Prescribed Reading: September 2013

CentraCare Clinic

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Part of the Organizational Communication Commons
By David Tilstra, MD, Clinic President

MyChart is our patient portal into Epic. It allows patients with internet access to view a portion of their medical record, such as their recent labs, medication list and other activities. CentraCare is at the beginning of an effort to get more patients to use MyChart. You might ask, “why are we putting in the effort to enroll patients?” The short answer is we are trying to meet Meaningful Use goals, which isn’t all that compelling of a reason from most people’s perspective. The real answer is that MyChart will help take better care of patients.

MyChart can be another avenue for patients to ask questions of their providers, get information about their condition or get their child’s immunization list for school. All of these things can be done on the patient’s timeframe and aren’t dependent on a series of phone calls. MyChart soon will be able to get questionnaires to patients before their visit so they can fill them out at the time that they want to do it, rather than while sitting in the clinic lobby. In the near future, we hope to be capable of providing e-Visits to patients through MyChart so that for certain conditions, the patient may not even need to come into the clinic to be seen. Eventually, we hope to offer patients the ability to schedule appointments or procedures online. The whole point is that patients are expecting more convenience, more responsiveness and more accessibility. We need to start thinking about how we can bring care to the patient, not bring the patient to us. We are here for the patient and MyChart is one more way we can deliver health care to them.

Building a culture of empathy
by Rachel Stack, Patient Service coordinator

Empathy is the ability to put yourself into someone else’s shoes — to understand them, to feel their pain, to take on their concerns, worries and regrets, as well as their joys, their elations and their excitement. As basic and elemental as this may sound, it’s not an easy thing to do, but it is beneficial. We recently released a video to all CentraCare employees that speaks to each person’s complexity and the stories that go unsaid, but float just beneath the surface.

If you could stand in someone else’s shoes — hear what they hear, see what they see, feel what they feel — would you treat them differently? These words end the incredibly beautiful video produced by the Cleveland Clinic on empathy. The video reminds us to give everyone the benefit of the doubt and the impact we potentially can have on anyone — not just a patient — with a kind word or gesture.

We never completely know what people are dealing with. Our patients are experiencing a wide variety of emotions due to health issues often out of their control. Our responsibility is to pay close attention and serve them with excellence to help improve their lives.

We all can make a difference – We are all CentraCare!
Welcome to our new CentraCare providers

**Kristen Van Scharrel, CPNP**

is a certified pediatric nurse practitioner with the Pediatrics Clinic who received her bachelor’s degree in nursing at Concordia College in Moorhead. She completed her master’s degree in nursing and her pediatric nurse practitioner program at the University of Alabama in Birmingham. She has worked in various pediatric nursing roles since 2006 — most recently at St. Cloud Hospital. She has special interest in general pediatrics, congenital cardiac defects and adolescents.

**Marcine Ellwein, MD, FAAP**

is a board-certified pediatrician with the Pediatrics Clinic. Dr. Ellwein received her medical degree from the University of South Dakota Medical School. She completed her pediatric residency and a one-year fellowship in Pediatric Hematology-Oncology at the University of Minnesota. From 2009-2013, she practiced in Alexandria. Dr. Ellwein has special interest in newborn/infant care, breastfeeding, and preventive and acute care of children/teens.

**Michelle Thompson, RN, BSN, CAGNP**

is an adult and geriatric nurse practitioner who joined the Interventional Neurology team at CentraCare Clinic. This team treats acute and chronic illness related to stroke, aneurysms, intracranial bleeds and many others. Michelle received her bachelor of science in nursing and her master of science degree with a focus in Adult/Geriatric Nurse Practitioner from The College of St. Scholastica in Duluth. She is board certified through the American Association of Nurse Practitioners. Prior to joining CentraCare Clinic, Michelle worked as a registered nurse in oral and maxillofacial surgery, medical oncology and telemetry.

**Anna Rengel, PA-C**

is a certified physician assistant with the CentraCare Heart & Vascular Center. She received a bachelor’s degree at the University of Minnesota – Twin Cities, a master’s degree at the University of Wisconsin – LaCrosse and did her physician assistant clinical rotations at the Mayo Clinic in Rochester. She has special training in valvular heart disease.

**Amanda Smith, PA-C**

is a certified physician assistant with the CentraCare Heart & Vascular Center. She received her bachelor’s degree at St. Cloud State University, her master’s degree at Chatham University in Pittsburgh, Pa. She has special training in cardiovascular surgery.

