Prescribed Reading: June 2013

CentraCare Clinic
By David Tilstra, MD, Clinic President

Minnesota recently was named the healthiest state for seniors — a nice distinction for a state in which thousands leave for warmer parts in the winter.

What makes us healthy — especially among the elderly population? I think we would like to attribute it to our great health care systems, but that is probably only part (yet a significant part) of the answer. Health depends on many other factors including social outlets and activities, the environment in which we live and a small part on our genetic background.

Interestingly, the most controllable factors for our overall health are our activities and habits.

By not smoking, exercising regularly, eating right and drinking alcohol in moderation (or not at all), we have a greater impact on our health than our genetic background, our environment or our access to health care.

We all know our health can be influenced through our good habits, but our environment also can be changed to support our health: We can create sidewalks, bike trails, pleasant parks and other places to enjoy the outdoors. Activity can become convenient and not something that has to be carved out of one’s day. We can minimize smoke exposure. We can find ways to make fruits and vegetables more available and find ways to make them less expensive.

Having good health care is great — having health is even better. Minnesota must be doing something right to have the healthiest seniors, but we can take it even further by making it easy to support healthy habits.

We ALL are caregivers!

by Rachel Stack, Customer Service coordinator

It is easy to get caught up in our day-to-day work responsibilities and forget the true reason we are here, to provide care — patient-centered care. We must remember that we all are caregivers! No matter what position we hold, we all have an impact on the patient experience. From housekeeping to front registration to nursing and beyond, we all have the opportunity to make a positive difference every day.

“A customer is the most important visitor on our premises, he is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so.”

- Mahatma Gandhi

THANK YOU for the excellent care you provide to our patients and the CentraCare Clinic community!

Welcome to these new employees

Carolynn Clement, RN, Nursing, Nephrology
Tina Kahre, Nursing, Plaza Family Medicine
Melissa McKenzie, Clinic Services, Bariatric Center

Recognition for years of service
30 Years: John Mahowald, MD, Heart Center
25 Years: Judy Dirkes, Rheumatology
20 Years: Perry Severance, MD, Infectious Diseases
15 Years: Bernard Erickson, MD, Infectious Diseases
10 Years: Mary Daniel, Plaza Family Medicine;
Simon Millsstein, MD, Heart Center; Tammy Rosenow, River Campus; Carolyn Zabloski, River Campus
5 Years: Melinda Berscheid, River Campus;
Jeffrey Kowitz, MD, Pulmonology; Danielle Lopez, River Campus; James Romanovsky, MD, Neurology;
Kristi Strack, Women & Children; Mary Torgerson, River Campus

Health Care Matters: Let’s make it easier to support healthy habits

Patient Satisfaction Scorecard

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<th>Mean Score</th>
<th>Percentile</th>
<th>FY 2013 goal</th>
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<tbody>
<tr>
<td>CentraCare Clinic</td>
<td>91.3</td>
<td>64%</td>
<td>90.9</td>
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Data based on 18,000 surveys received since 7/1/12.
Rank compared to 700 other medical practices.

Individual department data can be found on CentraNet, in the CC Clinic tab under Leading with Care.
Welcome to our new CentraCare providers

Dr. Adnan Qureshi, a world-renowned interventional neurologist, joined CentraCare Clinic. Dr. Qureshi works closely with interventional neurologist, Dr. Muhammad Fareed Suri, to provide care to patients who have suffered a stroke or aneurysm. He also is the Chair of Cerebrovascular Diseases and Interventional Neurology for CentraCare Health. His interests include cerebrovascular diseases, stroke, endovascular surgical neuroradiology and interventional radiology.

Dr. Qureshi completed a neurology residency at Emory University School of Medicine in Atlanta. He also completed a neurocritical care fellowship at Johns Hopkins Hospital in Baltimore and an endovascular neurosurgery fellowship at State University of New York in Buffalo.

Dr. Qureshi is a Diplomate in Neurology, and the subspecialty of Vascular Neurology with the American Board of Psychiatry and Neurology, Inc. Most recently, he was the Associate Head of Neurology at the University of Minnesota Medical School.

