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Prescribed Reading: March 2014

CentraCare Clinic

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Prescribed Reading

March 17, 2014

A CentraCare Clinic employee newsletter

For Want of a Nail



By David Tilstra, MD, Clinic President
*For want of a nail, the shoe was lost.
For want of a shoe, the horse was lost.
For want of a horse, the rider was lost.
For want of a rider, the message was lost.
For want of a message, the battle was lost.
For want of a battle, the kingdom was lost.
And all for the want of a horseshoe nail.*

As CentraCare transforms from a volume to value organization, the way we think about care also needs to transform. We need to focus on delivering better care and using evidence to solve problems.

Teams have been meeting this past year to gain new skills, challenge assumptions and make discoveries about how to deliver better care. Some have learned that little things sometimes get in the way of delivering great care.

For example, **Jamie Pelzel, MD**, and the Congestive Heart Failure team discovered what had been assumed to be an accurate weight turned out to be an inaccurate verbal weight, in part because it took too long to get a scale weight on admission. That led to crazy treatment plans, confused medical teams, increased readmission rates and bad measures on publicly reported data. This discovery was made after drilling down into the process and looking at what was actually happening. It's the little details that often keep us from delivering the great care that we try so hard to deliver. Bad outcomes may have simple solutions. Discovering the importance of the simple issues we do every day is part of our transformation to better care.

In the Spotlight: Leading with Care



Congratulations to **Jennifer Peifer, LPN**, Sauk Centre, our February winner of the Leading with Care Patient Recognition award. This award honors employees for outstanding service based on patient feedback.

In April, Jennifer will celebrate 15 years with CentraCare. Earlier in her career, Jennifer was a CNA in Melrose. In 2001, she became a LPN and has worked in Sauk Centre since 2007.

When asked what she enjoys most about her position Jennifer responded "I truly enjoy the patients. Doing what I can to make them feel better when they walk out of the clinic than they did when they walked in."

She strives to keep a positive attitude and not let the stress of busy days bring her down. Thank you, Jennifer, for the excellent care you provide to our patients and our CentraCare community!



Congratulations and thank you to our other clinic employees who also were recognized by patients in February: **Fatumo Abdulkadir**, Pediatrics & Obstetrics; **Jessica Anderson**, Northway; **Kristi Bentler-Jonas**, Plaza Family Medicine; **Lenore Booth**, River Campus Internal Medicine; **Pam Bradshaw**, Pediatrics Lab; **Peggy Christensen**, River Campus Anticoagulation Clinic; **Amy Gilchrist** and **Roseanne Presler**, Plaza Family Medicine; **Laura Isaacson** and **Chris Neu**, River Campus Internal Medicine; **Amy Piehl** and **Dawn Przybilla-Henderson**, Obstetric and Women's Health.

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

Top department by score

Department	Mean
Fam. Med. Big Lake	94.8
Sleep Clinic	94.8
Fam. Med. Becker	93.3
Int. Med. River Campus	93.2
Monticello Med. Group	93.0
Fam. Med. Melrose	92.6
Allergy	92.4
General Surgery	92.4
Int. Med. Plaza	92.4
Nephrology	92.4

Top department by rank

Department	Rank*
Fam. Med. Big Lake	98
Sleep Clinic	96
Fam. Med. Becker	89
Monticello Med. Group	82
Fam. Med. Melrose	80
Int. Med. River Campus	80
Gastroenterology	79
Nephrology	64
Int. Med. Plaza	63
Dermatology	59

*compared to others within their specialty area

Patient Satisfaction Scorecard

Mean Score	Percentile Rank	FY 2013-14 goal
91.3	57%	91.4

Data based on 9,105 surveys received since 7/1/13.

CENTRACARE Clinic

Welcome to these new providers



Daniel Ferraro, MD, PhD, joined the radiation oncology team at Coborn Cancer Center. Dr. Ferraro received his medical degree from the University of Iowa, Carver College of Medicine in Iowa City. He completed a preliminary medicine internship through the University of Iowa Hospitals and Clinics in Iowa City and completed his radiation oncology residency program at Washington University in St. Louis, Mo.



Ronald Grant, MD, MFA, joined the Pediatric Hospitalist program at St. Cloud Hospital. He received his medical degree from the University of Wisconsin-Madison and completed his residency at University of Arizona Health Sciences Center in Tucson, Ariz. He is board certified in Pediatrics and has special interest in infectious disease and sports medicine.

