5-15-2013

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Recommended Citation

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Health Care Matters: Name change signals focus on health

By David Tilstra, MD, Clinic President

Most of you have received recent communications about our name change from CentraCare Health System to CentraCare Health. While some may ask, “What’s the point in dropping one word from our name?” I believe this signals an important change in the direction of the organization. Dropping the word “system” gives a subtle but important shift in who we are and what we do as a health care organization. The word “system” in a title gives a sense of operating as a corporation, a big business.

CentraCare Health implies we are in a health business — a business to keep people healthy, prevent illness and minimize disease. It’s what people want from health care. They aren’t coming to providers to find out what we can do to them — it’s what can we do with them to minimize the time they spend in our clinics and hospitals. People are looking for health, not drugs and procedures. It might take drugs and procedures to get them back to health or minimize disease, but it’s not the primary goal. Shifting to focus on health sends the signal CentraCare is interested in helping people focus on a lifetime of being well.

Recognizing employees who Lead with Care

by Rachel Stack, Customer Service coordinator

Congratulations to Kari Patton, Clinic Services Assistant, Obstetric & Women’s Clinic. Kari was nominated by her peers and selected by the Recognition Committee to receive the 2013 Leading with Care award. Kari was honored at the May 13 CentraCare Health Employee Recognition Dinner. Thank you, Kari, for the excellent care you provide to our patients and the CentraCare community!

We also recognize the following employees who were nominated for the Leading with Care award: Patti Bruggeman, Family Medicine; Betty Philippi, HIM, River Campus; Melinda Berscheid and Karen Klein, Internal Medicine, River Campus; Sharon Blaskowski, Lori Krebs, Jenn Tschida and Leah Vornbrock, Melrose; Barb Asmus and Sue Stang, Neurology; David Kroska, MD, Carol Loch, and Deb Mock, OB & Women’s Clinic; Kelly Meyer, Pediatrics; Jay Ophoven, Plaza Family Medicine; Jan Fruth, Rheumatology; Miriah Fincher, St. Joseph; Nancy Williams, Women & Children.

Thank you for your special efforts in patient service and thank you for being a role model to all staff.
Welcome to our new CentraCare providers!

Janet Blanchard, NNP, joined the neonatal intensive care unit at St. Cloud Hospital. Blanchard completed her master’s in nursing from State University of New York in Stony Brook. She received her neonatal nurse practitioner certification from National Certification Corporation. Prior to CentraCare, she worked at Sanford Children’s Hospital in Fargo.

The former New River Physician Clinic providers are now CentraCare Health - Monticello Medical Group.

New interpretive services vendor selected

After a rigorous review of detailed proposals from seven vendors of interpretive services, CentraCare has selected ARCH Language Network, effective July 1, 2013.

A CentraCare Health committee carefully considered this decision. ARCH Language Network demonstrated it has a strong track record of providing exceptional training for interpreters and exceptional service for patients and healthcare staff. ARCH has a high success rate for filling requests for interpreters to attend patient appointments.

CentraCare appreciates the years of service provided by the Bridge and has given the Bridge 60 days notice, in keeping with our contract.

If you have questions, please contact Rosemond Owens, CentraCare’s health literacy/cultural competency specialist at ext. 73695 or e-mail owensr@centracare.com.

Diversity tip

When referring to people from the country of Somalia, don’t say they are Somalian, they are Somali. The language they speak also is Somali.

Physician of Excellence award

Nominate a physician for the next St. Cloud Hospital Physician of Excellence Award who you feel provides outstanding service and patient satisfaction. We are looking for those physicians who exceed the standards for customer relations, attitude, commitment, productivity and communication. Previous winners are excellent role models and demonstrate commitment to the Mission and Values of the St. Cloud Hospital. All nominations are kept on file for future consideration. Nomination forms are available at CentraNet\Recognition\Physician of Excellence nomination form. Thank you for taking the time to recognize our excellent and dedicated physicians. They truly appreciate it.

Review new e-Communications policy

The new CCH e-Communications policy combines previous Internet, e-mail and social media policies. All CCH affiliates must abide by the policy when using electronic tools to assist them in day-to-day work communications. This policy is available on CentraNet\Policies\CCH\Information Systems\E-communications policy.

If questions, call the IS Help Desk, ext. 54540.

Get the shot!

Everyone should have a whooping cough (pertussis) vaccination including children starting at 2 months of age, pregnant women, parents, grandparents, family members, friends and health care workers. In 2012, there were 4,400 cases of pertussis in Minnesota.

