

1-2014

## Prescribed Reading: January 2014

CentraCare Clinic

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# Prescribed Reading

January 16, 2014

A CentraCare Clinic employee newsletter

## The best of times or the worst of times



By David Tilstra, MD, Clinic President

2014 is upon us. With all of the changes going on within CentraCare and health care in general, I am reminded of Charles Dickens' famous line, "It was the best of times, it was the worst of times..."

What has been called Obamacare or the Affordable Health Care Act has arrived despite its shortcomings, and ironically, its own roadblocks to getting started. Many attempts to derail or otherwise change the components have had little or no effect. Although many are worried about the long-term outcome, the real intent has been to increase the number of people with access to care by having adequate insurance coverage. It's a good goal, but there are many other uncertainties that cause many people to worry about the future of health care. No one has a clear picture of what the payment systems and insurance systems will look like in the near future. This is scary and in a way, the worst of times. But it's also the best of times in health care and for CentraCare. We are in the midst of a revolution that is bringing better quality to the patient. New technologies promising better results with less complications and downtime for the patient are constant. Treatments and the ability to monitor the patient are moving from inside the clinic and hospital walls into homes and workplaces, disrupting life less frequently. More attention is being paid to the patient barriers to receiving good care, such as transportation, access to medications, and understanding why and how to take medications. I am excited about the future of health care. The focus is turning from determining how we care for patients to figuring out what they need, when they need it and with the least disruption to their lives. It's better health care. It's the best of times.

## New name provides branding consistency

The Obstetrics & Women's Clinic and the Pediatric Clinic will no longer use the umbrella name of CentraCare Clinic - Women & Children. Now these departments will use the same name and locator as other Health Plaza clinic sites. The new names will be **CentraCare Clinic – Health Plaza Pediatrics** and **CentraCare Clinic – Health Plaza Obstetrics & Women's Clinic**.



*Service is the lifeblood of any organization. Everything flows from it and is nourished by it. Customer service is not a department...it's an attitude!*

## Patient Satisfaction Scorecard

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

### Top departments by score

Department	Mean
Sleep Clinic	94.8
Family Medicine Big Lake	94.7
Family Medicine Becker	93.4
Internal Medicine River Campus	93.1
CV Surgery	92.9
Family Medicine Melrose	92.7
General Surgery	92.6
Internal Medicine Health Plaza	92.5
Nephrology	92.5
Rheumatology	92.3
Allergy	92.1
Family Medicine Monticello	92.1
Dermatology	92.0

### Top department by rank

Department	Rank*
Sleep Clinic	99
Family Medicine Big Lake	98
Family Medicine Becker	91
Family Medicine Melrose	81
Internal Medicine River Campus	80
Gastroenterology	74
Family Medicine Monticello	72
Neurosurgery	72
Internal Medicine Health Plaza	70
Nephrology	66
Family Medicine St. Joseph	63
Rheumatology	63
Cardiovascular Surgery	62

\*compared to others within their specialty area

# CENTRA CARE Clinic

## Welcome to these new providers



**Rachel Clark, MS**, is a certified genetic counselor who joined the Genetics Clinic. She received her bachelor's degree in genetics and a master's degree in genetic counseling from the University of Minnesota. She is certified by the American Board of Genetic Counseling and has special interest in prenatal counseling.



**Kay Herman, PA-C**, joined the General Surgery team at River Campus. She received her bachelor's degree from Minnesota State University – Mankato and completed her physician assistant degree at the University of Wisconsin-LaCrosse. From 2006 to 2012, she has worked as a physician assistant at Mayo Clinic and most recently with Orthopedic Associates of Duluth.



**Ann Summar, RN, CNP**, joined the St. Cloud Hospital Rehabilitation Services team. She received her bachelor's degree in nursing and master's degree from the Primary Care Family Nurse Practitioner Program at The College of St. Scholastica in Duluth. She received her Family Nurse Practitioner certification from the American Nurses Credentialing Center. Ann previously worked on the Inpatient Rehabilitation Unit at St. Cloud Hospital as a prospective payment system specialist, staff nurse and unit charge nurse.

