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Prescribed Reading: September 2012

CentraCare Clinic

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Prescribed Reading

Sept. 7, 2012

A CentraCare Clinic employee newsletter

Health Care Matters: Thank you for the memories



By Allen Horn, MD, Clinic President

August 1, 1972 seems such a short time ago. That was the day I started my practice of medicine in Melrose. I had no idea what a fantastic future lay before me.

As a citizen of Melrose and a family physician, I was given the opportunity to be a neighbor, a friend, the mayor and an active member of more groups and committees than I can remember. I shared intimate moments of happiness and sorrow with patients and families; shared in births and in the final moments of life. I often think about what an honor it was to be part of so many lives.

As the Medical Director and then as the President of CentraCare Clinic, I was given the privilege and responsibility to lead, to effect change and to be heard, but also found countless opportunities to be led, to be changed, to listen and to serve. The rewards of trust, friendship and affection that I have received have been overwhelming and more than anyone could hope to receive in a lifetime. I will always remember and miss my colleagues and CentraCare co-workers. Together we have made a difference in people's lives, have done meaningful work and have fulfilled a purpose greater than ourselves. Thank you!

CGCAHPS - Learning from our patients about their experiences

*By Lisa Drong,
Customer Service
coordinator*



A basic assumption by patients is that the actual medical care they receive will be excellent. But that's just one piece of the puzzle. The total patient experience involves lots of things beyond the actual medical care and is the responsibility of all the health care groups. It's a journey with a lot of side trips, where each physician, employee and leader together are responsible for creating the patient experience.

As of Sept. 1, random CentraCare Clinic patients will begin to receive the CGCAHPS (Clinician and Group Consumer Assessment of Healthcare Providers and Systems) survey developed by the Agency for Healthcare Research and Quality. This standardized tool measures patients' perceptions of care including getting appointments and care when needed, how well doctors communicate, courtesy and helpfulness of staff, and an overall rating of the doctor.

Health care reform legislation including a quality reporting provision is requiring CentraCare Clinic to randomly sample English-speaking patients older than age 18 who were seen with a face-to-face clinic visit between Sept. 1 and Nov. 30, 2012.

Data from this time period will be reported by clinic location through MN Community Measurement in 2013. It is anticipated that the CGCAHPS instrument eventually will become a standard required measurement for full reimbursement.

What is most important about improving the health care experience for patients and their family members? Is it "improving the scores" and "increasing the percentage of responses?" While having data to review and goals established is an important part of the process, thinking of these measurements in this way removes the human equation from the picture. The numbers are simply an outcome. To continue to make excellent strides in both patient satisfaction and patient experience, our focus should continue to be on high-quality care and improving what it feels like to be a CentraCare Clinic patient or patient's family member. With continued focus on improving the patient's total experience, favorable scores and outcomes will follow across CentraCare Clinic.

CENTRA CARE Clinic

Welcome to these new CCC providers



Camelia Florea, MD, is board-certified in internal medicine and returned to the Health Plaza after one year at the St. Cloud VA Medical Center. She received her medical degree from the Carol Davila University of Medicine and Pharmacy in Bucharest, Romania. She completed her internal medicine residency at New York Hospital Medical Center of Queens in Flushing.



Kristina Gross, CNP, works part-time with the Genetics Clinic at the Health Plaza and part-time with Mid-Minnesota Family Medicine Center. She received her master's degree from Graceland University in Independence, Mo.



Tiffany Rickbeil, MD, is an internal medicine physician who joined the River Campus Internal Medicine department. She received her medical degree at the University of Texas Southwestern Medical Center in Dallas. She completed her internal medicine residency at Baylor University Medical Center in Dallas.



Ashley Sherry, PA-S, works with the Surgery department at River Campus. She received her bachelor's degree from Carthage College in Kenosha, Wis., and her master's degree in physician assistant studies from the University of Wisconsin.



Jolene Singh, MD, is a general surgeon who joined the River Campus Surgery department. She completed her medical degree at the University of North Dakota School of Medicine and Health Sciences in Grand Forks and her general surgery residency at Hennepin County Medical Center in Minneapolis.

Welcome to our new employees

River Campus: **Rachel Kiley & Robyn Nordlund**, Nursing

Health Plaza: **Casey Gunderson**, Sports Medicine;

Abby Klaphake & Kayla Foss, Internal Medicine;

Suzanne Gerads & Leslie Kockelman, Dermatology
Business Center: **Anita Petschen, Carmen Seward & Kim Wallin**

Women & Children: **Courtney Porter & Joanie**

Watercott, Clinic Services

Spread the word!

If you know someone who uses a BUMBO car seat for an infant, please inform them about the voluntary recall by BUMBO to add a restraint belt to the current car seat. Learn more at www.recall.bumbousa.com.

Recognizing years of service

45 Years: **Carol Loch**, Women & Children

25 Years: **Beverly Steil**, River Campus

20 Years: **Michele Fischer**, Administration

15 Years: **Joy Gustin, MS**, Genetics; **Paula Lijewski**, Compliance; **Karen Then, CNP**, River Campus

10 Years: **Christina Anderson, MD**, Dermatology; **Patricia Nee, MD**, Plaza – Internal Medicine; **Irene Neu**, River Campus

5 Years: **Brent Esterberg, PA-C**, River Campus;

Jennifer Meyers, CNM, Women & Children; **Dawn Przybilla Henderson**, Women & Children

Kudos to . . .

- **Kitty Johansen**, Neurology, retired in June after 32 years of service.

- **Erica Conger** passed the American Registry in Mammography and **Lindsey Medenwald** and **Emma Leuthardt** passed the American Registry in Radiologic Technology. They work in River Campus Special Procedures.

- **CentraCare Clinic - Sauk Centre** started enrolling patients into Health Care Home Sept. 1.

- **CentraCare Health System** placed third in the large company category in the *Minneapolis/St. Paul Business Journal's* 2012 Best Place to Work competition. The winners were determined by Quantum Workplace based on employees' answers to a Web-based survey.

Solutions for better pelvic health

David Kroska, MD, Women & Children, will talk about treatments for endometriosis, uterine fibroids and adenomyosis from 6:30-8:30 p.m. Sept. 27 in the Windfeldt Room. After discussing pelvic fix-it tips, Jody Bjornstad from Tomboy Tools will share lighthearted instructions about easy household repairs for the handywoman. This free event includes light snacks and a door prize. Register at www.centracare.com. For more information, call (320) 229-5139.

Somali Community Health event

CentraCare Clinic – Women & Children is hosting a Somali Community Health event from 5-8 p.m. Sept. 7 at St. Cloud River's Edge Convention Center. Attendees will learn more about the importance of children's health through videos on childhood vaccines and autism. All CentraCare providers and staff are welcome.

Please complete mandatory education

The Medicare Fraud & Abuse Mandatory Education computerized module needs to be completed by **all** CentraCare employees by Dec. 1 for CCHS to be in compliance with regulatory requirements. To complete this module, go to CentraNet, education tab.