Check with your doctor to see if you need the Tdap shot, which protects for whooping cough, tetanus and diphtheria. Many are not aware that the pertussis (whooping cough) shot does not last a lifetime.
Dialysis program receives 5-diamond patient safety status

All CentraCare dialysis outpatient sites and the home therapy program achieved 5-Diamond Patient Safety status, the highest status given by Renal Network 11. Renal Network 11 includes Minnesota, North Dakota, South Dakota, Wisconsin and Michigan. The CentraCare Kidney Program has 128 employees and offers dialysis services across Central Minnesota, including units in: Alexandria, Big Lake, Brainerd, Cambridge, Litchfield, Little Falls, Princeton, St. Cloud and Staples. The outpatient dialysis program provided more than 65,000 treatments in 2012.

Thank you for your support and generosity!

The 2013 Employee Campaign exceeded its participation goal and had 2,242 employees (out of 7,000) generously donate $167,340 — bringing the total raised from employees during the five-year Caring for Generations campaign to $3.2 million! Thank you!

Adolescent Residential Facility Open House

Join us from 4-7 p.m. May 21 at the new Recovery Plus 25-bed Adolescent Residential Facility on the CentraCare Health Plaza campus, adjacent to Clara’s House. This facility will serve adolescents with alcohol, substance abuse and other mental health problems. Tours and refreshments will be provided. For details, call ext. 79974.

May 19-25 is Medical Transcription Week

To understand and accurately transcribe dictated reports, medical transcriptionists must understand medical terminology, anatomy and physiology, diagnostic procedures, pharmacology, and treatment assessments. They must translate medical jargon and abbreviations into expanded forms. To help identify terms appropriately, transcriptionists refer to standard medical reference materials — both printed and electronic. Medical transcriptionists must comply with standards for medical records style and the legal and ethical requirements for keeping patient information confidential.

Experienced transcriptionists spot mistakes and inconsistencies in a medical report and check to correct the information. Their ability to understand and correctly transcribe patient assessments and treatments reduces the patient’s chance of receiving ineffective or even harmful treatments and ensures high-quality patient care.

Perinatology Clinic to move May 28

The Perinatology Clinic will move from CentraCare Health Plaza to its new location at St. Cloud Hospital May 28. The new third floor location is next to the Family Birthing Center, Neonatal Intensive Care Unit and OB Triage to provide expectant parents better continuity of care from the beginning of pregnancy through birth.

Spring into good health!

More than 400 women attended Women’s Health 101 on April 20 and had the opportunity to choose from more than 15 presentations by area health care providers, visit 45 booths and experience a variety of health screenings. Nearly 200 women participated in the free lab screenings. Of those women who had their blood work done at last year’s event and repeated it this year, 35 percent improved their numbers. Helpful tips on healthful eating and lifestyle were shared during Dr. David Kroska’s “Health for the Long Haul” keynote presentation. Attendees sampled ‘Cowboy Caviar’ and had a chance to win many great door prizes, including free registration to Dr. Kroska’s L.I.F.E. Program.

One attendee responded, “This was my first time attending…and I LOVED IT! Thank you. The variety of booths, as well as topics covered, were fabulous!”

Reaching out to Spanish-speaking women

This year, the Women’s Health 101 planning committee also partnered with St. Cloud State University, Catholic Charities, Anna Marie’s Alliance and Casa Guadalupe Multicultural Community to provide a “Healthy Lifestyles” talk in Spanish to more than 20 Latino women.

Lean improves process and performance

Do you have a process in your department/unit you would like to improve? If so, you need Lean.

Lean is process improvement that leads to performance improvement by eliminating unnecessary activities that do not add value for our patients.

Current CentraCare Lean projects include:

• The Comprehensive Care Plan document that effectively coordinates care across the system.

• The Registration Improvement project designed to ensure patients are not asked the same questions at each CentraCare facility, and to decrease the problems that result from missing and/or inaccurate information by 50 percent.

• The Distribution Improvement and Supply Management project aimed to reduce the number of trips to units, create standard work flow and allow staff to spend more time providing direct care.

For more information, contact Jean Lund, Lean Performance Improvement specialist, ext. 52353.

Baa baa black sheep, have you any fleece?

St. Cloud Hospital Volunteer Services is seeking donations of fleece to make Luv Blankets. The Luv blankets are given to child and adolescent patients in the Emergency Trauma Center to provide warmth and comfort. Minimum fabric size accepted is 36 by 30 inches. Bright colors and child-appropriate patterns for a hospital setting are appreciated. Fabric can be dropped off at the St. Cloud Hospital Volunteer Office located near the Lakes elevator. For more information, call ext. 55638.