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Prescribed Reading: February 2014

CentraCare Clinic

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Prescribed Reading

Feb. 15, 2014

A CentraCare Clinic employee newsletter

Population health is way of delivering care



By David Tilstra, MD, Clinic President

‘Population health’ is using data to focus on the delivery of necessary care to a *specific patient population*. For example, payers are interested in the insured population. A provider may be interested in his or her patients with a particular disease like diabetics or CHF. Employers might be interested in their employed population. Public health might be interested in a particular geographic area. By analyzing and using available population data, we can target resources for areas that need it rather than using a best-guess approach.

For example, instead of targeting all of our diabetic patients to improve care, data analysis reveals that most of our patients are receiving great care, but diabetics who speak Spanish in a particular community have persistently elevated LDL values. A Spanish-speaking diabetic educator could be put into that clinic/community to educate the population and determine if there are other needs. In this example, a targeted approach was used that solves problems without excessive use of scarce resources.

Population health does require that all providers are working together toward common goals that are well defined and thought out. Ideally, community resources are identified and used as much as possible and care is coordinated to the maximum extent possible. Patients could be engaged to encourage responsibility for their own health. The goal of population health is to deliver the best care possible and keep people healthy. It’s a great goal that really wasn’t possible before data was readily available. It’s also a new way of delivering care that requires us to rethink how we interact with patients. Traditional patient care isn’t going away, but by using population health methods, more effective care will allow us to thoughtfully deliver the right care to the right patient at the right time.

Patient Satisfaction Scorecard

Mean Score	Percentile Rank	FY 2013 goal
91.3	59%	91.4

Data based on 8,053 surveys received since 7/1/13.

In the Spotlight: Leading with Care



Congratulations to **Heather Wood**, River Campus Internal Medicine. Heather is our first monthly winner of the Leading with Care Patient Recognition award. This award honors employees for outstanding service based on patient feedback. Heather has received numerous thank you cards and letters from patients recognizing her wonderful service.

Congratulations to these other clinic employees who also were recognized by patients: **Pam Bartes**, Becker; **Mark Birk, Julie Karls and Connie Schnitzler**, Northway; **Mary Daniel and Amy Gilchrist**, Plaza Family Medicine; **Connie Dickinson**, Eagle Valley Clinic; **Joyce Dingmann**, Infusion River Campus; **Jan Fruth and Joan Schmidt**, Rheumatology; **Richard Hom**, CentraCare Business Center; **Marie Jendro**, Special Procedures, River Campus; **Linda Klein and Bobbie Todd**, River Campus Internal Medicine; **Christine Neu**, Plaza Internal Medicine; **Jessica Pearson-Cole**, Obstetrics & Women’s Health; **Charlie Schad**, Nephrology; **Marilyn Steinemann**, Little Falls; **Jennifer Thomas**, Long Prairie. Thank you for Leading with Care and for the excellent care you provide to our patients and the community!

Please submit any patient recognition to Rachel Stack, River Campus Administration, or to stackr@centracare.com.

Top department by score

Department	Mean
Sleep Clinic	95.5
Fam. Med. Big Lake	95.4
Fam. Med. Becker	93.5
Int. Med. River Campus	93.3
Fam. Med. Melrose	92.8
Monticello Med. Group	92.7
Int. Med. Plaza	92.7
CV Surgery	92.5
Nephrology	92.5
General Surgery	92.4

Top department by rank

Department	Rank*
Fam. Med. Big Lake	99
Sleep Clinic	98
Fam. Med. Becker	92
Fam. Med. Melrose	82
Monticello Med. Group	81
Int. Med. River Campus	80
Gastroenterology	74
Int. Med. Plaza	72
Fam. Med. St. Joseph	70
Nephrology	67

*compared to others within their specialty area

Welcome to these new providers



Jenna VanLoy, FNP-C, joined the CentraCare Digestive Center. Jenna received her bachelor's degree in nursing at South Dakota State University in Brookings and her master's degree in nursing from the College of St. Scholastica in Duluth. She received her family nurse practitioner certification from the American Association of Nurse Practitioners. Previously, she worked at St. Cloud Hospital.



