Prescribed Reading: July 2013

CentraCare Clinic

Follow this and additional works at: https://digitalcommons.centracare.com/prescribed-reading

Part of the Organizational Communication Commons

Recommended Citation

CentraCare Clinic, "Prescribed Reading: July 2013" (2013). Prescribed Reading. 64. https://digitalcommons.centracare.com/prescribed-reading/64
Health Care Matters: The importance of teamwork in health care

By David Tilstra, MD, Clinic President

I heard the dean of the University of South Florida speak about how this medical school changed its curriculum and entrance requirements. They still have the usual requirements that physicians must go through, but they also are interested in how the prospective students work with others. Will they collaborate or compete against others? Will the students be able to relate and empathize with patients, colleagues and other members of the medical team? And the scrutiny doesn’t stop there – behavioral analysts continue to monitor students along these lines and specifically coach them to improve their ability to relate to others. It’s a different approach to medicine than in the past where the emphasis was on individual performance in the sciences.

So why did this medical school shift its way of training? The answer is fairly simple – the complexity of patients is increasing. There is too much going on with any given patient for a single person to be able to monitor, ask questions, spot issues or catch other important details. Trusting and working with other team members is critical in delivering safe, reliable and empathic care to patients. It’s very clear that sports teams that don’t work well together don’t win games. Likewise, medical teams that don’t work well together are more likely to have mistakes, lawsuits and complications. Simply put, performing as a team is a requirement for medical care.

Those of us who weren’t trained in recent times aren’t without our examples of teams. Teams range from the operating room to more recent examples such as health care home. Each has its strengths and operates best when team members know their role and help the other team members. Few of us receive feedback on how our personal performance affects the functioning of the team, but that doesn’t make our role any less important. Teamwork will be here to stay. Patients are not going to get less complex. I encourage us to learn from this medical school trend.

Thank you for your commitment to patient service
by Rachel Stack, Patient Service coordinator

Congratulations and thank you to everyone for the excellent care you provide to every patient, every day!

We heard from nearly 20,000 patients and surpassed our 2012-2013 goal by achieving an overall clinic mean score of 91.3. (Goal was 90.8.)

Congratulations to the top “Most Improved” departments (based on overall mean score improvement). They are: Allergy, Dermatology, Family Medicine Sauk Centre, Internal Medicine River Campus, Neurosurgery and Pediatrics.

Thank you for the excellent care you provide to our patients and the CentraCare Clinic community.

For a complete list of year-end data by specialty, check out the Performance Improvement tab on CentraNet under Patient Satisfaction Results and click on CentraCare Clinic.
Welcome to our new CentraCare providers

Andrew Maloney, MD, will join the Pediatric Clinic July 29. Dr. Maloney received his medical degree from the University of Nebraska College of Medicine in Omaha. He completed his pediatric residency at Creighton-Nebraska-Children’s Health Foundation Joint Pediatric Program in Omaha. He is a member of the American Academy of Pediatrics. He has special interest in asthma treatment and sports medicine.

Neonatologist Timothy Vedder, MD, will join CentraCare Clinic Aug. 5 to care for premature infants in the neonatal intensive care unit at St. Cloud Hospital. Dr. Vedder received his medical degree at the University of Minnesota Medical School. He completed a pediatric residency at Tripler Army Medical Center in Honolulu. Dr. Vedder also is fellowship-trained in Neonatal-Perinatal Medicine. He served on active duty in the U.S. Army for 12 years and is an Iraq war veteran. He is a fellow of the American Academy of Pediatrics.

Viktoriya Vladykina, MD, will join the hospitalist team Aug. 5. Dr. Vladykina received her medical degree from St. Petersburg State I.P. Pavlov Medical University in Russia. She completed an anesthesiology and emergency medicine residency program at St. Petersburg Mechnikov Medical Academy in Russia. Dr. Vladykina also completed her family medicine residency through the University of Minnesota/St. Cloud Hospital program.

