4-15-2013

Prescribed Reading: April 2013

CentraCare Clinic

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Part of the Organizational Communication Commons
Does the patient lobby really matter? Do patients really benefit from comfortable surroundings when waiting for a provider? One could say it really doesn’t matter because what the patient came for was the provider’s expertise or a procedure. If they get what they came for — a trusted opinion or an effective treatment — they may be satisfied despite the patient lobby. And if they didn’t get what they came for, the nicest, most comfortable lobby in the world isn’t going to satisfy them.

But there is another perspective. Think about our patients. They don’t feel good. They are anxious. This is not their everyday experience, and it might be very scary. And when people don’t feel good, they may not be on their best behavior. (What is your behavior like when you are sick?) This is where a comfortable lobby and surroundings can help calm feelings and settle nerves. That can pay off with patients who are better able to talk to the provider, explain their story and hear the recommendations. A comfortable lobby may not be the most significant part of health care, but it still can be important. I know many sites have worked on patient satisfaction goals and some efforts have been to improve the patient lobby. It’s a worthy effort.

Nominate a co-worker who Leads with Care
by Rachel Stack,
Customer Service coordinator

The Customer Service department is accepting nominations for the Leading with Care award. This award was developed to recognize an outstanding employee who demonstrates outstanding customer service on a consistent basis. Any CentraCare Clinic employee who has been employed at least one year is eligible to win and any clinic employee can nominate someone.

All nominations must be received by Friday, April 26. The award recipient will be recognized at the CCHS annual employee recognition dinner Monday, May 13.

For more details or to print a nomination form, visit CentraNet, “CC Clinic” tab and click on “Leading with Care.” Don’t miss this great opportunity to provide recognition to our great co-workers!

Employee recognition for years of service

25 Years: Randy Saliares, MD, Gastroenterology
15 Years: Maryann Gerberding, Heartland Lab
10 Years: Carol Dickinson, Neurology; Rebecca Hallerman, Plaza Family Medicine; Katherine Pillote, MD, Endocrine; Edgar Pineda, MD, and John Teskey, MD, CV Surgery
5 Years: Pamela Bartes, Becker; Charles Hedeen, Business Center

Patient Satisfaction Scorecard

<table>
<thead>
<tr>
<th>Department</th>
<th>Mean</th>
<th>Percentile</th>
<th>FY 2013 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>CentraCare Clinic</td>
<td>91.3</td>
<td>65%</td>
<td>90.9</td>
</tr>
</tbody>
</table>

Data based on 16,449 surveys received since 7/1/12.

Top department by score

<table>
<thead>
<tr>
<th>Department</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Radiation Oncology</td>
<td>94.8</td>
</tr>
<tr>
<td>Sleep Clinic</td>
<td>93.2</td>
</tr>
<tr>
<td>Medical Oncology</td>
<td>93.0</td>
</tr>
<tr>
<td>Family Med.-St. Joseph</td>
<td>93.0</td>
</tr>
<tr>
<td>Allergy</td>
<td>92.7</td>
</tr>
<tr>
<td>Fam. Med.-Becker</td>
<td>92.7</td>
</tr>
<tr>
<td>Fam. Med.-Sauk Centre</td>
<td>92.7</td>
</tr>
<tr>
<td>Rheumatology</td>
<td>92.7</td>
</tr>
<tr>
<td>CV Surgery</td>
<td>92.6</td>
</tr>
<tr>
<td>Int. Med.-Plaza</td>
<td>92.6</td>
</tr>
<tr>
<td>Int. Med.-River Campus</td>
<td>92.6</td>
</tr>
<tr>
<td>Nephrology</td>
<td>92.6</td>
</tr>
</tbody>
</table>

Top department by rank

<table>
<thead>
<tr>
<th>Department</th>
<th>Rank*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sleep Clinic</td>
<td>96</td>
</tr>
<tr>
<td>Fam. Med.-St. Joseph</td>
<td>90</td>
</tr>
<tr>
<td>Fam. Med.-Sauk Centre</td>
<td>89</td>
</tr>
<tr>
<td>Family Med.-Becker</td>
<td>88</td>
</tr>
<tr>
<td>Family Med.-Melrose</td>
<td>82</td>
</tr>
<tr>
<td>Rheumatology</td>
<td>80</td>
</tr>
<tr>
<td>Int. Med.-Plaza</td>
<td>78</td>
</tr>
<tr>
<td>Int. Med.-River Campus</td>
<td>78</td>
</tr>
<tr>
<td>Nephrology</td>
<td>74</td>
</tr>
<tr>
<td>Family Med. Heartland</td>
<td>73</td>
</tr>
<tr>
<td>Gastroenterology</td>
<td>73</td>
</tr>
<tr>
<td>Genetics</td>
<td>73</td>
</tr>
</tbody>
</table>

*compared to others within their specialty area

For more detailed patient satisfaction data, go to the performance improvement tab on CentraNet.
Welcome to our new providers!