## Welcome to these new employees

**Theresa Borgerding**, Medical Information; **Lisa Carlson**, Nursing, Big Lake; **Kelly Crosby** and **Ashley Larsen**, Nursing, Neurology; **Jane Kluge**, Quality Improvement; **Jill Scarbrough**, Business Center; **Marsha Westlin**, Registration, Internal Medicine

## Kudos to . . .

- Coder **Sarah Pappenfus**, Business Center, who passed the Registered Health Information Technician exam.
- **CentraCare Clinic - Northway lab** passed its COLA lab inspection required every two years. This inspection reviews policies, procedures, proficiency testing, quality assurance, laboratory practice and staff competency.
- **St. Cloud Hospital Home Care** has been named to the 2013 HomeCare Elite, a compilation of the top-performing home health agencies in the United States for the sixth year in a row.
- CentraCare Heart & Vascular Center's **Cardiac Rehabilitation program** has been certified by the American Association of Cardiovascular and Pulmonary Rehabilitation for the fourth time.
- **CentraCare Heart & Vascular Center** received Healthgrades recognition as a five-star recipient for Coronary Interventional Procedures and for Treatment of Heart Failure for 2010-2014.

## Employee Self Service (ESS) is live!

To learn more, click the Employee Self Service tab in the left margin of CentraNet. The next page will share instructions on how to log in, an FAQ and user procedures as well as the log-in link to Employee Self Service at top.

Access ESS from any computer with CentraNet. You can stop paper delivery of your pay stub as well as these features:

- 1. Pay stubs** (must access at work initially to elect home PDF delivery)
  - View and print your past and current pay stubs.
  - Stop paper delivery of your pay stub.
  - Authorize web delivery of a PDF version of your pay stub to view at work.
  - Authorize a home email account for delivery of a PDF version of your pay stub.
- 2. Change or update** (work access only)
  - Home mailing address
  - Emergency contact information
  - W-4
  - Bank account information
- 3. Other items** (work access only)
  - 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 current benefits you are enrolled in and benefit dates from which benefits are being calculated.
  - View pay history.
  - View Medical and Dependent Care balances if you are enrolled.
  - View leave balances (such as PTO), including usage and accrual amounts.

## Recognition for years of service

35 years: **Bradley Currier, MD**, Gastroenterology  
30 years: **Laura Korteum**, Northway  
15 years: **Kelly Caspers**, Neurology; **Christian Schmidt, MD**, Surgery  
10 years: **Susan Husby**, Rheumatology; **Lucinda Larson**, Pediatrics; **Catherine Matuska, MD**, **Brett Pinkerton, MD**, and **Jodi Suedel**, Obstetrics & Women's Clinic  
5 years: **Jane Peterson, MD**, Cold Spring

## Mindfulness: Medicine for the Heart

Join **Kathleen Mahon, CNP**, CentraCare Heart & Vascular Center, as she presents "Mindfulness: Medicine for the Heart from 6-7 p.m. Feb. 6 at CentraCare Health Plaza. Purchase the \$5 tickets at the Gift Gallery at St. Cloud Hospital or CentraCare Health Plaza; Byerly's; all Cash Wise locations; all Coborn's locations. Tickets may be purchased at the door, but seating is limited.

At this seminar, you will learn the mind-body connection as it relates to stress and health and how to apply mindfulness to everyday life.

For more information, call 320-255-5642.

## **We Envision Value: Keep the ideas coming!**

Thank you to all who have suggested ways for CentraCare Health to enhance efficiency, reduce expenses or increase revenue! As of Jan. 6, 253 people had submitted 414 ideas for improving CentraCare Health's financial performance. Leaders from across the organization have implemented 17 of the ideas for a total estimated savings of \$844,000. (The Accounting Department still must audit and validate.) Those 17 implemented ideas have ranged in value from \$880 to \$207,000. Don't shy away from suggesting changes that have been ruled out in the past. It takes only a few minutes to complete the form on CentraNet.

Today's changes in our industry are pushing CentraCare and other health care organizations to work more efficiently. Thank you for your commitment!

