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Prescribed Reading: December 2013

CentraCare Clinic

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Prescribed Reading

Dec. 13, 2013

A CentraCare Clinic employee newsletter

Holiday greetings!



By David Tilstra, MD, Clinic President

As we enter the holiday season, I extend my warmest wishes and sincere thanks for your outstanding efforts during 2013. The past year has been a time of tremendous change for our organization and for the health care industry as a whole. Your work truly has made a

difference.

I hope you have the opportunity to spend time with family and friends in the coming weeks, and the holidays bring you peace and contentment.

Blessings to you and yours during these final days of 2013 — and best wishes for the coming new year!

Recognition for years of service

25 Years: **Vickie Nash, MD**, Ob & Women's Clinic

15 Years: **Kristine Hennix** and **Elizabeth Helmin**, Medical Transcription; **Sheri Pikus, CNP, NICU**;

10 Years: **Angela Porter**, Imaging, River Campus;

Ann Dunnigan, MD, Heart Center; **Carol Langner**, Plaza Internal Medicine

5 Years: **Nelson Adamson, MD**, Monticello Cancer Center

Correction: Our apologies to 15-year employee **Amy Amelsberg**, Pediatric Walk-in Care, whose name was misspelled in the November newsletter.

Kudos to . . .

• **Sarah Lucas**, Business Office, for passing her Registered Health Information Technician certification.

• **CentraCare Health – Sauk Centre** now offers ADA certified Diabetes Self-Management Education (DSME). Reports show that patients who receive DSME at their primary clinics are more engaged in their plan of care and diabetes self-management improves.

CentraCare launches automated reminders

CentraCare patients now receive automated, rather than live, appointment reminder calls two working days in advance. Patients also can receive text reminders on their cell phones if they opt into this option.

Patient Satisfaction Scorecard

Data based on 5,808 surveys received since 7/1/13.

Mean Score 91.3
FY 2013 Goal 91.4
Percentile Rank 60%



Top departments by score

Department	Mean
Family Medicine Eagle Bend	100
Sleep Clinic	94.5
Radiation Oncology	94.4
Family Medicine Big Lake	93.8
Family Medicine Becker	93.8
Cardiovascular Surgery	93.6
Internal Medicine River Campus	93.3
General Surgery	92.9
Dermatology	92.9
Medical Oncology	92.6

Top department by rank

Department	Rank*
Family Med. Eagle Bend	100
Sleep Clinic	99
Family Medicine Big Lake	97
Family Medicine Becker	94
Neurosurgery	87
Internal Medicine River Campus	82
Gastroenterology	75
Dermatology	73
Family Medicine St. Joseph	72
Cardiovascular Surgery	71

*compared to others within their specialty area

CentraCare Urgency Center to open Jan. 20

The CentraCare Urgency Center will open Jan. 20 at CentraCare Health Plaza with board-certified emergency physicians to handle the most urgent health care needs. It will be open 365 days a year from 5-10 p.m. Monday through Friday; noon to 8 p.m. Saturday, Sunday and holidays. No appointment needed. Use Woodlands entrance.

CENTRA CARE Clinic

Welcome to these new providers



Joey Rexine, MD, joined the Pediatric Intensive Care Unit. He received his medical degree from the University of North Dakota School of Medicine in Grand Forks. He completed his pediatric residency at Grand Rapids Medical Education and Research Center, part of Michigan State University and his pediatric intensive care fellowship at the University of Minnesota.



Somendra Vaishnav, MD, will join the hospitalist team Dec. 31. Dr. Vaishnav received his medical degree from Maulana Azad Medical College, Delhi University in India. He completed his internal medicine residency at St. Vincent Hospital in Worcester, Mass. Most recently, he worked at Sanford Bemidji Medical Center.



Jessica Wilmes, CNM, will join the Obstetrics & Women's Clinic Jan. 8. She received her nursing degree at the College of St. Scholastica in Duluth and her nurse midwife training and certification from Frontier Nursing University in Hyden, Ky. For the past 13 years, she worked in Family Birthing Center at St. Cloud Hospital.