Welcome to these new employees

Erin Osmundson, CNP, Nephrology; **Jessica Hayman** and **Amanda Kuseske**, Nursing, Obstetrics & Women's Health; **Kayla Rohe**, Accounting; **Jenna Malikowski, CSA** Supervisor, Internal Medicine; and **Brenda Kunkel**, Clinic Services, Bariatrics

Happy trails to you



Congratulations and best wishes to **Jim Gwost**, site administrator for the Heart Center, Digestive Center and NICU. Jim will retire April 11 after 15 years with CentraCare Clinic. Please join us to say goodbye to Jim from 2:30-4 p.m. April 7 in the Diabetes Conference Room, Health Plaza, or 2:30-4 p.m. April 10 Conference Room A/B, River Campus.

Nominate a co-worker who Leads with Care



The Patient Service department is accepting nominations for the annual Leading with Care award. This award was developed to recognize employees who demonstrate outstanding patient service on a consistent basis. Any CentraCare Clinic employee who has been employed at least one year is eligible to win and any clinic employee can nominate someone. All nominations must be received by April 18. The recipient will be recognized at the CCH annual employee recognition dinner on May 12.

For more details or to print a nomination form, visit CentraNet, under the "CC Clinic" tab and click on "Leading with Care." Don't miss this great opportunity to provide recognition to our great team members!

Kudos to ...

Coder **Theresa Dockendorf**, Business Office. She was certified as a Registered Health Information technician.

Community Health Worker bridges disparities, improves access for patients

Fatumo Abdulkadir joined CentraCare in 2012 and has worked closely with the pediatric and obstetric Somali patients to bridge the gap in health disparities and improve access to health care for the immigrant refugee community. In May 2013, she became the first Certified Community Health Worker (CHW) in Central Minnesota.

As part of this role, she works with OB nurses to provide prenatal education on nutrition, exercise and overall health to Somali patients, as well as education for gestational diabetes.

"It is a rewarding experience to provide one-on-one education to our Somali patients. I assure them that their health and wellness is important to me and in return they trust me with their health care needs," said Fatumo.

She also works with refugee families, providers and Stearns County Public Health to improve the refugee health exam process and to reduce the number of appointments needed. Now, refugee families feel less frustrated and are able to manage their health care needs more efficiently.

Fatumo has developed relationships at CentraCare that help her to connect the Somali and health care communities. Through these efforts, she has earned the respect and trust of the community and the patients.

"This role has been an invaluable experience for me. I have gained firsthand experience working with our most vulnerable patients. I learned to be patient, caring, and most of all, empathetic. Not too long ago I was a refugee myself, however through the years I've assimilated into the American culture and have forgotten memories of my newer days. The families we serve in our clinics need patience, understanding and sensitivity. They have gone through war, famine and destruction. As a CentraCare employee, I make it a priority to show compassion and understanding. Every day is eventful," said Fatumo.

Recognition for years of service

20 years: **Melanie Neubauer**, St. Joseph
15 years: **Marlene Adkins**, Business Office; **Susan Dewenter**, River Campus; **Sandy Florek**, Health Plaza; **James Gwost**, Administration; **Kathy Lau**, River Campus; **Janet Scholtes-Toenjes**, River Campus; **Anne Marie Spanier**, Business Office
10 years: **Olayiwola Adetunji, MD**, Hospitalist; **Shakeel Anjum, MD**, Nephrology
5 years: **Kristina Becker**, Surgery; **Sarah Bergsnev**, Pediatrics; **Peggy Christensen**, River Campus Internal Medicine; **Sarah Larson**, Pediatrics Clinic; **Carrie Roering**, Business Office; **Timothy Rowen, PA-C**, Surgery; **Kathleen Schmidt**, Quality Improvement; **Janet Schneider**, Business Office.

Kudos to ...

CentraCare Heart & Vascular Center's echocardiography laboratory which was re-accredited by the Intersocietal Accreditation Commission (IAC).

Select Account HRA Claims Processing

Please check that your medical claims are being reimbursed appropriately from your HRA account.

