheduled for 3-7 p.m. May 17 and 11 a.m. to 3 p.m. May 18. Public open houses are scheduled for: 9 a.m. to 6 p.m. May 19 and 11 a.m. to 4 p.m. May 20. (Last tour begins one hour before the end time.) Walking tours will focus on the new operating rooms, surgical care area, Family Birthing Center and Intensive Care Unit. Those unable to participate in the hour-long tour can view a video. Because of the tour length, it is not recommended for young children. Enter the new addition from A Level in the South parking ramp or park in the North parking ramp and follow signs to the open house. For more information, call (320) 229-4980.

Recently updated CCHS policies

1. Dress Code
2. Harassment, Offensive Behavior, Workplace Violence
3. Jury Duty/Subpoenaed Witness Leave
4. Military Leave

The most recent version of all policies and forms can be found under the CentraNet's Policies/Procedures tab