Kathryn Meyer, CNP, CentraCare Heart & Vascular Center, received her bachelor's degree at St. Cloud State University and her master's degree at Metropolitan State University. She has clinical interests in heart failure, diabetes and women's health.



Julian Luetmer, PA-C, joined the General Surgery team Dec. 9. He received his bachelor's degree from St. John's University and completed his physician assistant degree at Alderson-Broaddus College in Philippi, W. Va. He previously worked at St. Gabriel's Hospital.

Welcome to our new employees

Kim Adelman, Nursing, Plaza Endocrine
Linda Bethke, Director of Clinic Operations, Paynesville
Susan Bierwerth, Medical Transcription, River Campus
Douglas Blonigan, Nursing, Pediatrics
Roxanne Boser-Eblen, Nursing, General Surgery
Alicia Groth, Nursing Supervisor, Plaza Internal Medicine
Annette Jackson, Business Center
Jennifer Lindstrom, Business Center
Cassandra Midas, Medical Assistant, Neurology
Connie Schnitzler, Clinic Services, Northway
Samantha Wabs, Nursing, Plaza Internal Medicine

L.I.F.E. Program starts Jan. 7

Register for the L.I.F.E. (Lifestyle, Food & Exercise) Program with **David Kroska, MD**, focusing on wellness and primary disease prevention. The next eight-session program runs Tuesday evenings, Jan. 7 through Feb. 25 at the Health Plaza. To register, call ext. 70291 by Dec. 31. CentraCare employees who take the Health Assessment will receive a \$200 discount off the regular \$375 program fee.

Employee Self Service is coming soon!

Employees will be able to log into Employee Self Service (ESS) through CentraNet and access these features. (More information will be shared in the near future.)

• Pay stubs

- View and print your past and current pay stubs.
- Stop paper delivery of your pay stub.*
- Authorize web delivery of a PDF of your pay stub to view at work or to a home email account.

• Change or update

- Home mailing address
- Emergency contact information
- W-4
- Bank account information

• Other items

- Check modeling can be done to test the result of changes to benefit deductions or W-4 changes.
- View 2012 and future W-2s.
- View benefits you are enrolled in and benefit dates from which benefits are being calculated.
- View pay history.
- View Medical and Dependent Care balances
- View leave balances (such as PTO), including usage and accrual amounts.

** This suggestion was submitted to improve CentraCare's Financial Performance*

Year-end reminders for employees

- 2013 flexible spending account balances can be found on your pay stub under Balance YTD (su less claims). This is your sign-up amount minus claims reimbursed. Employees have until March 15, 2014, to turn in claims for any 2013 balance remaining.
- If you enrolled in dependent care expense, your last deduction for 2013 will be on the Dec. 27 paystub. Dependent care balances will be paid out Jan. 10 on claims submitted before Jan. 1.
- To ensure your W-2 reaches you in a timely fashion, please notify Human Resources of any address changes by completing an Employee Data Change Form.
- The 403(b) limits for 2014 are \$17,500; age 50+ \$23,000.

Change for the 2014 Medical Expense

On Oct. 31, the Internal Revenue Service issued guidance relaxing the Use-or-Lose Rule applicable to Health FSAs under employers' Section 125 plans. Now an employer may amend its Section 125 plan to permit plan participants with unused Health FSA balances at the end of a Plan Year to carry over up to \$500 to reimburse qualified medical expenses incurred in the next Plan Year.

PTO Payout scheduled for February 2014

<u>Years of service</u>	<u>Eligible trade-in hours</u>
1-4	40 hours (if used 40 hours*)
5+	80 hours (if used 80 hours*)

**PTO used between Dec. 23, 2012 and Dec. 21, 2013.*

Letters will be sent to eligible employees by mid-January.

2014 CentraCare Plan Change Highlights

- You are eligible to carry over a max of \$500 of unused medical expense into the next plan year.
- This does not affect the maximum amount of salary reduction contributions that the participant is permitted to make, which is currently set at \$2,500.
- The unused amount at the end of plan year is the amount unused after qualified medical expenses have been reimbursed at the end of the plan's run-out period.
- Any unused amount in excess of \$500 remaining at the end of the plan year (and run-out period) is forfeited.

