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Prescribed Reading: August 2013

CentraCare Clinic

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Prescribed Reading

Aug. 16, 2013

A CentraCare Clinic employee newsletter

Health Care Matters: Get your immunizations to protect self and patients



By David Tilstra, MD, Clinic President

As the start of the school year nears, it reminds me of busy days in the Pediatrics Clinic seeing kids for well-child checks. Inevitably some needed shots, whether it was for kindergarten shots or early junior high. No one really likes giving the shots, but it was necessary.

Unlike some of the other things I did, such as remind kids about bike helmet use or good nutrition, vaccinations were the one thing I could count on to help kids stay healthy. Vaccines put disease protection on auto-pilot; those who receive them don't even know their bodies are successfully fending off viruses. The end result is that everyone is better off because those diseases aren't making people in the community sick.

Keeping up-to-date on immunizations is not only important for kids, but for ALL of us. There have been a lot of improvements in vaccines over the years that keep all of us healthier. An example is whooping cough (pertussis); the number of cases has increased over the last few years.

Whooping cough isn't just a childhood disease and all of us should be getting that vaccine which is included with our tetanus shot.

The flu vaccine isn't a favorite of many people, but it's clear that it works and only has rare side effects. All of us should be getting that vaccine too.

We, as health care workers, have a duty to "do no harm." As a pediatrician, I know we are exposing others to an illness about a day before we actually know we are sick. It goes to reason that by not being vaccinated, we are violating the "do no harm" rule — especially if that disease is preventable. I urge all of us to step up this fall and get our shots up to date, right along with the kindergarteners. Let's help keep everyone healthy.

Patient Satisfaction Scorecard

	Mean Score	Percentile Rank	FY 2013 goal
CentraCare Clinic	91.3	62%	91.4

Data based on 1,265 surveys received since 7/1/13.

Rank compared to 700 other medical practices.

We want to hear from you!

by Rachel Stack, Patient Service coordinator



Do you access CentraCare Clinic for your personal or family health care needs? If so, we'd like to learn about your experience and ask you to complete the "Caring for Our Own" form. Open to all CentraCare Health employees, this is your opportunity to share honest feedback. As part of our ongoing efforts to provide an exceptional service experience, your name is optional and patient information is kept confidential.

A program description and copy of the feedback form is located on CentraNet/CC Clinic/"Caring for Our Own" feedback program. Send forms to Rachel Stack, Patient Service coordinator, River Campus. For more information, contact Rachel at stackr@centracare.com.

Thank you for helping us Lead with Care.

Top department by score

Department	Mean
CV Surgery	98.2
Medical Oncology	94.6
Int. Med. River Campus	94.5
General Surgery	94.2
Radiation Oncology	94.0
Sleep Clinic	93.3
Fam. Med. Sauk Centre	93.1
Nephrology	93.1
Neurosurgery	92.9
Infectious Disease	92.8
Gastroenterology	92.7
Genetics	92.2
Cardiology	92.0
Dermatology	91.9

Top department by rank

Department	Rank*
CV Surgery	99
Sleep Clinic	98
Int. Med. River Campus	95
Neurosurgery	90
Fam. Med. Sauk Centre	89
General Surgery	86
Gastroenterology	84
Medical Oncology	83
Nephrology	75
Infectious Disease	72
Genetics	65
Fam. Med. Long Prairie	64
Fam. Med. Becker	62
Rheumatology	59

For a complete list of data by specialty, see the Performance Improvement tab on CentraNet under Patient Satisfaction Results. Click on CentraCare Clinic.

*compared to others within their specialty area

Welcome to our new CentraCare providers



Perinatologist **Jessica Swartout, MD**, will join CentraCare Clinic Sept. 3 to provide comprehensive care for women with high-risk pregnancies at St. Cloud Hospital.

Dr. Swartout is board certified in Maternal-Fetal Medicine, Obstetrics and Gynecology.

She received her medical degree from the University of Minnesota Medical School in Minneapolis. She completed her obstetrics and gynecology residency at the University of Texas-Southwestern/Parkland Memorial Hospital in Dallas and a Maternal-Fetal Medicine fellowship at the University of Minnesota.



Sheila Wing, CNP, will join CentraCare Health – Melrose Sept. 4. Sheila received her bachelor's and master's degrees in nursing and family nurse practitioner (FNP) certification from the College of St. Scholastica. During her FNP training, she worked as an emergency room nurse at Essentia Health in Brainerd and prior to that as a St. Cloud Hospital administrative nursing supervisor.



