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Prescribed Reading: March 2010

CentraCare Clinic

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Prescribed Reading

March 12, 2010

A CentraCare Clinic employee newsletter



Health Care Matters: Leading the way for Minnesota

*A monthly column by Allen Horn, MD
CentraCare Clinic President*

At some point, we all may need the care of trained medical personnel ranging from something small and routine to something life-threatening. CentraCare Health System's (CCHS) new vision states we will be the very best place in Minnesota for patients to receive health care. CCHS President Terry Pladson, MD, described where we are going as an organization when he announced the new CCHS vision: "*CentraCare Health System will be the leader in Minnesota for quality, safety, service and value.*"

I'm excited by this vision even though some have protested that this is simply not possible in Minnesota. But, why wouldn't we want to be the best? Why would we want to work really hard to be second best? I'm convinced we can be the leader in Minnesota because of the talent, dedication and commitment to caring repeatedly

demonstrated by the people of our organization.

Everyone matters – and every thing we do matters as we strive to achieve this vision. We all should believe that our personal contributions are important to becoming the best. Collectively, we can take an important step toward achieving our vision by demonstrating our belief in the **CCHS core values** of being **patient-centered**; having **integrity** in everything we do; **working collaboratively** with others; letting **compassion** guide our service to patients, other customers and each other; and being careful **stewards** of the finite health care resources available to us.

As we give our personal best to fulfill the CCHS mission of working to improve the health of every patient, every day, our contribution will make the difference in someone's life and health. The payoff will be personal growth, increased job satisfaction and the knowledge that we provide the best care for our patients, families and communities.

I would enjoy hearing your comments, ideas or questions. Please send them to Dr. Allen Horn, CentraCare Clinic Administration.

The Case for Service: Patient feedback

Access to care: "I was so excited to get the postcard regarding walk-in care. The next day, I headed to CentraCare with two sick babies. The staff got us in within about 30-45 minutes. I was so grateful. When I got home, I read the postcard again and realized that 'walk-in' hours started the following week! Sorry for showing up without an appointment and thank you for being so kind anyway!"

The visit: "I am very satisfied with CentraCare. Everyone is friendly and helpful which puts me at ease and makes me less nervous."

The care provider: "Talking to Dr. Mallory was like talking to my best friend."

"Dr. Mitchell was very thorough, listened carefully and made me feel very comfortable. He was interested in hearing my thoughts and concerns. I felt valued."

The nurse/assistant: "Dr. Keating's nurse was wonderful with my child. It is evident she LOVES her job!"

Personal issues: "I usually receive test results by phone within 48 hours followed by mailed results. Excellent."

Overall assessment: "The clinic operates in an efficient and low-stress manner. I often don't feel like I'm at a clinic!"

Have some fun at Women's Health 101!

CentraCare Health System's ninth annual Women's Health 101 is from 8 a.m. to 2:45 p.m., Saturday, April 10, at CentraCare Health Plaza. The event is free, but a \$10 donation is encouraged for the women's health education fund. Visit booths, receive free screenings and enjoy health-related presentations. At 1:45 p.m., the Three Sisters Inspired will motivate the audience to live with passion and purpose. Breakfast/lunch is available for purchase. Pre-registration is encouraged at www.centracare.com. For more information, call (320) 229-4980.

Plan to attend annual clinic employee meeting

Meeting dates and times should be posted at each clinic site. Meeting topics include: health system vision, patient satisfaction, health care reform and a Gallup update. For more information, see your supervisor.

CENTRACARE Clinic

Health care home collaborative begins

On March 5, more than 75 CentraCare providers, employees and patients met to begin work on a health care home collaborative. The goal is to offer patient- and family-centered care, as well as better coordinated care for complex patients with multiple conditions. Each clinic site has designated patient partners to provide critical input from the patient perspective.

DIAMOND program expansion

Thanks to the success of DIAMOND (Depression Improvement Across Minnesota, Offering a New Direction) in Melrose, the program has been expanded to other CentraCare Clinic primary care sites. Patients diagnosed with depression are assigned a care manager who is trained to monitor a patient's progress through follow-up care.