Biometric Questions/Answers

Who is administering the screenings and how do I make an appointment? The screenings are **not** offered through Employee Health Services. Life Line Screenings, an outside company, will come in to do the screenings. Information will be mailed to employees with instructions for scheduling a screening appointment.

What is a biometric health screening and why is it important? This short health examination indicates your risk for certain diseases and medical conditions. It helps you understand where you should take action to improve your health. These biometric screenings will include: blood pressure, fasting lipid panel (total cholesterol, HDL, LDL, triglycerides, cholesterol ratio), blood glucose, body mass index and waist circumference measurement. Life Line Screening uses advanced Cholestech equipment, combined with a simple finger prick. These confidential screenings are performed by highly trained health care professionals.

Why does CentraCare encourage us to participate in the biometric health screening? At CentraCare, our greatest asset is you. Your health matters and we are committed in helping you achieve your personal wellness goals. CentraCare is providing these screenings to help employees better understand and manage their health and to help maintain health care rates.

Is this a mandatory program? No, this is not a mandatory program. It is your choice if you would like to participate and receive your \$25 incentive reward with each paycheck through Dec. 31, 2014; and to earn wellness points.

Can I provide lipid panel and fasting glucose results from a recent visit with my health care provider instead? We are checking how this process will work.

Who can participate in the biometric screenings? Are my spouse/dependents required to participate in the biometric screenings? All employees are encouraged to participate in this free service provided to you. Employees can accumulate wellness points for an additional wellness incentive at year end if they reach a designated point total — similar to how the wellness program operates now.

At this time, spouses and dependents are not required to participate. If your spouse or dependent(s) are employees of CentraCare, we encourage them to participate as well and accumulate points toward the wellness plan.

Wellness Reward Points Program

Make sure to enter your points for the 2013 Wellness Rewards Points Program by Dec. 31 to receive your HRA deposit or cash for non-HRA plan members. The new Points Program begins Jan. 1 and point balances will reset to zero.

To view the points listing and your current balance, log on to CentraCareWellness.com. Under the “My Reward” logo on the right side of the main page, click on the “CentraCare 2013 Reward Point Program – 500 Point Tier” or “250 Point Tier” box to see the Reward Points listing.

Sign up for personal training sessions

Exercise physiologists at CentraCare Heart & Vascular Center offer CCH employees personal training sessions. These eight, 30-minute sessions focus on your personal goals (general fitness, strength training or training for a 5k or longer). Use the sessions as your schedule allows. Cost is \$125. Fitness testing and body composition also can be scheduled for a fee. Participants receive 20 points toward the HRA dollars Rewards Points Program. For more information or to register, email fernholz@centracare.com.

New MyChart features available

Now, patients at CentraCare Clinic – Health Plaza Family Medicine, Northway Family Medicine, Becker and St. Joseph can schedule (or cancel) office visits, annual physicals or well-child visits online — at their convenience. In addition, all CentraCare patients on MyChart can make a payment online, view any outstanding balance or send a message to the billing office.

Organize your care with MyChart features

If you struggle to keep track of health information from multiple health care providers, MyChartCentral is for you. With MyChartCentral and Lucy, you can:

- Access all of your MyChart accounts with a single username and password.
- Share your health information between organizations.
- Add personal notes about your health information and choose to share them with your health care organizations.
- Store the most recent copy of your medical record from any linked organization.
- Save your health record to a thumb drive and take it with you wherever you go.

To learn more, log in to your MyChart account and click the MyChartCentral/Lucy option.

Are you planning international travel?

Daniel Smith, MD, Health Plaza Family Medicine, provides pre-travel counseling, water/food safety education, health-related travel tips and immunization counseling on vaccines needed for travel. We encourage patients to contact their insurance company to determine insurance plan coverage/deductible for the vaccines and office visit. To see what vaccinations may be recommended for your travel, please refer to the Centers for Disease Control website at wwwnc.cdc.gov/travel/.