Physician of Excellence recognized

Nephrologist Bill Cowardin, MD, River Campus, was recently honored with St. Cloud Hospital’s Physician of Excellence award. Those who nominated Dr. Cowardin for this award characterize him as compassionate, open and engaging in his interactions with patients and staff. The kindness he shows to all around him creates a welcoming atmosphere. He is well respected, professional in his demeanor and collaborates well with staff. Dr. Cowardin has a talent for comforting patients and their families.

The St. Cloud Hospital Physician of Excellence award was created for employees and peers to recognize a medical staff member who has an outstanding commitment to patient satisfaction, emphasizes team work and lives the healing mission of St. Cloud Hospital.

Kudos to . . .

Billing Office OB coder Jan Krippner achieved a Certified Professional Coder (CPC) certification.

Emphasizing importance of vaccination

As CentraCare Health employees and community ambassadors, we want you to be aware that a CentraCare Clinic employee was diagnosed with a confirmed case of Pertussis (whooping cough) July 8.

It is estimated that potential exposure to co-workers and patients occurred between June 24 and July 8. All immediate co-workers and 58 patients who were identified as having possible contact are being notified and offered preventive antibiotics. Currently, none of the identified patients or co-workers has experienced any concurring signs or symptoms. They were encouraged to contact their provider if symptoms did occur or they had other concerns.

This situation highlights the importance that all health care workers be current on vaccines, such as Tdap for pertussis. As CentraCare Health employees, we have a personal responsibility to do what we can to prevent spreading any preventable illness to our patients.

Also, if you become symptomatic, it is highly recommended and encouraged that you should wear a mask and be seen by your primary care provider (PCP) as soon as possible. If you are seen by your PCP, you will need to provide a note from them indicating you tested negative or are being treated prior to returning to work. If you test positive, please let your supervisor know.

Health care workers should stay away from work for five days while being treated.

The Pertussis (Tdap) vaccine is recommended for 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. A Tdap booster is indicated even if it has been less than 10 years since your last Tetanus booster.

Signs and symptoms of pertussis:

- Begins with what appears to be a common cold — runny nose, low-grade fever and mild cough.
- After a week or two, a persistent cough develops and occurs in spells/bursts. Cough may end with a high-pitched whooping sound, vomiting or gagging.
- In children less than 6 months, apnea is often common and the “whoop” is absent.
- Pertussis can last for 6 to 10 weeks and may have complications such as seizures, pneumonia, encephalopathy and death. If you (or a loved one) have these symptoms, it is recommended that you contact your primary care provider for testing.

For more information on pertussis for health care professionals, visit www.health.state.mn.us/divs/idepc/diseases/pertussis/hcp/index.html.
Improving access with team-based care

In an effort to improve patient access and clinic efficiencies, CentraCare Health – Long Prairie is piloting team-based care. Dylan Folkestad, MD, and Carol Klimek, PA-C, will combine their assigned patients and work together with their nurses, Kim and Angel.

Team-based care is designed to give patients improved access to their team of caregivers — who knows them best. By adjusting schedules to ensure that Dr. Folkestad or Carol regularly are available during clinic hours, their patients can receive care from someone familiar with their health needs.

Some benefits of team-based care are:

- Physician can see more patients each day;
- Costly inefficiencies are eliminated in patient care;
- Tasks are delegated to appropriately trained staff; and
- Improved patient access and provider satisfaction.

In team-based care, the LPNs will gather the initial data and patient history and perform any screenings or measurement tools. The physician and/or PA will focus on the physical exam, diagnosis and care plan. If needed, the PA would handle any patient education with emphasis on chronic disease management. This will increase quality measures and improve patient outcomes.

