

Right Here

A Monthly Newsletter for the Staff of MMC



Jason Dylus

President's Message

Dear Staff:

I'm sure you've all heard the saying there are two seasons in Wisconsin—winter and construction. I think we've definitely mastered the season of construction here at MMC! In all seriousness, I do want to say I recognize how disruptive and frustrating these projects have been and applaud everyone who is putting in extra to keep things operating smoothly for our patients. In the end, it will be worth it but I know that can be difficult to remember during the day-to-day disruptions that have occurred.

I want to take a moment to say a big Thank You to everyone who has worked on the Joint Commission. This past month, a surveyor came to do a follow-up survey over in Behavioral Health and cleared us of all citations. I just want to reiterate now how grateful I am to everyone who has went above and beyond throughout this entire process and please know we will be celebrating as an organization soon.

I also want to take a moment to address some of the openings at MMC right now. If you've visited our website or looked at the paper lately, you've probably noticed quite a few openings. First, Luke Beirl, who used to be our Director of Process Improvement, has officially been named the CEO of Hayward Area Memorial Hospital. I'm confident Luke will do a great job in Hayward and look forward to continued collaboration moving forward. We're currently in the process of backfilling that position. Employee Wellness remains a key strategic initiative



August, 2018
VOLUME 4 • ISSUE 8

Inside:

NEWS

- JC: All Clear
- Retirees

LEADERSHIP

- Just Culture Training
- True North Update

EVENTS

- VFR 4th of July Float
- NWCC 5K Run

(continued on page 2)



**Memorial
Medical Center**

Right here in the place we love.

President's Message, continued from page 1

for both MMC and HAMH/WE. We're currently in the process of hiring a new Employee Wellness Coordinator for both organizations after Annie Knudson left. Finally, there are a number of key positions open within a variety of other departments such as Information Systems. If you know of friends or family that might be interested in these positions, please help us spread the word, as you are one of our greatest assets in helping us get the word out about what's happening here at MMC.

Finally, I want to provide a quick update on our new service lines. We anticipate Gynecology and Obstetric Specialty Services of MMC to open in mid-August. Dr. Enrique Africano is currently on-campus meeting with area physicians and making great connections. If you see him, be sure to say hello. Orthopedic Services of MMC is still tracking to open right after Labor Day with both Dr. Justin Cummins and Dr. Joseph Signorelli coming on-board. As part of this service, we will also be offering robot-assisted knee replacement surgery utilizing a piece of equipment called the Navio. We will have additional information about that in next month's newsletter.

As always, thanks for the great work you do each and every day.



Jason Douglas



100 ROBOTIC SURGERIES PARTY

Friday, August 3

10:30 AM - Noon

POS Waiting Area

Please join Periop in celebrating the completion of 100 robotic surgeries here at MMC! Cake and refreshments will be served.

THIRD THURSDAYS SUMMER FUN SERIES - PADDLEBOARDING

Thursday, August 16 • 5 - 6:30 PM

Meet at Solstice Outdoors

Tour the west side of Chequamegon Bay on the water. Bring your own watercraft or rent from Solstice for \$10 each. This is first come first serve for rentals so please sign up, by calling **Rebecca Crumb Johnson, Nutrition Services** at Ext. 5463.

Brought to you by the MMC Health Promotion Team.

Upcoming Events

55+ HEALTH EXPO

Wednesday, August 22

9 AM - 2 PM

Bay Area Civic Center & Bretting Community Center

Anybody 55 or older, come join us for this annual event featuring a health expo, screenings, food from 6th Street Market, grand prizes and more! Bingo from 1 - 2 PM.

VOICES FOR RECOVERY COMMUNITY CELEBRATION & PICNIC

Saturday, September 15

5 - 8:30 PM

Prentice Park

ALZHEIMER'S WALK

Saturday, September 22

8 - 10:30 AM

Bayview Park, Ashland

If you are interested in joining the team or walking to support Alzheimers, contact **Kaye Lani Hebert, BHS** at Ext. 5403.

Save the date:

MMC WHISTLESTOP MARATHON AND HALF MARATHON & CRUISIN' THE CORRIDOR 5K/10K RUN - WALK

Saturday, October 13

whistlestopmarathon.com

The Nutrition Services employee picnic scheduled for Monday, August 13, Has been canceled due to construction still happening in the back parking lot. There will be an open house/free meal day when the new cafeteria opens on September 4.

All in the Family

Ashley Vaerkinderen, Rehab Services completed the online course: Brain to Hand - Progressive Approaches to Pain, Impairment & Function, WI Hand Experience. The program involved a collection of presentations on various topics including neuroplasticity, surgery, pain conditions such as complex regional pain syndrome and chronic pain, mirror therapy and graded imagery treatment, proprioception and kinesiotaping.

