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Health Care Matters: Personal responsibility in a changing world

By Allen Horn, MD, Clinic President

We all face a rapidly changing world — but what is our personal responsibility in this changing world? How we respond to change will largely impact the part we play in fulfilling our mission at CentraCare Health System and CentraCare Clinic. I believe that Cy Wakeman, a recent CCHS conference speaker, said it best: “Personal accountability is a conviction that results happen because of me, not in spite of me.” She suggests that each of us needs to get GREAT at change; in fact, we should expect it and move quickly into it.

With that attitude, instead of waiting for the world to get comfortable again and go back to how it was — which it’s never going to do — we look to the facts to inform our mindset. Instead of wasting energy by being the victim and dragging our feet, we ask ourselves these important questions:

• If this is the way it is, then how can I add value to these facts and use them to make a difference for our patients, for my family and for my own life?
• How can I move quickly enough to capitalize on the opportunities hidden somewhere inside these facts?

When we use up the least amount of energy possible dealing with our resistance to change and move into creatively dealing with new circumstances, we will find ourselves solidly on the path that will lead us to productive collaboration. Together, we can make life better for each other and our patients.

Physicians and staff are leading with care

By Lisa Drong, Customer Service coordinator

Here are some patients’ comments:

“Marla is a fabulous nurse who really makes us feel welcome!”

“Nurse is prompt – Returns phone calls quickly, polite, seems to really care.”

“I feel I have great communication with my provider. I never feel rushed when I’m talking with her.”

“Dr. Spinner lets me ask questions about anything and never cuts me short. I always leave the office feeling well cared for.”

“My care provider was EXTREMELY caring and helpful. He explained everything very clearly to me and seemed genuinely concerned for any questions/problems I had.”

“She is very personal and calls with results herself vs. the nurse. Love that questions are always answered immediately.”

“Dr. Rick Backes and team will always be my cardiologist of choice! Need I say more?”

“EXCELLENT. Best office visit I experienced. Doctor had time for me, didn’t focus on the computer. Very pleasant.”

Special recognition

• For the first half of FY 2012, Family Medicine – St. Joseph (97th %) and Nephrology (91st %) are ranked in the highest percentile when compared to other family medicine and nephrology practices across the country.
• Neurosurgery, Neurology and Infectious Disease achieved the greatest percentage of improvement of their ranking during the past six months.

Patient Satisfaction Scorecard

<table>
<thead>
<tr>
<th>Department</th>
<th>Mean Score</th>
<th>Percentile Rank</th>
<th>FY 2012 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>CentraCare Clinic</td>
<td>90.6</td>
<td>58%↑</td>
<td>90.49</td>
</tr>
</tbody>
</table>

Data based on 7,265 surveys received from 7/1/11 to 1/25/12. Rank compared to 700 other medical practices.

For more detailed patient satisfaction data, go to the performance improvement tab on CentraNet.

Caught in the act of caring

Congratulations to these individuals who were recognized by their peers last quarter for demonstrating our clinic values:

Patti Lynn Johnson, Internal Medicine, River Campus;
Kathy Matuska, Becker; Jess Capes, Becker; and Michelle Bloomstrand, Family Med – Plaza. Thank you for your excellent care and your continued focus on improvement!
Recognition for years of service

10 Years: Debra Mock, Women & Children; Jessica Colgrove, Business Office
5 Years: Nicole Christensen, River Campus; Peggy Edwardson, River Campus; Elizabeth Philippi, River Campus; Jennifer Ryan, River Campus

Welcome to our new clinic employees

Bryanna Fogel, Medical Assistant, Becker
Melissa Keske, Clinic Services, Women & Children
Rosanne Presler & Dawn Roberts, Nursing, Plaza – Family Medicine
Bethany Ritter, Nursing Supervisor, St. Joseph
Carrie Roering & Jessica Timmer, Business Center

2011 Quality Award recipient named

Congratulations to the Obstetrics & Women’s Clinic staff, recipients of the 2011 CentraCare Clinic Quality Award, for their work on post-partum depression care.

The site implemented a six-week post-partum depression screening using the PHQ-9 questionnaire. As part of the process, patients are contacted by phone to administer a follow-up PHQ-9. The staff also works with Psychiatry on medication management and with Pediatrics to recognize potentially depressed mothers and how to handle nursing while on antidepressant medication.

A lot of hard work is being done clinic-wide to improve patient care as shown by other nominees:
- Becker’s asthma care improvement and sustainment of diabetes care;
- Melrose’s asthma care improvement;
- Long Prairie’s Press Ganey improvement; and
- St. Joseph’s Press Ganey improvement.

The Quality Award recognizes the excellent work done by our clinics to improve the quality of care. Staff is encouraged to nominate improvement initiatives that have positively impacted patient care.

CentraCare buys Northway building

CentraCare Health System has purchased the Northway Plaza building, former home to St. Cloud Orthopedics, at 1555 Northway Drive, St. Cloud. The building will be renovated to house CentraCare Clinic – Heartland, the CentraCare retail pharmacy, Mid-Minnesota Family Medicine Center and the University of Minnesota/SCH Family Medicine Residency program. Currently, we are developing a construction timeline and soon will begin working on space design with Heartland staff and physicians. SCH already is using the Northway parking lot for east tower construction workers’ parking.

Invest in your future health

Spend about 15 minutes taking the Mayo Clinic Health Assessment at www.CentraCareWellness.com and get immediate feedback on your specific health risks and recommendations on which risks to tackle first. You’ll also receive information, programs and tools from Mayo Clinic and CentraCare health experts to address your particular needs. (First-time users of CentraCareWellness.com need to register as a new user.)

The process and information are secure. CentraCare Health System only receives a group report to help us make important decisions about health and wellness program priorities.

Employees taking the health assessment will earn 250 reward points which is half of the incentive for the year. Earn 75 reward points by participating in Embody Health Coaching with Mayo Clinic or 50 reward points with the CentraCare Heart & Vascular Center program.

For more information, visit CentraNet – under the Human Resources tab, Wellness Programs/Activities or www.CentraCareWellness.com. If you have questions, contact Nicole Solarz, ext. 53627.

Thanks for your United Way support

CentraCare Health System had another fun and successful year helping United Way improve lives in Central Minnesota. Our 2011 theme was “Get in the Game.” Our team made a slam dunk by raising $336,057 from pledges and $23,524 from special events. Our employee participation was at 36 percent.

Generous employees helping others

The Long Prairie Clinic’s FUN Club collected and donated $179 to Imagination Library of Todd County. Staff was allowed to wear jeans and holiday shirts on Fridays in December with a donation. Imagination Library sends age-appropriate books to enrolled children.

Know someone with spirit?

Nominate a woman for a Spirit of Women Award. The awards celebrate women in our community who take action to make our community healthier, safer and a more inspirational place to live. To read about the 2011 winners, including Marilyn Peitso, MD, CentraCare Clinic – Women & Children, and nominate a woman for 2012, visit www.centracare.com and click on “For Women,” “Spirit of Women” and “Awards Program.” Winners receive $1,000 to further their commitment to their community. Deadline is March 2. For more information, call the CentraCare Health Foundation at (320) 240-2810. (Dr. Peitso went on to be recognized as the Spirit of Women national winner in the Healthcare Hero category.)