Heart Center offers unique service locally

On June 20, a team of interventional cardiologists, (Drs. Thom Dahle, Daniel Tiede, Jacob Dutcher and Wade Schmidt) and cardiovascular surgeons (Drs. John Castro and John Teskey) performed the first Transcatheter Aortic Valve Replacement (TAVR) at St Cloud Hospital. With this, SCH became one of only five Minnesota hospitals to perform this procedure. Led by Thom Dahle, MD, the team of physicians and 20+ staff performed two TAVR procedures on patients with severe symptomatic aortic stenosis and multiple co-morbidities that made one patient high-risk and the other non-operable for traditional surgical aortic valve replacement. Dr. Dahle is an interventional cardiologist who joined the CentraCare Heart & Vascular Center Feb. 1 and has a special focus on valvular heart disease and TAVR.

TAVR is a minimally invasive procedure performed on a beating heart that does not require cardio-pulmonary bypass. A collapsible bioprosthetic valve within a stent is delivered by a catheter through the patient’s groin via the femoral artery to the aortic valve. The artificial valve is expanded inside the native valve by inflating a balloon. The procedure generally takes less than one hour. Patients generally feel better immediately and are discharged from the hospital within two to four days.

TAVR provides an excellent alternative for patients who cannot have traditional surgery. In this very ill population, TAVR has been shown to decrease mortality by approximately 50 percent and significantly improve quality of life and reduce hospitalizations and symptoms.

Welcome to these new clinic employees

Sara Ariekx, Nursing, Palliative Care, River Campus
Amy Cater, Clinic Services, River Campus
Stephani Donnay-Peters, Business Center
Brooke Doucette, Nursing, Women & Children
David Dunn, Administration, Women & Children
Makala Reukema, Nursing, Women & Children
Amy Roesler, Clinic Services, Plaza Family Medicine
Briana Schyma, Office Assistant, Bariatric Center
Carol Terhaar, Nursing, Women & Children
Heidi Thorsten, Nursing, Women & Children
Katrina Weller, Nursing, Bariatric Center

Recognition for years of service

40 Years: Leland Lindquist, MD, River Campus Int. Med.
20 Years: Angela Nathan, Quality Improvement; Jeanne Notsch, CNP, Plaza Family Medicine; Kathy Darling, Business Center
15 Years: Thanh Dang, MD, Neurology; Linda Hooser, Northway; Timothy Schuchard, MD, Heart Center
10 Years: Mark Erickson, MD, Plaza Family Medicine
5 Years: Susan Knauss, Northway; Jennifer Johnson, Dermatology; Victoria Helling, Business Center

Medical Weight Loss Program begins July 16

The CentraCare Bariatric Center is expanding to include a medical weight loss program in addition to its surgical options. The program options include a very low calorie diet, a modified low calorie diet and a whole foods diet. Weight loss medications also are an option for many people. The program includes individual and group appointments with physicians, nurse practitioners, registered dietitians, behavior specialists and exercise experts to address all disease aspects of obesity.

Whether patients are seeking a more traditional weight loss approach or have decided on surgical weight loss, the health care team is committed to helping them reach and maintain their goals. For more information, contact the Bariatric Center at (320) 240-2828.

Diabetes self education now at Northway

Northway Family Medicine joined St. Joseph and Plaza Family Medicine in offering Diabetic Self Management Education (DSME) in the clinic. Diabetic educators from the Diabetes Center see patients individually and in a group setting in the clinic. Reports show that patients who receive DSME at their primary clinic are more engaged in their plan of care and diabetes self management improves.

Neonatal Intensive Care Unit open house

St. Cloud Hospital’s Neonatal Intensive Care Unit (NICU) will host a public open house from 4-6 p.m. July 24. Stop by and see the calming and serene environment which nurtures these tiny infants and families every step of the way on their journey home. The new NICU showcases private rooms, a parent respite room and advanced technology. For more information, call (320) 656-7021.
Employee golf outing planned for Sept. 6

All CentraCare employees are invited to participate in the Caddyshack Golf Tournament. The tournament is scheduled for 1 p.m. Sept. 6 at Wapicada Golf Course in St. Cloud. This will be a four-person scramble followed by dinner and event prizes. There also will be a prize for the team with the best Caddyshack-looking attire. Look on CentraNet, under the Messenger tab for the registration form. Registration forms and checks payable to St. Cloud Hospital can be sent to Kelsey Sauer, Marketing, CentraCare Health Plaza.