Neurologist Dr. Leanore Simon joined River Campus. Dr. Simon received her medical degree from Trivandrum Medical College at the University of Kerala, India. She completed an ophthalmology residency at the Kasturba Medical College, University of Mangalore, India, and her neurology residency at the University of Minnesota. Dr. Simon is fellowship trained in clinical neurophysiology (EMG) and neuromuscular disease.

Susan Corbett, CNM, ARNP, is a certified nurse midwife with the Obstetrics & Women’s Clinic. She completed a psychology degree from Graceland College in Lamoni, Iowa, and her master’s of science in Midwifery and Women’s Health from Philadelphia University in Philadelphia, Pa. She has more than 24 years of work experience in a variety of health care settings. She has special interest in caring for women of all ages.

Janine Johnson, FNP, is a family nurse practitioner with the Obstetrics & Women’s Clinic. Janine completed her bachelor’s and master’s degrees in nursing as well as her nurse practitioner certification from Minnesota State University in Mankato. Janine has more than 10 years of nursing experience. She has special interest in women’s health, prenatal and preventive care.

Leadership changes at Women & Children

Welcome to Dave Dunn, the new site coordinator for OB & Women’s Clinic and Genetics. Dave has a background in marketing/management and health care administration. He comes to us from RC Hospital & Clinic in Olivia, Minn., where he was the Chief Operations Officer. Dave replaces AnneMarie Vannurden, who transferred to St. Cloud Hospital’s Clinical Utilization department.

Welcome to our Pediatric & Allergy site coordinator, Sarah Schindler, who starts July 8. Sarah has a bachelor’s degree in health care management and has worked in St. Cloud Hospital’s Medical Staff Office for the past eight years. Sarah replaces Molly Dunn, who now is working for St. Cloud Hospital’s Home Care & Hospice Services.

Kudos to . . .

• Fatumo Abdulkadir, Women & Children, recently graduated with highest honors from South Central College in North Mankato. She is the first and only Certified Community Health Worker in Central Minnesota. Fatumo assists our Somali families and their infant to 5-year-old children with a screening tool for developmental delays. She also educates our Somali expectant mothers about early brain development in infants and the importance of good nutrition.

• CentraCare Clinic Pediatrics is one of the 12 high-performing pediatric practices featured in the May/June 2013 Annals of Family Medicine article “Medical Home Transformation in Pediatric Primary Care - What Drives Change?” www.annfammed.org/content/11/Suppl_1

• A CentraCare-produced Somali language video on ‘Temperature & Thermometer Use’ had 13,822 YouTube views as of June 5.

• Billing Office coders Tasha Loch and Carmen Seward are certified as Registered Health Information Technicians.

The Intensive Care Unit (ICU) at SCH received the gold level 2013 Beacon Award for Critical Care Excellence. This is the third time the ICU received the Beacon Award from the American Association of Critical Care Nurses.

• The CentraCare Wound Center received the Center of Distinction award by Healogics, Inc., for achieving outstanding patient outcomes for 12 consecutive months.

Whooping cough on the rise — get the shot!

In 2012, there were 150 cases of whooping cough (pertussis) in Benton and Stearns counties and 4,400 in Minnesota.

A whooping cough vaccination is recommended for children starting at 2 months of age, pregnant women, parents, grandparents, family members, friends and health care workers. Check with your doctor to see if you or a family member may need the T-dap shot, which not only protects for whooping cough, but also for tetanus and diphtheria.
**Little Falls site moves, changes hours**

CentraCare Clinic – Little Falls moved across the hall from its former location. This site hosts many CentraCare specialists on a regular basis and continues to be a lab draw site for CentraCare patients who live nearby. The clinic phone number remains (320) 632-1099, but the clinic hours changed to 8 a.m. to 4:30 p.m. Monday through Thursday. The clinic is closed on Fridays.

**Big Lake Clinic to change name July 1**

Effective July 1, Big Lake Clinic will change its name to CentraCare Clinic – Big Lake. The clinic opened in January 2008 as a joint venture between CentraCare and New River Medical Center in Monticello. Now that New River has become CentraCare Health – Monticello, Big Lake Clinic no longer needs to be a separate entity. This change allows the patients to benefit from the clinical operations and quality measures that CentraCare Clinic can provide. All current providers and staff will remain.