MyChart offers patients online record access

MyChart gives patients the ability to view their (or their children's) medical records and test results, as well as receive medical advice from their provider online. MyChart registration currently is available through Plaza Family Medicine Clinic, Heartland, St. Joseph, Becker and the Pediatric Clinic at Women & Children.

Welcome to these new employees:

Melonie Brown, Clinic Services, Women & Children

Brenda Carriveau, Nursing, Pulmonology

Denise Corrigan, Business Center

Kathleen Dusek Lien, Business Center

Amber Havemeier, Nursing, Women & Children

Melissa Kamrowski, Managed Care

Julie Nacey, Business Center

Denise Saylor, Nursing, Women & Children

Barbara Willie, Business Center

Pediatric Walk-in Care is going strong!

Offering convenient, efficient, high-quality patient care has been well received and growing in popularity. Pediatric Walk-in Care saw 707 patients in January and increased to 1,454 patients in February! Walk-in care is available from 8 a.m. to 4 p.m. Monday-Friday for children with cough/cold, ear pain, sore throat, fever, vomiting/diarrhea, minor injuries, pinkeye, rash, stomach pain or urinary symptoms.

Condolences to . .

Nancy Frank, Business Office, on the loss of her sister-in-law; **Kathy Kulus, MD**, on the loss of her father; **Linda Mors**, Becker, on the loss of her brother; and **Sherri Weitgenant**, Business Office, on loss of her uncle.

CentraCare food drive for local food shelf

The United Way "Feed our Families" food drive to benefit local food shelves runs from March 22-26. Employees can donate money or food at their site.

Recognition for years of service

25 years: **Marla Wegleitner**, Women & Children

15 years: **Bonita Chromey**, Long Prairie

10 years: **Shelly Harren**, Heartland; **Joan Henkemeyer**, Dermatology; **Tammy Hooper**, Women and Children; **Tammy Koerner-Insley**, Heartland; **Jami Orndorff**, River Campus; **Doris Woolcott**, River Campus

5 years: **Sharon Blaskowski**, Melrose; **Kristi Gieske**, River Campus; **Tamara Hagerty**, Women & Children;

Donna Harris, CNP, Endocrine; **Della Kuhl**, River Campus; **Kay Reardon**, Plaza – Family Medicine; **Patricia Roshaven**, Business Center; **Kristine Sievers**, Plaza – Internal Medicine.

Our apologies to **Joyce Dingmann**, River Campus, and **Jennifer Quart**, Women & Children, for incorrectly spelling their names in a past newsletter.

Congratulations to:

- Hospitalists **Eric McFarling, MD**; **Holly Peterson, MD**; and **Darin Willardsen, MD**, for being a part of an inaugural group designated as "senior fellows" by The Society of Hospital Medicine.

- **Sue Gizzi**, Becker, on the birth of her son; and **Becky Johnson**, Heartland, on the birth of her son.

Kudos to...

Peter Nelson, MD, Gastroenterology, and **Allen Horn, MD**, who will discuss colonoscopy screening and colon cancer on Dr. Horn's weekly radio show airing from 9:10 am to 9:55 a.m. March 13 on WJON (1240AM).

Erin Scapanski, PA, Digestive Center, who talked at the "Protect Your Bottom Line" presentation as part of colorectal cancer screening month.

Yassir Sonbol, MD, and **Jim Gwost**, Central Minnesota Heart Center, who spoke to the Meeker County Hospital cardiac rehab program about "Your Heart and You."

Kathleen Rieke, Neurologist, who presented on 'chronic headaches' Feb. 19 and **Joe Mercuri, MD**, Hospitalist, who presented on 'cholesterol and stroke' March 5 at Grand Rounds at St. Cloud Hospital.

Extended hours in Long Prairie

Beginning March 15, CentraCare Clinic – Long Prairie is extending its clinic hours until 6 p.m. Monday through Thursday to better serve its patients.

Become a "Fan" of CentraCare Employee Campaign

Become a Facebook fan of CentraCare Employee Campaign (at a kiosk computer or at home) for the chance to win a \$30, \$60 or \$90 iTunes gift card.

Employee reminders

- Deadline for submission of 2009 medical expense/dependent care claims is Mar. 15.

- Take the the Health Assessment before March 31.