CentraCare Health continues to grow

Paynesville Area Health Care System (PAHCS) will join CentraCare Health Oct. 1. The boards of both organizations approved the affiliation in June. In addition to the hospital in Paynesville, PAHCS encompasses clinics in Belgrade, Cold Spring, Eden Valley, Paynesville and Richmond; long-term care and senior housing in Paynesville; and Paynesville Area Health Care Foundation.

Eating disorders support for loved ones

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 at CentraCare Health Plaza in the Leonard, Street & Deinard room. Groups, led by a licensed psychologist or registered dietitian, provide education and sharing to friends and family of individuals with eating disorders. Participants will learn tips for making mealtimes less stressful, how to respond to food and body image struggles and what to say or not to say.

On Aug. 1, a guest speaker will talk about her recovery from an eating disorder. While this group is intended for family members and friends of a person with an eating disorder, people with an eating disorder are welcome to attend this month’s support group.

For more information, call Bette Bakke, PhD, LP, at (320) 229-4918.

Expanding CentraCare’s role in Brainerd

CentraCare Heart & Vascular Center (CCHVC) cardiologists have provided specialty care at the Brainerd Lakes Heart & Vascular Center (BLHVC) since 2008. Now, we also are providing the Director for BLHVC. Joe Wendt is the new director and has worked with CCHVC for years in Nuclear Medicine and CT.

Later this summer, the Brainerd Cath lab staff will become CCHVC employees. This will allow consistency of practice and expertise at both sites as staff rotate through our busier labs at SCH and maintain exposure to a greater number and variety of more complex procedures.

Learn about senior resources at expo

The Expo for Seniors runs from 8 a.m. to 12:30 p.m. Aug. 17 at Whitney Senior Center in St. Cloud.

This free event provides seniors and adult children with information on senior resources in Central Minnesota, including health care services offered through CentraCare Health. John Gagliardi, retired St. John’s University head football coach, is the keynote speaker. Visit www.expoforseniors.com for details.

Free exams for victims of sexual assault

St. Cloud Hospital’s Emergency Trauma Center has partnered with the Central Minnesota Sexual Assault Center on a comprehensive Sexual Assault Community Care program. This program is staffed 24 hours a day, 7 days a week. Patients have the right to seek a forensic medical examination following a sexual assault at no cost – even if they are not making a report to law enforcement. This program does not cover treatment costs; however, Central Minnesota Sexual Assault Center can help victims apply for Minnesota Crime Victim’s Reparations funding.

For more information, call Tamara Hennes-Vix at (320) 251-4357 or Rose Kunkel, RN, Quality Resource nurse for SCH Emergency Trauma Center, ext. 57536.

Dialysis unit construction continues

Construction of the relocated and expanded outpatient dialysis unit is targeted for completion in mid-October. The new unit will be located on the second floor of the building that houses the Wound Center at 2035 15th Street North, St. Cloud. The unit will feature 26 dialysis stations along with six home therapy education/clinic rooms. The new location will provide many windows for patients and staff, offer a heat-treated reverse osmosis (RO) water system, an in-floor scale and heat and massage chairs for patients.

A staff training room, two meeting rooms and a break room will be added. Renal Administration will be on the first floor, along with the existing Wound Center and the relocated Home Care/Hospice departments. An open house is planned for the fall.

Collaboration keeps OB care local

CentraCare Clinic – Women & Children is working with Albany providers to offer prenatal and obstetrical care in Albany. Together, they have identified key times during a pregnancy when patients will travel to Women & Children’s to see an obstetrician and when they will see their local provider in Albany.

Albany Area Hospital discontinued its delivery services in January 2013. This new arrangement allows patients to have local prenatal care and the highest level of care for the delivery of their baby.