**Dennis Peterson, MD**

has joined CentraCare Family Health Center. He is a board-certified family medicine physician who completed his medical degree at the University of Minnesota, and his residency program at the Duluth Family Practice Residency Program. Most recently, he worked in Willmar. He has special interest in rural family medicine with a focus on obstetrics, pediatrics and emergency medicine.

Welcome to our new employees

**Jennifer Daleiden**, Nursing Supervisor, Big Lake/ Monticello; **Erin Church**, Ashley Rudeen, Jaime Will; **Robert Kiscaden** and **Jessica Ripplinger**, Nursing, River Campus; **Sara Riesgraf**, Nursing Supervisor, River Campus; **Emily Paulsen** and **Hani Jacobson**, Nursing, Women & Children

Recognition for Years of Service

- **20 years**: Julie Bukowski, River Campus
- **15 years**: Patricia Brown, Becker; Albert Hammond, MD, Gastroenterology; Sheila Mehr, Palliative Care
- **10 years**: Tammy Meyerhofer, MD, Northway; **Ann Frericks**, Neurosurgery; Tammy Lay, Medical Transcription; Oluade Ajayi, MD, Neonatology
- **5 years**: Patricia Grambert, Big Lake; Christina Rexine, MD, Obstetrics & Women’s Clinic; **Cynthia Betzler**, CPNP, Pediatrics; Diane Knuth, Women & Children;

If not for you, get it for them

All CentraCare Health employees are highly encouraged to receive their annual flu vaccine. This simple, preventive tool can help you stay healthy and keep you from spreading the virus to patients and family before you recognize you have flu symptoms. Clinic employees can get their free flu vaccine at their clinic site after preregistering on CentraCare. If you have questions about this process or the flu vaccine, please talk with your supervisor.

Kudos to . . .

- **CentraCare Clinic** received $116,000 from UCare for exceptional care in lead screening, colonoscopy screening, retinal eye exams, breast cancer screening, rate of well-child visits and cholesterol screening in diabetics.
- **Coder Tanya Akerson**, Business Center, recently, passed her Registered Health Information Technician exam.
- The Diabetes Self-Management Education (DSME) programs at Plaza Family Medicine and St. Joseph received American Diabetes Association certification. Certified diabetes educators from the CentraCare Diabetes Center see patients at these sites. Reports show that patients who receive DSME at their primary clinics are more engaged in their care and diabetes self-management improves.
- A Somali-language video produced in 2012 by **CentraCare Clinic – Women & Children** and The Minnesota Chapter of The American Academy of Pediatrics has received 17,567 YouTube downloads as of Sept. 14. The video shares how to accurately use thermometers on infants and babies and the different thermometers that are available.
- For the fifth consecutive year, **CentraCare Health** has placed in the top 10 in the Minneapolis/St. Paul Business Journal’s Best Place to Work competition. Visit http://twincities.bizjournals.com/twincities for a list of winners.
New, improved web site launched

Designed for our patients and visitors, centracare.com now is more dynamic and user friendly. With interactive health and wellness tools, there is something for everyone — even online coloring for kids! Highlights include a mobile and tablet-friendly format, comprehensive list of services on one page, birthing classes registration and payment, online health library, Google Maps, enhanced Gift Gallery shopping and Google Translate.

Paynesville to join CentraCare Oct. 1

Paynesville Area Health Care System (PAHCS) will affiliate with CentraCare Health effective Oct. 1. Under the affiliation agreement, a new private, non-profit limited liability corporation, CentraCare Health – Paynesville, will lease the PAHCS facilities. In addition to hospital, clinic and senior living facilities in Paynesville, PAHCS operates clinics in Belgrade, Cold Spring, Eden Valley and Richmond.

Medical expense reminder

To process your medical expense claims, statements, invoices or receipts must have documented dates of service from the provider to be reimbursed through medical expense. Also, claims must be for expenses incurred during the year of reimbursement, not the year of payment.

Medical Insurance web site

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

New yoga classes starting soon

Practicing yoga is a great way to reduce stress, increase flexibility and tone muscles. A four-week beginner’s class is available to employees at 5:20 p.m. on Mondays and Wednesdays, Oct. 7-30, at Clara’s House, near the Health Plaza. Cost for Monday or Wednesday classes is $8 or $15. To register, complete the Yoga Registration Form on CentraNet, HR Tab, Wellness Programs, by Oct. 2. Send completed form to Tanya Lindquist-Fleegel in HR (SCH).