Tim Son, Radiology attended the MR DOT Protocol Building Class on June 18 - 22. He received CE credits. The class taught how to build protocols for new MRIs. He learned how to potentially optimize work flow through building protocols that would eliminate extra steps.

Trisha Hagmann & Kelly Everson, ED attended the TNCC Instructor Course on June 25. They now have TNCC Instructor status. The course was about improving teaching styles.

NWCC Chequamegon Bay 5K



The Cancer Center 5K Run was a success despite the downpour of rain the night before. An hour before the race was supposed to begin, the starting line was still under water! Luckily the puddles receded and the race went on as planned with just a few parts of the course having to be re-routed around flooded areas. Over 250 runners were registered. And the race raised approximately \$12,000 for the NWCC. Thank you to all volunteers for helping out at the



race. More photos and details of the races are available on Facebook. Search: Strength in Chequamegon Bay 5K.



Retirees

Katie Tutor, BHS retired on June 11. She worked for over 21 years as an RN in Behavioral Health Services. Best wishes, Katie!



After her MMC career of over 42 years, **Kathleen Mortensen, Lab (Mort)** is retiring. She began working at MMC's laboratory in 1977. Through those years she has seen many changes in the lab, progressing through off-shift schedules with call coverage to serving as our current supervisor for the chemistry dept. It has been said that Mort could take our chemistry analyzer apart and put it back together blindfolded, and indeed we have often called her at all hours for advice.

Through it all she has enjoyed keeping busy, working with efficiency and accuracy to provide quality lab results. She has helped keep the lab organized, the work flow moving and our lab stocked and supplied.

In her retirement, Mort is looking forward to spending more time with her son, RJ (Reid) and her 6 year old granddaughter, Addysen. She enjoys boating, spending time with friends and in the fall anticipates making a circle tour around Lake Superior. Who knows what will be next?

We will greatly miss her smiles and unique sense of humor. Hopefully, she'll drop in from time to time to visit and tell us about her travels and other adventures.

MMC Sponsors Playground

Nicole Gasperini, PBS noticed this banner hanging by the new playground equipment in Washburn. She stopped and took a photo to share in the newsletter. She thought it was a nice contribution to our community that not many people knew about. It is a joyful feeling to realize that we are part of a great company that is teaming up with other local groups to support our community and implement our MMC Mission: To improve the health and wellness for people of our south shore region of Lake Superior.



Voices for Recovery 4th of July

The Chequamegon Bay Voices for Recovery group had a (wet) float in the Ashland 4th of July parade. After the parade, there was a picnic and safe and sober gathering with food and music at the Kreher Park pavilion. The VFR committee wanted to make sure that there were options for people in recovery to celebrate the holiday without drugs or alcohol. Thank you to everyone who volunteered and help make that happen. If you are interested in joining Voices For Recovery or would like to volunteer at a safe and sober event, contact **Jerry Seitz, BHS** at 715-685-5403 or email: gseitz@ashlandmmc.com. More information is also available on the Voices for Recovery Chequamegon Bay Chapter Facebook page.



Congratulations!



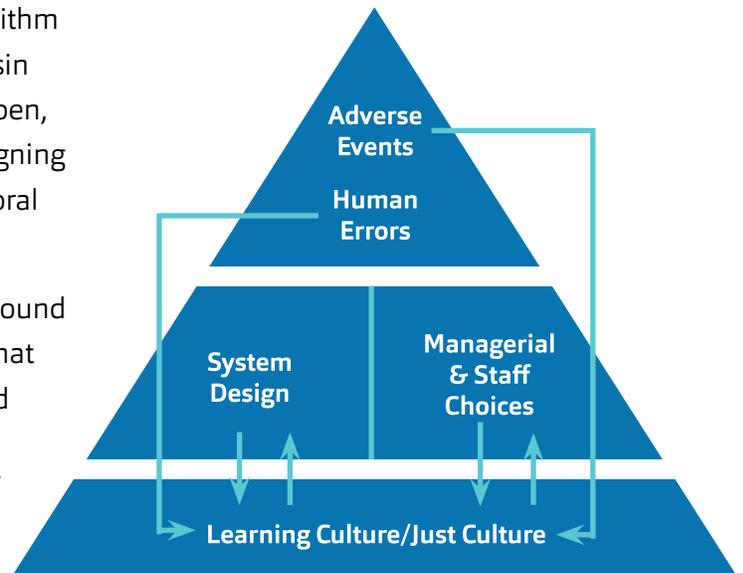
18 year old Jennica L Richardson, Granddaughter of Tom and **Barb Richardson, PBS** graduated from the US Navy Boot Camp on July 6th, 2018 in Great Lakes, Illinois. She was made a Division Leader after one week in boot camp. Tom and Barb along with her Parents Herb and Amy, attended her graduation.



