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## Prescribed Reading: October 2013

CentraCare Clinic

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# Prescribed Reading

Oct. 15, 2013

A CentraCare Clinic employee newsletter

## Changing to prepare for the future



By David Tilstra, MD, Clinic President

At recent all-employee meetings, we talked about cost-cutting initiatives started at CentraCare Health. While this could be taken as a sign of trouble, this effort really is about preparing for the changes coming before trouble develops. It's actually a great opportunity to reduce job frustrations by eliminating waste, redesigning work and improving our productivity. Even better, it invites us to focus on our patients' needs and deliver the best value by finding out what is necessary for the patient and what is busy work. We need to figure out how to continually improve our systems, while still getting our work done. Everyone can contribute and no idea should be considered too small. Together, we can create savings while making this a better place to work and serve our patients.

## Be mindful of how we treat patients

by Tracy Wurst, Patient Service representative

Many people who come to CentraCare Health are here for the first time, and some may be returning patients. When they come here, they often are scared, nervous and unsure. They just want someone to listen. Our role is to make all of our patients comfortable and to make each patient believe he or she is the first person you have had the opportunity to care for that day. It is important to portray yourself as someone who is listening, understanding and helping. This goes a long way with our patients. Simple things you do can make a difference in your patient's day, including a smile, a laugh, a listening ear, a clean room or a light touch at the right time. Be proud of what you are doing as a CentraCare Health employee. Remember to always be mindful of our patients and how we treat them.



*"Do what you do so well, that they will want to see it again and bring their friends." ~ Walt Disney*

## CentraCare Clinic Patient Satisfaction Scorecard

Data based on 3,523 surveys received since 7/1/13.

Mean Score 91.2      FY 2013 Goal 91.4  
Percentile Rank 55%

### Top departments by score

Department	Mean
CV Surgery	95.7
Sleep Clinic	94.1
Fam. Med. Big Lake	94.0
Int. Med. - River Campus	93.7
Fam. Med. Becker	93.6
Neurosurgery	93.4
Nephrology	92.8
Dermatology	92.7
General Surgery	92.6
Monticello Med. Group	92.3

## Recognition for years of service

45 Years: **Bonnie Waibel**, OB & Women's Clinic  
35 Years: **Nancy Schmitt**, Business Office  
20 Years: **Sharon Ruggiero, MD**, River Campus Int. Med.  
15 Years: **Tricia Heitzman**, OB & Women's Clinic;  
**Jill Stang**, CNP, Northway; **Joan Ehrlichman**, River Campus;  
**Diane Gottwalt**, OB & Women's Clinic;  
**Anita Westrup**, Pediatrics Clinic  
10 Years: **Dione Gunderson**, Plaza Endocrine;  
**Angelina Ausban, MD**, Plaza Internal Medicine  
5 Years: **Vanessa Bacalzo**, **Steven Christman** and **Sarah Mecklenburg**, Northway; **Jennifer Bauerly**, CNP, Heart Center; **Robin Marushin, MD**, OB & Women's Clinic

## If not for you, get it for them

The flu vaccine is a simple, preventive tool that helps you stay healthy and keeps you from spreading the virus to patients and family before you recognize you have flu symptoms. Clinic employees can get their free annual flu vaccine at their clinic site after preregistering on CentraNet. If you have questions about this process or the flu vaccine, please talk with your supervisor.

## Welcome to these CentraCare providers



**Tim Ebel, MD**, has joined the hospitalist team at St. Cloud Hospital. Dr. Ebel received his medical degree from the University of Nebraska, College of Medicine. He completed his family medicine residency training at Good Samaritan Hospital. Dr. Ebel previously worked in family medicine at Cold Spring Medical Clinic.



**Andrea Kales, MD**, is a general surgeon who joined the Surgery department at River Campus. She completed her medical degree at Creighton University in Omaha, Neb., and her residency program at TriHealth and Affiliated Hospitals in Cincinnati, Ohio. She has special interest in breast cancer, thyroid and laparoscopic surgery.



