Prescribed Reading: February 2013

CentraCare Clinic

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Health Care Matters: Caring for you, caring for others

By David Tilstra, MD, Clinic President

As health care workers who care for the health of others on a daily basis, it is important for us to take care of ourselves first. While it may often seem difficult to squeeze in even a few minutes of exercise or to grab a piece of fruit over a cookie, it is essential to make good choices for our physical and mental health.

If you have not yet done so, I would encourage all of you to complete the 2013 Mayo Clinic Health Assessment. Not only can you earn 250 Wellness Reward Points, it also can help assess any health risks you or your family members may have. Visit www.CentraCareWellness.com to get started — it only takes 15 minutes!

Don’t miss this annual opportunity to access important health resources and be eligible for wellness coaching offered by Mayo Clinic or the CentraCare Heart and Vascular Center.

Take 15 minutes to take care of yourself. You owe it to you and your family.

Leading with Care

by Rachel Stack, Customer Service coordinator

As we focus on enhancing the patient experience, we must look within our system to find out what tools and resources are needed to improve patient satisfaction and to create a culture of engaging service. We would appreciate your input and look forward to hearing from you.

What tools do you need to perform better service?
What do you need from the Customer Service department to provide better patient service?

Please e-mail your suggestions to stackr@centracare.com.

Congratulations on all you have accomplished so far. We value the important work you do every day and look forward to building on the strong foundation you have already created.

The immense power of a kind word, gesture or action can have lasting effects that transcend CentraCare’s mission. For our patients to feel deeply cared for, our team has to deeply care about service. So go ahead and create memorable, valuable and relevant experiences for as many people as you can. Our customers will appreciate it!

Cardiologist brings unique service to area

Thom Dahle, MD, FACC, FSCAI, a cardiologist at CentraCare Heart & Vascular Center, offers Transcatheter Aortic Valve Replacement (TAVR) to patients with aortic stenosis (aortic valve does not fully open) who are not candidates or are high-risk candidates for traditional open heart surgery. TAVR is a minimally invasive procedure that does not require cardio-pulmonary bypass. A collapsible artificial valve is delivered by catheter through the patient’s groin toward the heart, where it eventually reaches the aortic valve. The artificial valve is expanded inside the existing valve by inflating a balloon. Patients generally feel better immediately and are discharged from the hospital within one to two days without the recovery time from open heart surgery.

Welcome to these new employees

Nicole Aagesen, Nursing Supervisor, Internal Medicine, River Campus
Melissa Eggerth, Coder, Business Center
Caitlin Voegeli, LPN, Family Medicine, Health Plaza
Michelle Giguere, Ultrasound Tech, Women & Children
Jennifer Knaack, Nursing Supervisor, Becker
Lori Leonard, LPN, Neurology
Keeley Tiffany, CMA, Becker
Tiffany Schultz, Medical Lab Technician, Heartland

Patient Satisfaction Scorecard

<table>
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<tr>
<th></th>
<th>Mean</th>
<th>Percentile</th>
<th>FY 2013 goal</th>
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<tbody>
<tr>
<td>CentraCare Clinic</td>
<td>91.2</td>
<td>67%</td>
<td>90.9</td>
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Data based on 14,470 surveys received since 7/1/12. Rank compared to 700 other medical practices.
Employee recognition for years of service
20 Years: Lynn Stich, Medical Transcription
15 Years: Julie Nacey, Business Office
5 Years: Yesenia Mejia, Business Office; Roberta Rovnak, River Campus; Stacy Witlock, Dermatology

Are you a Wellness Champion?
The CentraCare Wellness Committee is looking for representatives from throughout our system to promote CCHS wellness programs and to make our programs better and more useful for their area. If you are interested in being a wellness champion and earning 40 Reward Points, please complete the Wellness Champion application on CentraNet/Human Resources/Wellness Program Main Page.

Wellness Program Reward Points options
The CentraCare Wellness Rewards Points Program has added options to earn points including:
• Donation of a blood product;
• Sign up for MyChart;
• Subscribe to My Healthy News;
• Create a health care directive;
• Purchase a new fire extinguisher for your home; and
• Use Employee Assistance Program.
Go to CentraNet/Human Resources/Wellness Program to learn more.

Patients needed for Heart Center study
The CentraCare Heart & Vascular Center is seeking patients to participate in a research study. Male or female participants who are 50 years of age or older may be eligible to participate if they have had a heart attack one to three years ago and have at least one of the following risk factors: diabetes requiring medication; documented history of a second prior heart attack; multi-vessel coronary artery disease; or chronic non-end stage kidney disease. For details, call Research Coordinator Peggy Dahl, RN, at ext. 52187 or e-mail dahlp@centracare.com.

Travel around the world at Day of Dance
Olé! Travel around the world by sampling international food and dance steps from 4:30-7 p.m. Feb. 19 at River’s Edge Convention Center, St. Cloud. As a reminder of your journey, you’ll leave the event with health screening results, education materials, a photo booth memento and possibly a door prize. Dancing and other aerobic exercise help prevent heart disease so take action for your health today! Free. No pre-registration required. For more information, visit centracare.com or call (320) 240-2828.

Organ donation/recipient stories needed
We are looking for CCHS employees who have been impacted by the gift of organ, tissue or eye donation. Sharing these stories can educate and inspire others to donate and show how important donation is and how it impacts the lives of others. For more information, please contact Chris Nelson at ext. 71384 or nelsonec@centracare.com.

Physicians achieve certification
Congratulations to Merryn Jolkovsky, MD, and Paula Lindhorst, MD, for achieving board certification in Hospice and Palliative Medicine by the American Board of Internal Medicine. They provide Palliative Care consults to SCH inpatients, outpatients at Coborn Cancer Center and Internal Medicine patients at River Campus.

Begin the weight loss journey
It is never too late to make a healthy change. The CentraCare Weight Loss Surgery Program can help you or a loved one lose weight when traditional weight loss methods have failed.

As a Bariatric Surgery Center of Excellence, the CentraCare Weight Loss Surgery Program offers:
• Experienced weight loss surgeons Sayeed Ikramuddin, MD, and Girish Luthra, MD
• Specially trained team of surgeons, nurses, dietitians, psychologists and a case manager to meet unique needs
• Pre- and post-surgery education to help achieve long-term success
• Full spectrum of surgical interventions supported by the latest technology
Learn about weight loss surgery options, expected outcomes, complications, insurance requirements and the pathway to surgery at a free weight loss surgery seminar. Day, evening and weekend seminars are planned in St. Cloud.
For more information or to register for the free seminar, call (320) 240-2828.

Employee Benefit Reminders
Employees have until March 15 to turn in claims for any balance remaining in their 2012 medical expense or dependent care account(s).

Medical Plan Network clarification
Tier 1 includes all CentraCare facilities and providers; Primary care and specialty providers that were in Tier 1 before 2013, such as St. Cloud Medical Group, Health Partners and St. Cloud Orthopedics.
Tier 2 includes Blue Cross Blue Shield Aware Network.
Tier 3 includes non-Aware providers; independent facilities that are in direct competition with CentraCare such as CDI, St. Cloud Surgical Center, SPOT Rehab, NovaCare, etc.

Medical expense reminder
Continued prescriptions for any over-the-counter medications, vitamins/supplements and/or massage therapy need to have new prescriptions resubmitted for 2013. A current prescription must be on file to have any medical expense claims for the above-mentioned items/services paid out from your account. If you have questions, please contact Human Resources at ext. 55650.