## **Do you have a health care directive?**

When family members are faced with a life and death health care decision for a loved one, it can be overwhelming. Having a health care directive can lessen the burden and help to communicate the wishes of a person who may not be able to communicate or make decisions for themselves because of an illness or injury.

## **Feeling Fabulous with the Armadillos**

Shake up winter by bringing your family and friends to a rocking dance party from 6:30-8:30 p.m. Feb. 18 at River's Edge Convention Center in St. Cloud. Enjoy the the music of the Fabulous Armadillos and alcohol-free drinks at our mock-tini bar. For details or to purchase your \$5 ticket, go to [centracare.com](http://centracare.com).

## **Nominations open for Spirit of Women Award**

Recognize women in our community who take action to make our community healthier, safer and a more inspirational place to live. To read about the 2013 winners and nominate a woman for 2014, visit [centracare.com](http://centracare.com) and search for "Spirit of Women Awards." Winners receive a \$1,000 award to further their commitment to their community. Deadline is Friday, Feb. 28. For more information, call 320-240-2810.

## **New Surgicalist Program begins**

In addition to providing 24/7 coverage by trauma surgeons, the Center for Surgical Care at St. Cloud Hospital now has surgicalists available during daytime hours. These onsite general surgeons assist with urgent surgical needs, providing high quality, timely and efficient care to patients.

## **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.

## **Heart Center performs novel procedure**

Cardiologist **Jacob Dutcher, MD**, and team including Cardiologists **Wade Schmidt** and **Mevan Wijetunga**, performed two catheter-based procedures on patients enrolled in a new clinical trial that evaluates stroke prevention in patients with atrial fibrillation (AF). The AMPLATZER™ Cardiac Plug from St. Jude Medical, an investigational device that prevents blood clots from leaving the left atrial appendage, was implanted in two AF patients who qualified for the trial. An estimated 2.3 million Americans have AF, which is one of the most common causes of stroke. The trial will compare the safety and effectiveness of the device to traditional medical treatment.

The Heart & Vascular Center is participating in 34 clinical trials involving 400+ patients. For more information, call Heidi Harris at 320-656-7020, ext. 54465.

## **Staff give Haitian man second chance**

While on a medical mission in Haiti, **Jamie Pelzel, MD**, and his wife met Cassamajor Jean Chavannes who had struggled with shortness of breath since he was 18, caused by rheumatic mitral valve disease. Without a valvuloplasty, (a procedure that helps open a heart valve and not available in Haiti), Cassamajor would probably only live a few years.

Upon his return to St. Cloud, Pelzel rallied his colleagues and made arrangements for Cassamajor to travel to St. Cloud. Hospital administrators and physicians secured a medical visa from the Haitian government, paid for his flight to Minnesota and provided interpretive services. Doctors **Wade Schmidt**, **Mevan Wijetunga** and **Thom Dahle** performed the two-hour procedure Nov. 19.

## **Is a loved one addicted to alcohol or drugs?**

Come to a free intervention workshop facilitated by trained specialists. Workshops are scheduled from 9 a.m. to noon the first Saturday of each month at Recovery Plus, 713 Anderson Ave., St. Cloud. Learn to use "care-frontation," avoid enabling and learn how to develop and implement an intervention plan. The next session will be Feb. 1. No registration required. For more information, visit [centracare.com](http://centracare.com), call 320-229-3760 or 800-742-4357.

## **PAWS-itively Healthy**

Keep your pet healthy and keep yourself healthy, too — owning a pet is literally good for you! Veterinarian Nancy Altena, Companions Animal Hospital, will share tips for keeping the furriest member of your family as healthy as possible from 6:30-8:30 p.m. Jan. 30 at CentraCare Health Plaza. During the evening, you also will learn about the Animal Assisted Therapy Program at St. Cloud Hospital, meet one of its canine volunteers and discover how you and your pet might be able to bring a smile to hospitalized patients. Light snacks and a door prize included. Free. Preregistration required at [centracare.com](http://centracare.com). Register early; seating is limited. For more information, call 320-656-7021.