**Erica Klimmek, CNP**, is a certified adult and geriatric nurse practitioner with CentraCare Bariatric Center. She completed her master's degree at the College of St. Scholastica in Duluth and received her nurse practitioner certification from the American Nurses Credentialing Center. She has special interest in weight loss management and chronic disease prevention.



**Stephanie Nephew, CNP**, is a certified family nurse practitioner with CentraCare Bariatric Center. She received her master's degree from the College of St. Scholastica in Duluth and her nurse practitioner certification from the American Nurses Credentialing Center. She has special interest in weight loss and chronic disease management.

## Welcome to these new employees

**Aissatou Bah**, Medical Information, River Campus

**Elizabeth Carter**, Business Office

**Sharlene Miller**, Nursing, River Campus Internal Medicine

**Brenda Moritz**, Nursing, St. Joseph

**Penny Ruehle**, Nursing, Becker

**Kathryn Stageman**, Nursing, Plaza Family Medicine

**Danielle Wallace**, Lab, Becker

## Welcome to CentraCare Health - Paynesville

With the Oct. 1 addition of the Paynesville employees and providers to our CentraCare family, CentraCare Health now has a total of 17 clinic sites in 14 communities to serve Central Minnesota residents.

## Learn more about a woman's risk for cancer

Join us from 6:30-8:30 p.m. Nov. 21 at CentraCare Health Plaza and discover the most common cancer risks faced by women today and symptoms for early detection. **Lydia Wade, MD**, Obstetrics & Women's Clinic, will discuss early screening and prevention for breast, ovarian, uterine, lung, colon, cervical and skin cancers. This free event includes light snacks, recipes to help prevent cancer and a door prize. Pre-register early at [centracare.com](http://centracare.com) as seating is limited. For details, call 320-656-7021.

## Kudos to .....

• **Fatumo Abdulkadir, CCHW**, and **Deb Kunkel**, OB & Women's Clinic, recently taught their first Somali gestational diabetes management (GDM) class with two newly diagnosed Somali GDM patients.

• Coder **Jolene Winter**, Business Center, recently passed her Certified Professional Coder examination.

• Obstetrician **David Kroska, MD**, was interviewed and recognized in multiple local, state and national media outlets for delivering 13 babies in a 24-hour period. The *St. Cloud Times* initially ran a story which was picked up by the Associated Press and shared nationally — even getting a mention on *Late Night with Jimmy Fallon*.

• **CentraCare Clinic Pediatrics** received 500 books for the Reach Out and Read (ROR) Program from the St. Cloud Reading Room Society. ROR encourages literacy in the home by giving children ages 6 months to 5 years books at every well visit with their health care provider. On a national level, ROR received a literacy award from the Library of Congress for its work in advancing literacy.

• **CentraCare Health – Monticello** received the American Heart Association's Get with the Guidelines-Heart Failure Silver Quality Achievement Award for treatment of heart failure patients.

## Hellos and goodbyes

• **Joe Hellie, MHA**, has been named CentraCare Health's Vice President of Strategy and Network Development, effective Jan. 1. He replaces Jim Davis who is retiring. Hellie joined St. Cloud Hospital in 1992 as director of planning and network development. Since 2000, he has directed St. Cloud Hospital's Emergency and Ambulatory Services. He also has directed efforts to plan and respond to major incidents involving health care facilities in 22 counties.

• **Gary Anderst** is CentraCare Health's new CFO for Regional Health Services. In this role, Gary provides financial leadership for hospitals in Long Prairie, Melrose, Monticello, Paynesville and Sauk Centre. Gary joined St. Cloud Hospital in 1991 as an Accountant/Reimbursement Specialist and has served as St. Cloud Hospital's Coordinator of Accounting since 1999.

• **Vamsi Dwaram, MBBS, MHA**, is the Director of Telehealth. As an administrative fellow at CentraCare Health, Vamsi assisted with many projects, including Telestroke and technology applications to Telehealth. He previously practiced as a physician in India. In this newly created role, Vamsi will be responsible for strategic planning, business development and implementation for system-wide TeleHealth programs and services.

• Thank you and best wishes to Endocrinologist **Christopher Balkany, MD**, who is retiring Oct. 25 after nearly 20 years of caring for patients in the community.