**Need an interpreter? Call ARCH**

ARCH Language Network now provides in-person interpreter services for Limited English Proficiency patients at all CentraCare Health facilities. The change from Bridge World Language Center to ARCH does not affect telephone or American Sign Language interpreting services. Please note that a live operator will answer calls 24/7. CentraCare Health’s updated interpreter policy is available on CentraNet. If you have questions, contact Rosemond Owens, ext. 73695, owensr@centracare.com.

**Rain or shine, golf for a cause**

Join St. Michael’s Foundation at 11 a.m. June 18 for its annual golf fundraiser at Greystone Golf Club in Sauk Centre. Proceeds go toward the purchase of surgical equipment for the new Joint Replacement Program at CentraCare Health - Sauk Centre. For details, call Cynthia at CentraCare Health - Sauk Centre, ext. 21658.

**Loop the Plaza planned for Aug. 24**

The 7th annual “Loop the Plaza” for CCH employees, volunteers and their families and/or guest is planned for Aug. 24 at CentraCare Health Plaza. Runners can participate in a non-competitive 5K event. Walkers may choose a 1, 2 or 3-loop walk around the path.

**Neonatal Intensive Care Unit open house**

Explore St. Cloud Hospital’s Neonatal Intensive Care Unit, designed for the tiniest and sickest of infants to grow and thrive. A public open house is planned from 4-6 p.m. July 24. Come and see the calming and serene environment which nurtures these tiny infants and families every step of the way. The new NICU showcases private rooms, a parent support room and advanced technology. For more information, call (320) 656-7021.

**Meet with your Fidelity representative**

The one-on-one consultation schedule is available on CentraNet/Messenger tab. To make an appointment, call 1-800-642-7131 or visit fidelity.com/atwork/reservations.

- July 10, 8 a.m. to 5 p.m., Plaza, LSD Room
- July 17, 9 a.m. to 1 p.m., River Campus Conf. Room C
- July 22 or 30, 9 a.m. to 4 p.m., St. Cloud Hospital Conference Center, Willow Room

**Human Resources Q & A**

**Q:** Why is our holiday time wrapped up with our vacation and sick time? Since all the clinics are closed on holidays, it seems that clinics/offices that aren’t open would have a different holiday/PTO policy?

**A:** CentraCare decided to move to PTO in 2004 and CentraCare Clinic combined remaining time-off plans in 2012. It was decided to combine all time-off plans (holiday, sick leave and vacation) into one plan to allow employees flexibility to use their time off as needed and to accommodate the various work schedules.

**Visit your medical insurance resource**

MyBlueCross is your headquarters for your health plan information. Visit bluecrossmn.com/centracare to register and sign in. Once logged in, you can view your HRA balance and Explanation of Benefits from past visits; find a doctor and get quality and cost information; learn about conditions and treatment and request member ID cards.

**Pension Hours reminder**

Annual pension hours start over with the July 12 paystub. Employees need 1,000 hours each fiscal year to be eligible for the 401(A) Defined Contribution Retirement Plan. Employees become eligible after turning 21 and completing one year of service with 1,000 hours. Hours included in the total include: hours worked, PTO, old sick leave, short-term disability, and on-call hours. Employees are 100 percent vested after three years with 1,000 hours.

**Do you suffer from neck or back pain?**

For the past 20 years, the Neck & Back Program at CentraCare Health Plaza has offered non-surgical care for patients with neck and back pain. Physical Therapists use spinal rehabilitation equipment to evaluate patients’ spine flexibility and strength to develop the appropriate exercise level. Patients also are instructed in proper body mechanics and an individualized home exercise program to prevent recurrent neck or back pain and to optimize their activity level. If you or someone you love is suffering from neck or back pain, talk with your health care provider about a referral to the Neck & Back Program at CentraCare Health Plaza. To make an appointment or to talk to a Physical Therapist, call (320) 229-4922.