Learn more about MNsure

Open enrollment for Minnesota’s health insurance exchange, MNsure, begins Oct. 1. The Minnesota Hospital Association has posted information that will help providers and staff respond to questions that patients, families and other community members may ask. This MNsure 101 information is posted on CentraNet under the Messenger tab, (10 things to tell your patients and What Minnesota’s hospitals and health systems need to know about the new health insurance exchange).

Out of the ordinary heart healthy cooking

Chia seeds? Quinoa? Wheat berries? How do you cook with these foods, and why should you? Learn about these and other heart healthy foods from 6-7:30 p.m. Oct. 1 at Sauk Rapids-Rice Middle School. Samples and recipes will be provided. Presented by Diane Giambruno, RD, and Jessica George, RD, of the CentraCare Health and Wellness Center. Cost is $26. To register, call Sauk Rapids-Rice Community Education at (320) 258-1577.

Learn more about food allergy basics

Get back to the basics as Pediatric Allergist Mary Keating, MD, Allergy Clinic, and Katie Jepperson, RD, St. Cloud Hospital, provide information about the eight most common food allergies, ingredients to avoid with certain food allergies and methods to avoid cross-contamination of foods from 6:30-8 p.m. Oct. 17 at CentraCare Health Plaza. FREE. Preregistration required at centracare.com. For more information, call (320) 656-7021.

Heart failure team rounding begins

A CentraCare heart failure team has begun rounding on St. Cloud Hospital patients who have known heart failure. Depending on the patient’s needs, the team may include a cardiologist, advanced practice nurse, registered nurse, pharmacist, dietitian, social worker, exercise physiologist and transition coach. While the patients will remain under the care of their primary care provider, the heart failure team will provide patients with resources, education and discharge planning. Program goals are to help patients, families and providers manage heart failure symptoms, prevent re-admission to the hospital, reduce length of stay and improve quality of life. For more information, call (320) 251-2700, ext. 53860.

Bringing world-wide research to St. Cloud

Stroke Care Specialist Melissa Freese is working with Interventional Neurologist Fared Suri, MBBS, to bring the ATACH II clinical trial to St. Cloud Hospital. This world-wide clinical trial will help to determine the best blood pressure management after an intracerebral hemorrhage (head bleed). St. Cloud Hospital recruited the most patients world-wide — four patients in June and three in July. It is very exciting to be part of the research that helps develop the guidelines and improve standards of care for stroke patients.

Check out employee discounts on CentraNet

Check out the listing on CentraNet for new discounts and updates. The discount listing is posted on CentraNet, under the Human Resources tab.

NICU settled into its new location

St. Cloud Hospital’s Neonatal Intensive Care Unit moved to its new, third floor location next to the Family Birthing Center, the OB Triage unit and Perinatology Clinic.
Myths and Realities about Somalis in our Community

Date: October 7, 2013

Time: 12:00 pm—1:00 pm
or
5:00 pm—6:00 pm

Locations:
St. Cloud Hospital-Hoppe Auditorium
CCH Plaza-Kremers (12 pm session only)

Faculty
Mohayadin Mohamed—Board Member, Islamic Center of St. Cloud

Program Description: to give participants a better understanding of Somali people in our community and their culture and life. As well as an opportunity to dispel some myths and answer some of the questions you may have about the Somali people in our community. You will also learn some survival Somali Language skills. A Q&A session will allow time for questions.

Objectives
• Gain a basic understanding of the Somali people in our community.
• Learn some new skills to work with Somalis and in general, culturally diverse populations.

Death and Dying in the Somali Community

Date: November 5, 2013

Time: 12:00 pm—1:00 pm
or
5:00 pm—6:00 pm

Locations:
St. Cloud Hospital-Hoppe Auditorium
CCH Plaza-Hughes Mathews (12 pm session only)

Faculty
Mohamoud Mohamed, - St. Cloud Area Somali Salvation Organization (SASSO)

Program Description: to give participants a better understanding of death and dying in the Islamic Community. A Q & A session will allow time for questions.

Objectives
• Gain a basic understanding of death and dying in the Islamic religion.

Registration
On CentraNet
Select Education Tab
Select Online Registration Center
Select Available Classes
In the field “Search for these words” enter CAFE

OR

E-mail the Education Dept:
sch.education@centracare.com

OR

Call the SCH Education Dept. (320)255-5642