Rachel Garness, CPNP, joined the Pediatrics Clinic. She received her nursing degree at Bethel College in St. Paul and her master’s degree in nursing and pediatric nurse practitioner training from the University of Minnesota. For the past four years, she has worked at the Mayo Clinic.

Janel Ward, MD, joined the hospitalist team. Dr. Ward received her medical degree from the University of Colorado in Denver. She completed an internal medicine residency at Exempla St. Joseph’s Hospital in Denver. Dr. Ward is board certified in internal medicine and worked as a hospitalist in Colorado.

Welcome to these new employees

Lynn Orr, Nursing, Big Lake Clinic
Rhachelle Wilson, Clinic Services, Women & Children
Holly Jarnot, CSA Supervisor, Women & Children
Tasha Loch, Business Center
Beth Knapp, Nursing, River Campus
Jessica Ward, Business Center
Courtney Wessels, Nursing, River Campus

Attention employees: coders wanted

CCHS employees could receive a $1,000 bonus for each person referred with one year or more of professional services coding experience who is hired by CentraCare Clinic. To view job details and required candidate qualifications, visit centracre.com. Click on “Career Opportunities” on the left side of the page and then click “Search and apply.” For employee bonus eligibility, the applicant must list the referring employee’s name on his or her application. For a full list of eligibility details, go to CentraNet, Human Resources, Employment section or call the CCC Human Resources Department at (320) 654-3690.

Epic production upgrade scheduled May 12

From 2-5 a.m. May 12, all current Epic users will be impacted by the preparation for the upgrade, information around the upgrade and the upgrade itself. During this time, Epic Production will be down and unavailable for use, please follow the electronic medical record downtime procedures. The Epic Read-Only environment will be available for use. Thank you for your patience and understanding as we work to upgrade and enhance the functionality of the electronic medical record.

Learning from our patients’ stories

CentraCare’s health care home program is helping patients with complex health needs. View several patient video testimonials on centracre.com. Search “What is a health care home?”

The health care home model provides patient-centered care that meets the unique needs of patients.

Attend Women’s Health 101 and receive Wellness Reward points

Join us for the 12th annual Women’s Health 101 from 8 a.m. to 2:30 p.m., Saturday, April 20, at CentraCare Health Plaza. Visit booths, receive free screenings and enjoy health-related presentations. At 1:15, CentraCare Clinic’s L.I.F.E. program medical director, Dr. David Kroska will inspire participants to lead a healthier life by sharing how their choices can impact their health and how they can minimize or postpone (indefinitely) many health issues. The event is free, but a $10 donation is encouraged for women’s health education. Employees who attend qualify for 10 Wellness Reward points and a chance to win a free L.I.F.E. Program registration fee ($375 value). For more information or to preregister, visit centracre.com.

Congratulations to Dr. Leither!

Thomas Leither, MD, is the recipient of the Foundation’s 2013 Caduceus Award, for his dedication to health care and community service. Dr. Leither, a nephrologist at River Campus, has served the St. Cloud community for 28 years. Dr. Leither started the Kidney Program where he now serves as medical director. He serves on the CCHS board of directors and is the chair of the CCC board of directors. As a CCHS Quality Improvement Committee member, Dr. Leither promotes quality in the organization and advocates for disease prevention. He gives of himself, from mission work in Honduras to developing a community garden at the Health Plaza through the Central Minnesota Sustainability Program.

New name, location — same great people

Beginning April 29, the following CentraCare services will have new names and a new home at 1555 Northway Drive, St. Cloud. Phone numbers remain the same.

Located on the first floor:
- CentraCare Clinic – Heartland becomes CentraCare Clinic – Northway Family Medicine.
- CentraCare Pharmacy – Heartland becomes CentraCare Pharmacy – Northway.

Located on the second floor:
- Mid-Minnesota Family Medicine Center becomes CentraCare Family Health Center. The University of Minnesota/St. Cloud Hospital Family Medicine Residency program also will move, but will retain the same name. These services will be located on the second floor.

Join us for an Open House from 5-7 p.m. May 2 at CentraCare Northway, 1555 Northway Drive. Tours will showcase the clinics, residency program and pharmacy. Refreshments will be served.
Do you have the CCHS Medical Plan?