Erin Osmundson, CNP, joined the CentraCare Kidney Program. She received her nursing degree at the University of Wisconsin Eau Claire and her master's degree from St. Catherine University, St. Paul. She has special clinical interest in geriatrics.



Zane Craig, DO, Paynesville, received his medical degree from Des Moines University Osteopathic Medical Center in Iowa. He completed his OB/GYN residency at Carson City Hospital, Carson City, Michigan. Dr. Craig is involved in a full range of obstetrical and gynecological services and has special interests in infertility and urinary incontinence.

Welcome to these new employees

Jillian Schmidt, Business Center; **Heather Winters**, Clinic Services, Pediatrics; **Zhanna Woodard**, Ultrasound, Obstetrics & Women's Health; **Claire Murphy**, Referral Coordinator, Nephrology

Physician of Excellence awarded



Nephrologist **Shakeel Anjum, MBBS**, River Campus, received the St. Cloud Hospital Physician of Excellence award.

His nominees characterized him as compassionate and dedicated to his patients.

He ensures patients clearly understand the care they are receiving and works with patients to make sure they are active participants in their care. Dr. Anjum takes the time to educate all care team members. He always is open to questions and looks to the whole team for input on care planning. He has spent many late nights at St. Cloud Hospital to ensure his patients receive the quality of care they deserve. Dr. Anjum is admired for his great attitude and caring personality. He greets and treats everyone as if they are the top priority for him.

If you would like to nominate a physician for the Physician of Excellence Award, visit CentraNet/Recognition tab/SCH Physician of Excellence Nomination Form.

Recognition for years of service

15 years: **Heidi Rice** and **Laura Smith**, Obstetrics & Women's Health; **Marie Spanier**, Business Office;

10 years: **Debra Kunkel**, Obstetrics & Women's Health; **Stacy Kirkvold**, Medical Information

Melrose clinic receives quality award



Back: Jenn Tschida, Ellie Schiemann, Lisa Austing, Sharon Blaskowski, Stacy Peter. Front: Julia Draxten, Dr. Julie Klasen, JoAnn Zenzen. Not pictured: Sheila Wing, CNP, Shirle Hiltner, Angela Nathan, Heidi Althaus, Missy Leukam and Kristin Bauer

Congratulations to **CentraCare Health – Melrose Clinic**, recipients of CentraCare Clinic's Quality Award. This annual award recognizes the excellent work being done in our clinics.

The Melrose clinic created subcommittees for diabetes, vascular disease, asthma and depression based on the quality outcomes and strengths of the provider/nurse teams. Because of this team focus on quality, every initiative saw some improvement.

The Melrose teams started at "ground zero" in January 2013 by retraining the group on the quality measures, talking about process and procedural workflows, identifying ways to make the workflows more effective and engaging providers and nurses in regular meetings. The teams really "owned" it and the results of their hard work paid off.



March into better health at Women's Health 101

CentraCare Health's 13th annual Women's Health 101 is planned from 8 a.m. to 2:30 p.m. March 15 at CentraCare Health Plaza. The event is free, but a \$10 donation is encouraged for women's health education. Visit booths, receive free screenings, tour the operating rooms and enjoy health-related presentations. At 1:15 p.m., Sisters Michelle Meyers and Kay O'Neil will use wit and wisdom to teach you practical skills for nurturing your self-esteem and helping those around you also grow in self-appreciation. Employees who attend receive 10 Wellness Reward points. Preregistration is encouraged at centracare.com. For more information, call 320-229-4980.

Monticello Birth Center open house Feb. 27

CentraCare Health – Monticello will reopen its Birth Center March 4. Care at the Birth Center will be provided by the OB/GYN physicians, Family Medicine physicians and Pediatricians from the Monticello Clinic and Albertville-St. Michael Clinic. An open house is planned from 5-7 p.m. Feb. 27. Guests will enjoy light refreshments and guided tours of the Birth Center. All are welcome.