In the near future, BCBS will send its annual Coordination of Benefits (COB) letter to medical plan members. Please complete and return this form promptly to ensure any claims occurring in the interim (between the date of the letter and your returned form) are not put in a "denied" status. Once you return the COB information, your interim BCBS claims should process, but you will need to contact SelectAccount at 800-793-6920 or 651-662-5280 to receive your HRA reimbursement. In these interim cases, SelectAccount will send the check to you to pay the bill or for reimbursement if you have paid the claim. We advise you NOT to pay any medical bills received until you know your HRA balance has been exhausted.

Also, be sure to set up a BCBS account to monitor your claim activity, print EOBs and check that HRA claims have been reimbursed. To set up an account, visit www.bluecrossmn.com/centracare. You will need your ID number located on your insurance card.

Health Coaching now available

Employees who complete the health assessment online are eligible for free health coaching on topics such as nutrition, weight control, mindful meditation, exercise and smoking cessation. Employees are allowed to sign up for one coaching program per year and will receive 50 points in the wellness incentive program after completing their coaching sessions.

- To sign up for one-on-one health coaching with the Heart Center, please contact: Kelly Kelley at kellek@centracare.com or ext. 53016.

- To sign up for telephone health coaching with Cerner (workplace health vendor), visit centracarewellness.com and complete the health coaching survey on the main page.

Saying farewell to Prescribed Reading

CentraCare Health is moving toward a daily e-newsletter that will be emailed to all CCH employees in the near future. This e-newsletter, called the *Daily Dose*, will include information impacting all CCH employees, but also will have sections dedicated to each entity so employees easily can pick and choose the topics of interest to them. The goal is to reduce the redundancy of current newsletters, reduce the number of emails sent on a daily basis by combining them in one email, improve timeliness of messages and reduce costs associated with printing multiple newsletters each month. As with *Prescribed Reading*, leadership still will be able to print the information for those staff who do not have email access. The CCH Executive Council approved a three-month trial of this e-newsletter; employee feedback is welcomed.



Nearly 500 women take charge of their health at Women's Health 101

Thank you to these CentraCare Clinic providers who volunteered their time to present at this March 15 event: **Kristin Ewing, RD**, Bariatric Center; **George Morris, MD**, Family Medicine; **Deborah McCarl, MD**, Obstetrics & Women's Health; and **Erin Scapanski, CNP**, Digestive Center.

Special thanks to the **Maintenance staff** who moved hundreds of chairs and tables throughout the Health Plaza pre and post event for our booth and presentation areas and all of the **volunteers** who helped at the event to greet and guide our guests to their destinations.

Do you have a health care directive?

Free **health care directive information sessions** are from 6:30-8:30 p.m. April 10 in the Windfeldt Room, Health Plaza, and from 10 a.m. to noon April 24 in the Hoppe Auditorium, SCH. Staff will be available to provide forms, answer questions and assist in completing this legal document. To preregister, call ext. 28762.

Expanded services in Becker

Dr. David Patenaude with St. Cloud Foot and Ankle Center will provide podiatry services at CentraCare Clinic - Becker twice a month starting April 14. He will see patients with foot and ankle conditions, such as plantar fasciitis, fractures, tendonitis, warts, heel spurs, athletes feet and more. To refer a patient to Dr. Patenaude in Becker, please call (763) 261-7000.

Eat Great, Feel Great!

Register for the L.I.F.E. (Lifestyle, Food & Exercise) Program with **David Kroska, MD**, focusing on wellness and primary disease prevention. The next nine-session program runs Tuesday evenings, April 1 through May 20 at CentraCare Health Plaza. To register or learn more about the L.I.F.E. Program, call ext. 70291 or visit centracare.com. Please register at least one week before the program start date. CentraCare employees who take the Wellness Health Assessment will receive a \$200 discount off the regular \$375 program fee.

Time is Running Out!

To take the 2014 Health Assessment, employees should visit www.centracarewellness.com. All employees, including those who have taken the assessment in previous years, must create a new account with a new user name and password before taking the 2014 assessment. Employees enrolled in the CCH Medical Plan who want to receive the premium incentive must complete the health assessment, biometric screening and non-nicotine user affidavit. Deadline to take the health assessment and biometric screening is March 31. For more information, contact Tanya Lindquist-Fleegel at ext. 53625 or email lindquist-fleegelt@centracare.com.