Neurologist **Asif Khan, MBBS**, recently joined CentraCare Clinic's interventional neurologists **Drs. Suri and Qureshi** to provide comprehensive stroke care at St. Cloud Hospital. He has special interest in acute stroke intervention and stroke telemetry in rural areas.

Dr. Khan received his medical degree from the National University of Science and Technology – Army Medical College in Pakistan. He completed a neurology residency and internal medicine internship at the University of Mississippi Medical Center in Jackson. He also completed a vascular neurology fellowship at the University of Minnesota Fairview Medical Center/Hennepin County Medical Center in Minneapolis.

Welcome to our new employees

Tanya Akerson and **Beth Linn**, Business Center; **Erica Klimmek, CNP**; Bariatric Center; **Cynthia Friedmann, PA-C**, **Amanda Smith, PA-C**, **Rebecca Immonen, PA-C**, **Jon Sutton, PA-C**, and **Jeff Trimble, PA-C**, Heart Center; **Michelle Thompson, CNP**, Neurology; **Mary Winscher**, Medical Records, River Campus; **Sarah Schindler**, Pediatrics; **Kenneth Bechtold** and **Eunice Opore-Adegoke**, Quality Improvement; **Erin Guzy** and **Emily Paulson**, Nursing, Women & Children; **Samantha Lipinski**, Nursing, Dermatology and **Jan Schramel**, Imaging, River Campus

Learn about area services for seniors

CentraCare Clinic **Internal Medicine** will have a booth at the Expo for Seniors from 8 a.m. to 12:30 p.m. Aug. 17 at Whitney Senior Center, St. Cloud. This free event provides seniors and adult children with information on senior resources in the area. The keynote speaker is John Gagliardi, retired St. John's University football coach. Visit expoforseniors.com for details.

More than a century of Leading with Care



Mavis Eckes (left) and Betty Schenk retired July 19 after working together at the clinic since the 1960s.

On July 19, 2013, more than 100 years of experience walked out the door at CentraCare Health – Long Prairie.

Betty started working at the clinic in the 1950s, and Mavis joined her at the 'old' downtown clinic in 1963. They both moved to the 'new' clinic at the current site when it opened in 1971 and the 'old' doctors retired.

While they have seen a lot of changes through the years, they both stated the move to computers was the most significant. They also said the one thing that didn't change was their love for patients and their co-workers — which contributed to their length of service.

Thank you, Betty and Mavis, for your extraordinary service to the patients and your co-workers.

Recognition for Years of Service

35 years: **Beth Blomker**, Allergy Clinic

25 years: **Cindy Melloy, MD**, Pediatrics

20 years: **Toni Tebben**, Long Prairie

15 years: **Denise Bethell**, Pediatrics; **Rebecca Braucks**, Plaza-Internal Medicine; **Sherri Staudinger**, Business Ctr.

10 years: **Glenn Czech** and **Karen Czech**, Business Office; **Shawn Day, DO**, Northway; **Laverne Dingmann**, Nephrology; **Kent Heise**, **Tammy Roden** and **Jerri West Mariash, CNP**, Women & Children

5 years: **Stacy Buchta** and **Leah Jendro**, Business Center; **Scott Houghton, MD**, Surgery; **Christine Johnson**, Plaza-Internal Medicine; **Donald Jurgens, MD**, Oncology; **Kari Patton** and **Sara Rueckert**, Women & Children; **Kati Schreifels**, Surgery

Loop the Plaza for your health

Join us for the 7th annual "Loop the Plaza" 5K fun run/walk Aug. 24. Cost is \$6 per person. All participants will receive a T-shirt and gift. This non-competitive event for employees, their families and friends is brought to you by the CentraCare Health Wellness Committee.

Palliative care expands to Heart Center

Palliative care is specialized medical care for people with serious and life-limiting illnesses. It is appropriate at any age and at any stage in a serious illness, and it can be provided together with curative care. If you feel a patient may benefit from an in-depth discussion about his or her illness, outlook and options, the Palliative Care program at St. Cloud Hospital offers outpatient clinic consults at CentraCare Heart & Vascular Center; Coborn Cancer Center and CentraCare Clinic – River Campus. A doctor's order is not needed. For more information, call (320) 656-7117.

Two new features on Kronos

Payroll recently changed the way codes are displayed on your online Kronos timecard when PTO/PTX time is used. Cascading pay codes change your PTO or PTX to an unpaid code if you have exhausted your PTO available balance. With this change, the pay code “CPT” (278) will no longer be used. The process for clocking PTO/PTX will remain the same.

In addition, employees now will have the ability to approve their time card online on their last shift worked of the pay period. Once approved, the Kronos auditor will go through the approval process and Payroll will do the final sign off.