Free colon cancer screening during March

Detecting colon cancer early can lead to more effective treatment. If you have no other risk factors, you should begin screening for colorectal cancer soon after turning 50. During March, people who are age 50 or older can receive a free immunochemical fecal occult blood test (iFOBT) colon cancer screening kit from CentraCare Pharmacy at St. Cloud Hospital or from Coborn Cancer Center. Kits are limited. The iFOBT screening does not replace a colonoscopy, which is the best method to detect colorectal cancer. For details, call 320-229-5199, ext. 71791.

Walk-through colon on display March 17

See an oversized model of the human colon from 10 a.m. to 6 p.m. March 17 at Crossroads Center, St. Cloud. The event educates about colorectal cancer and other diseases of the colon such as Crohn's disease, diverticulosis, ulcerative colitis, hemorrhoids, cancerous and non-cancerous polyps and various stages of colon cancer.

Grant received to improve heart attack care

SCH has been awarded a \$108,155 grant from Mission: Lifeline, an American Heart Association initiative aimed at improving heart attack care throughout rural Minnesota.

The CentraCare Heart & Vascular Center received the grant for its STEMI Program. Each year, hundreds of thousands of Americans have the most serious type of heart attack known as an ST-elevated myocardial infarction, or STEMI, in which blood flow is completely blocked to a portion of the heart. Mission: Lifeline seeks to save lives by closing the gaps that separate STEMI patients from timely access to appropriate treatments.

Stroke Center offers telestroke services

In conjunction with the St. Cloud Hospital Stroke Center, Interventional Neurologist **M. Fareed Suri, MBBS**, now provides telestroke services to Douglas County Hospital in Alexandria. Dr. Suri can view patients experiencing strokes in real time on screen so interventions such as Intravenous tPA can quickly be administered to break up clots. Telestroke speeds treatment decisions, which will improve patient outcomes. CentraCare Health – Long Prairie, Sauk Centre, Melrose and Monticello also will have telestroke capabilities later this winter.

Do you know someone with spirit?

The Spirit of Women Awards celebrate 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 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 the CentraCare Health Foundation at 320-240-2810.

Dermatology expands laser treatment options

The Dermatology Clinic recently added a new laser that refreshes the skin, improves skin tone and texture, wrinkles, pore size, brown spots, age spots, acne scars and surgical scars, actinic keratoses (pre-cancers) and melasma.

This new laser treatment decreases healing time with minimal downtime. Microscopic laser light penetrates the skin to help remodel collagen, tightening the areas treated. Patients are pre-treated with a topical anesthetic for minimal pain. After the laser treatment, patients experience a mild sunburn-like reaction with redness and slight swelling lasting a day or two followed by peeling of the treated areas. Most patients are completely healed in a few days.

The addition of this laser complements other treatments offered, such as pulsed dye laser (for redness, rosacea, hemangiomas, birthmarks); Gentlelase laser (for brown spots and hair removal); fillers (Restylane, Perlane, Juvederm, Belotero, Radiesse, and Voluma) and Botox.

United Way Campaign saves the day!

CentraCare Health raised more than \$378,000, and our system-wide participation rate was 37 percent. Money raised will improve education, help people achieve financial stability and promote healthy lives in Central Minnesota. Thank you for your generous donations and participation.

Campaign to raise awareness of aspirin use

CentraCare Health is partnering with the University of Minnesota's Lillehei Heart Institute to raise awareness on the health benefits of low-dose aspirin to reduce the risk of heart attack and stroke in a targeted population.

The "Ask About Aspirin" campaign is designed to educate our population on the benefits of aspirin and to encourage people to ask their provider if aspirin is right for them. Aspirin helps to reduce clots in the blood that can cause heart attack and stroke to occur.

Daily aspirin can help prevent a first heart attack or stroke. You may be a candidate if:

- You are male between the age of 45 and 79;
- You are female between the age of 55 and 79;
- You have not had a bleeding ulcer from the stomach or intestine;
- You are not allergic to aspirin; and
- You are not taking other clot-preventing or anti-inflammatory medications.

Talk to your provider to find out if aspirin use is right for you. For more information, visit askaboutaspirin.org

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 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.