If you have the CCHS Medical Plan, be sure to get registered on www.bluecrossmn.com/centracare. You will be able to view your claims and HRA status, search for providers, order new ID cards and much more. Make sure to have your medical card handy when registering.

What are Pension Hours?

Pension hours are hours worked, PTO, STD, HTO and on-call hours in the current fiscal year. If you’ve been an employee for one year, are at least 21 years of age, and have 1,000 or more hours, you are eligible for the fiscal year contribution in your Fidelity 401(a) retirement account. The bi-weekly contribution is made if you met the eligibility requirements prior to the beginning of the fiscal year.

The 2012-2013 fiscal year ends June 22. Your June 28 paystub will show the total hours for this fiscal year. Your pension hours are zeroed out and the 2013-2014 hours begin with the July 12 paystub. Check your paystub to verify your hours. For information on the 401(a) retirement plan, refer to the Employee Benefits Guide or call Human Resources.

Double check your HRA claims processing

Please check that your medical claims are being reimbursed appropriately from your HRA account. Earlier this year, BCBS sent out Coordination of Benefits (COB) forms to members covered under the medical plan. If you have not returned this form, or did not return the form right away, your medical claim may have been put in a “hold” status. Once the COB information was received, the medical claim was reprocessed, but did not automatically flow through to SelectAccount for HRA reimbursement. Claims with a date of service 1/1/2013 through the day the COB information was received by BCBS may have been affected. To have these claims manually cross over to SelectAccount for HRA reimbursement, please contact SelectAccount Customer Service at (800) 793-6920 or (651) 662-5280 for assistance. Once the COB information is received, claims processed with BCBS will flow automatically through to SelectAccount for HRA reimbursement. If you are getting provider invoices for unpaid balances, please verify with SelectAccount that the HRA has paid or has been exhausted before you pay the bill. Note: If you have turned in Medical Expense Reimbursement Account claims, they may be denied for this reason. If you paid a bill that should have been paid by the HRA, the Medical Reimbursement claim will be denied even though you have paid the bill. You will need to contact SelectAccount and have the claim reprocessed for HRA reimbursement. SelectAccount will reimburse you directly for any claims that have to be manually reprocessed. If you feel you have medical claims that are not being reimbursed from your HRA account, please call SelectAccount right away!

Weight Watchers at Work – now half price

Join now! CentraCare employees can visit wellness.weightwatchers.com/Employees/Employeelogin.aspx to purchase your Weight Watchers Monthly Pass (company code: 5235, passcode: ww5235). The $21.47/month (reg. $42.95) is automatically deducted from your credit card (cancel at anytime). Visit CentraNet/HR/Wellness Programs to get directions on how to register. If you have questions, contact Nicole Solarz, ext. 53627, or solarzn@centracare.com.

Join the Spring into Fitness Challenge

Spring is coming and it’s time for the Spring into Fitness Challenge! CCHS employees can earn one point for every 10 minutes of dedicated exercise. The type of exercise does not matter, but must be in 10-minute intervals. Teams will consist of a maximum of 16 members, including one team captain. The challenge will run from April 29 to May 26. To get involved, find a team captain and join a team or become a team captain and get a team together. Captains can find the registration forms on CentraNet, under the Human Resources tab - Wellness Programs/Activities or under the Messenger tab. Send your completed registration form to Nicole Solarz in Human Resources by April 24.

Participating and completing this challenge will earn you 20 Reward Points! Contact Nicole Solarz at ext. 53627 for more information. Completed registration forms also can be faxed to (320) 255-5832.

Volunteer today for a cancer-free tomorrow

The American Cancer Society is inviting men and women between the ages of 30 and 65 years who have no personal history of cancer (not including basal or squamous cell skin cancer) to join a historic research study. The goal of the Cancer Prevention Study-3 (CPS-3) is to better understand the lifestyle, behavioral, genetic and environmental factors that cause or prevent cancer and to ultimately eliminate it as a major health problem.

Study enrollment will occur at select Central Minnesota venues from June 11-20. Please encourage your friends and family to help advance cancer research by enrolling in CPS-3. For more information, visit cancer.orgcps3, e-mail cps3@cancer.org or call toll-free at 888-604-5888.

Severe Weather Awareness Week

To prepare for dangerous spring and summer weather, two tornado drills will occur April 18. The first statewide drill at 1:45 p.m. allows schools, businesses, hospitals and other organizations to practice their emergency plans. The second drill at 6:55 p.m. allows families and 2nd shift workers to practice their plans. The most active danger period in Minnesota is late spring and early summer, between 2 p.m. and 9 p.m. However, tornadoes can and do occur at any time of day. According to the National Weather Service, Minnesota averages about 40 tornadoes per year.
Family Support for Eating Disorders
An eating disorder affects the entire family. To help, the St. Cloud Hospital Behavioral Health Clinic is offering a free Family and Friends Support Group for Eating Disorders from 4:30-6 p.m. the first Thursday of the month beginning May 2 at CentraCare Health Plaza. Groups are led by a licensed psychologist or registered dietitian and provide support through education and sharing with others who have a loved one with an eating disorder. Take away tips for making mealtimes less stressful, how to respond to food and body image struggles and what to say or not to say. For more information, call ext. 74918.