If you haven't already done so, go to the Education tab on CentraNet to view the six-minute computer-based education explaining these changes. Click on “Classes I need to take” and 2013 – Kronos New Features.

Kudos to . .

- CentraCare Clinic – Women & Children's **Pediatrics Clinic** received a \$2,000 grant from Target for its Reach Out and Read Program.

CentraCare Clinic was recognized by UCare for outstanding results and high-quality care for UCare members through its 2012 Pay for Performance Program.

- **Christina Meyer**, Business Center, passed her American Association of Clinical Endocrinologists (AACE) exam and is a certified endocrinology coder.

- Cardiologist **Jacob Dutcher, MD**, CentraCare Heart & Vascular Center, has been designated as a Clinical Hypertension specialist by the ASH Specialists Program.

- Perinatologist **Jessica Swartout, MD**, Perinatology, was honored in *Minnesota Monthly* 2013 as Top Doctor for Women, Maternal-Fetal Medicine, by her peers.

- The St. Cloud Hospital **Sleep Center** participated in a patient study to determine the effectiveness of electrical stimulation of the hypoglossal nerve to restore openness of the upper airway while asleep. This study found a significant improvement in obstructive sleep apnea, nighttime oxygen levels, daytime alertness and quality of life. The results were announced at the Sleep 2013 conference June 5 in Baltimore.

- **CentraCare Health Foundation** awarded a \$450,000 grant to continue the BLEND (Better Living Exercise & Nutrition Daily) program. Started in 2006, BLEND was designed to improve the health of area children by reducing the incidence of childhood obesity in Central Minnesota by 10 percent by 2016.

ZERO Prostate Cancer Run is Sept. 28

Lace up your sneakers to end prostate cancer at the ZERO Prostate Cancer Run at 9 a.m. Sept. 28 at Whitney Park and Recreation Center. This event brings awareness, outreach, advocacy and research as a solution for prostate cancer. For more information, visit www.zerocancer.org.

Run Your 'Sauks' Off in Sauk Centre

The Sauk Centre Chamber of Commerce invites you to the Run Your 'Sauks' Off one mile and 5K walk/run on Sept. 14. This family-friendly event, sponsored in part by CentreCare Health – Sauk Centre, is free to all CentraCare employees. All participants will receive a pair of socks at registration. For more information, visit www.saukcentrechamber.com. To register, call Andrea at (320) 352-5201 or e-mail andrea@saukcentrechamber.com.

System leadership change update



CentraCare Health has added the position of President of Regional Hospitals to coordinate and enhance the operations of CentraCare's regional hospitals in Long Prairie, Melrose, Monticello, Paynesville and Sauk Centre. **Craig Broman**, president of St. Cloud Hospital since December 2002, will assume the regional role effective Jan. 1, 2014. Craig has extensive experience with regional systems in the western United States, where he led hospitals, clinics and nursing homes from 1980 until 2002. He will continue in his current position as president of St. Cloud Hospital, but the two jobs are separate. Craig will be accountable to the CentraCare Health Regional Services board of directors in his regional leadership role and to the St. Cloud Hospital board of directors in his St. Cloud Hospital leadership role. The Ethical and Religious Directives for Catholic Health Care Services will continue to apply to St. Cloud Hospital, but will not apply to the regional facilities.

The regional hospital administrators will report directly to Craig. Currently, they report to **Jim Davis**, vice president Corporate Services, who plans to retire at the end of 2013. In addition to establishing the regional hospital presidency, the corporate services VP title has changed to vice president Strategy & Development. We currently are interviewing candidates for that position.

Recipes for a Healthy Lifestyle

Act F.A.S.T. to create a recipe for a healthy heart and brain by learning the signs of heart disease and stroke, such as chest pain, weakness and shortness of breath. Muhammad Fareed Suri, MBBS, CentraCare Clinic, will discuss diagnosis, treatment and other ingredients for good health from 6:30-8:30 p.m. Sept. 19 at CentraCare Health Plaza, Windfeldt Room. The evening will include healthy recipes, light snacks and a door prize. Pre-register at centracare.com. Seating is limited. For more information, call (320) 656-7021.

Share your story

If a United Way partner agency has touched your life, please consider sharing your United Way story for possible use in CentraCare Health's 2013 United Way Campaign. Call Ann at ext. 71391 or e-mail your story to weismanna@centracare.com by Aug. 23.

Employees encouraged to use MyChart

MyChart is a secure, online health management tool connecting patients electronically to portions of their medical record. It is secured by a personal ID and password, known only to the user. MyChart gives patients, who register for this online access, the ability to view their medical records and test results, as well as receive medical information from their provider online. An appointment tab lists any past or upcoming appointments, as well as the option to request an appointment. To access MyChart, patients need access to a computer with Internet connection or a Smartphone.