Roadwork near Health Plaza begins
When making referrals and confirming patient appointments at CentraCare Health Plaza, please inform patients about the County Road (CR) 120 detour.

Beginning April 17, westbound CR 120 at the intersection at Highway 15 will be closed while MN DOT constructs a diverging diamond interchange at that location. People traveling to the Health Plaza from Highway 15 will be redirected to a temporary entrance at 23rd Street South — just north of CR 120. Highway 15 road construction continues through Fall 2013 and will remain open in both directions for the entire project.

A map with the detours and directions is available centracare.com/maps/art/cchp_construction_apr_oct13.pdf.

April is Donate Life Month
Each person who becomes a donor has the potential to save or heal up to 60 lives, making a significant impact on the number of people waiting for a transplant. Please take the steps to donate life and 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 donatelifemn.org.

SCH NICU celebrates 25 years
Celebrate a quarter century of outstanding care for the tiniest and sickest of infants at our NICU reunion from 2-4 p.m. May 5 in the St. Cloud Hospital Conference Center. If your child stayed in our NICU, join us for children’s activities, refreshments, visiting with staff and construction updates on our new NICU with all-private rooms scheduled to open this summer. For more information, call ext. 75139.

CentraCare is Best-Giving Community
Congratulations to CentraCare Health System for winning the Best Giving Community: Leadership Giving for a large company from the United Way of Central Minnesota. CentraCare was recognized for increasing the number of employees who contribute at leadership levels ($1,000+). In 2012, the CentraCare United Way campaign raised more than $380,000. United Way of Central Minnesota helps people in more than 30 communities.

Alive with The Sound of Giving
The Caring for Generations five-year Employee Campaign is taking its farewell tour April 1-30! Your pledge card is the “backstage pass” to all of the action — weekly drawings for Coborn’s gift cards, gas cards and Subway gift cards! Like us on Facebook for a chance to win iTunes gift cards. Thank you to our loyal fans who generously have given in previous years. If you haven’t participated before, consider a gift of any size this year.

BLEND 1K Youth Run, Health & Fitness Expo
The 1K Youth Run for kids 12 and younger is at 6 p.m. April 19 at St. Cloud State University’s Halenback Fieldhouse. Participants receive a BLEND 1K T-shirt and medal. Cost is $10 but scholarships are available from Jodi at gertkenj@centracare.com. Preregistration is required.

The event is packed with interactive, engaging and fun activities for all ages. Kids and families can move from station to station at the free BLEND Health and Fitness Expo to learn about and participate in many physical activities from 2-7 p.m. April 19 in Halenback Fieldhouse.

New Childbirth Classes at St. Cloud Hospital
St. Cloud Hospital Women & Children’s Center launched its new childbirth education series April 1. It prepares mothers and their partners for their exciting, life-changing journey by sharing the basics of labor and delivery and taking care of baby at home. Learn more about these classes designed to fit all lifestyles at centracare.com.

Recipes for a Healthy Life: Fortify Your Spine
Add flavor to life by increasing range of motion, improving mobility and relieving neck and back pain due to osteoporosis, arthritis and joint or spinal disc degeneration. Jeffrey Derr, MD, Rehabilitation Medicine Physicians, will present information on diagnosis and treatment as well as recipes and tips for fortifying your spine from 6:30-8 p.m. April 18 at CentraCare Health Plaza – Windfield Room. The evening will include light snacks and a door prize. FREE. Register at centracare.com. For questions, call ext. 75139. Sponsored by St. Cloud Hospital Women & Children’s Center and Center for Neurosciences.

Volunteer referral program offers rewards
All employees are eligible for prizes simply by referring people — or yourself — to become a volunteer. The top three people with the most successful referrals between April 21 and Jan. 1, 2014, will receive a $50 Coborns gift card. Also, these referrals will count toward an iPad grand prize for the most referrals by Jan. 1, 2015.

In addition, any employee who makes a successful referral will receive a 20 percent off coupon to the Gift Gallery along with an entry into a monthly drawing for a $25 Gift Gallery gift card. Successfully refer three volunteers and receive a $25 Gift Gallery gift card.

For more information, call ext. 55638.