What is Meaningful Use on MyChart?

Meaningful Use is a government incentive program that rewards eligible hospitals (EHs) and eligible professionals (EPs) who invest in electronic health records. To receive incentive payments, EHs or EPs must not only purchase electronic health records (EHR) software, but they also must show that they're using it in a meaningful way. To demonstrate this "meaningful use," Center for Medicare Services and Medicaid established a set of objective measures that reflect a basic level of EHR adoption.

The objective of Meaningful Use is to get patients active on MyChart and to use it to its full potential. Some ways for patients to be active on MyChart is to view their medical records and test results online as well as electronically send messages to their provider. It also gives them access to their current medications and problems, past and future appointments and the ability to request an appointment with their provider.

MyChart currently is available for CentraCare Health; Alexandria Clinic; Broadway Medical Center; Central Minnesota Neurosciences; Douglas County Hospital; Rice Memorial Hospital; Tri-County Health Care and Williams Integracare Clinic.

Patients can activate their free MyChart account using the code provided at hospital discharge, from their clinic or by visiting www.centracare.com.

2nd Annual Zipper Open

The Zipper Open golf tournament starting at noon Sept. 12 at Eagle Trace Golf & Event Center in Clearwater, raises money for automated external defibrillator (AED) purchase, education and training. For information about forming a team, contact Joel Vogel at (320) 558-4653. Sponsored by Mended Hearts Chapter #10 and supported by the CentraCare Heart & Vascular Center.

Aging With Attitude wellness event

Enjoy keynote speaker Willow Sweeney, co-founder of Top 20 Training, as well as break-out sessions, free lunch, musical entertainment and prizes from 8 a.m. to 1:30 p.m. Oct. 18 at the Sauk Centre High School. The Aging With Attitude wellness event is designed to educate, inform and entertain residents of Central Minnesota. For more information, call Mike at Alternative Senior Care at (866) 352-3350.

Save money, improve your health

Quit tobacco through five weekly group sessions led by experts from the CentraCare Heart & Vascular Center at St. Cloud Hospital. The class will run for five consecutive Tuesdays from 5:30-6:30 p.m. starting Sept. 10 in the Heart Center's third floor library. Deadline to register is Sept. 5. Find success through the program's personalized treatment, support group, medication therapy, relapse prevention and self-help plan.

This program is **FREE for employees**, spouses and dependents 18+. Those who participate are eligible for 14 weeks of FREE nicotine replacement therapy. If you are interested in individual counseling or to register for the group sessions, call (320) 251-2700, ext. 57448.

Patient survey results received from state

Congratulations to **Nephrology, Rheumatology and Coborn Cancer Center** for scoring in the top 20 clinics in the state in the Patient Experience of Care survey.

The Minnesota Department of Health (MDH) and MN Community Measurement (MNCM) released the clinic-level results of the 2012 Patient Experience of Care survey Aug. 14. In Minnesota, more than 660,000 surveys were distributed to patients from 704 clinics, 651 of which had reportable results. This is the largest patient experience survey conducted to date anywhere in the United States and addressed the following areas: getting care when needed; providers communication; courteous and helpful staff and providers with a most positive rating.

Visit www.MNHealthScores.org to see the complete Minnesota patient experience survey results and how other CentraCare sites did, as well as survey methodology.

Monticello Birth Center to open in December

CentraCare Health – Monticello's new Birth Center will provide labor, delivery and newborn care starting in December 2013.

Comprehensive care at the Birth Center will be provided by obstetricians/gynecologists, family medicine physicians and pediatricians from the Monticello Clinic and Albertville-St. Michael Clinic.

As part of CentraCare Health – Monticello's commitment to supporting the health and well-being of the community, the Birth Center will offer families the opportunity to deliver their babies close to home near family and friends.

Sharing our health care home success!

The CentraCare Health Marketing department created the ad on the **next page** as part of our annual branding campaign. The ad highlights the success of our Health Care Home program and will be used in various publications throughout the year.

Thank you to **Joanna Myers**, Becker, and Patient Ann B. for sharing their wonderful success story.

Our focus ...

Your Health



*Ann B.
- Clear Lake*

For years, Ann suffered from multiple health conditions which kept her from working. After meeting regularly with Joanna, her Health Care Home coordinator at CentraCare Clinic, Ann is back to work full-time, taking fewer medications and completed her first 5K run in June. Ann is healthier and enjoying life.

CentraCare Health — a sharper focus on your health.

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