Just Culture

In July, 23 MMC leaders participated in Just Culture Algorithm training provided on-site by Jill Hanson from the Wisconsin Hospital Association. Just Culture is about creating an open, fair and trusting environment; continually learning, designing safe ways to do things and about being aware of behavioral choices.

The algorithm requires support of a core set of beliefs around management of organizational risk and acknowledges that humans are destined to make mistakes and are destined to drift into at risk behavioral choices, regardless of how well the system is designed. We must view the quality of the systems we design around our employees and their safe behavioral choices within those systems. MMC is on a journey to shift our focus from errors and outcomes to system design and behavioral choices. Continued Just Culture training will be provided during the October Employee Training event as well as through department/unit meetings.



Campus Updates

The back parking lot will be done the first week of August.

The new Sleep Lab will be up and running by mid-August.

Gynecology & Obstetric Specialty Services of MMC will be opening at the end of August.

Orthopedic Services of MMC will be seeing patients during the last week of August.

The new cafeteria and dining room are scheduled to be open for business on September 4.

Please continue to be understanding and helpful to anyone who is confused or lost around campus during our construction. Ask if you can help them find a department or service. If you have the time, lead them to the area that they need to be.



2018 Employee Wellness Potluck

The employee potluck was held as planned on July 26. It was the coldest day in July, but we all had fun anyway. Thank you to everyone who came out to Kreher Park for the evening. Sixth Street Market did a great job at the grill, and there were lots of side dishes and desserts that people brought to sample. Below is the list of winners from the contests and door prize drawings. If you did not receive your prize, or if you have any questions or comments, please call **Kate Deering, Marketing** at Ext 5186.

Kids Bikes:

Flint Gibbons
Kelly Lipka

Adult Bikes:

Jim Whyte
Terri Kramolis

Limbo Contest Winner (kids):

Maddi Hewitt (\$10)

Badminton:

The Wild Boys—Abe Neuberger and his partner (non-MMC employee) (\$10 each)

Tug of War:

Team Kramolis

\$50 Howl Gift Cert:

Tammy Lindenberg

\$50 6th Street Market Gift Certificate:

Lisa Ekman

\$25 Food Coop: Rose Kabasa

\$50 Soltice Outdoors: Alaina Blakeman

\$20 Chamber Dollars:

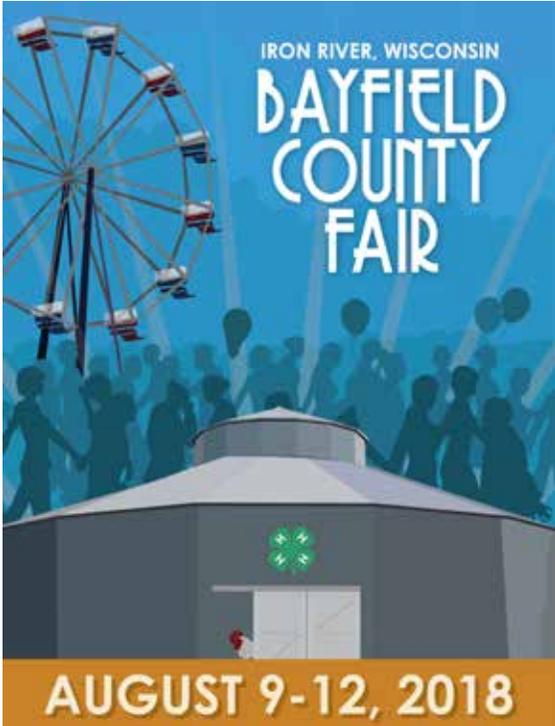
Jerry Seitz
Katie Bratley
Abe Neuberger
Adele Thomason

\$25 MMC Apparel:

Carri Hewitt
Kelly Lautenschlager
Maria Wickman
Anne Leafblad
Denise Lipka
Jennifer Kretschmar



Bayfield County Fair Tickets Available



MMC is once again a proud title sponsor of the Bayfield County Fair! The fair is in Iron River, WI from August 9-12.

2 season passes will be given away to employees that are interested in attending (1 ticket per winner). We also have 10 daily passes to give away in groups of 2. 5 lucky winners will receive these.

Enter to win tickets on the intranet. Drawing will be held on Monday August 6th at 9 am.

You can also volunteer at the fair and get \$5 per hour to donate to the nonprofit of your choice, along with a free day pass. To sign up, for volunteering go to bayfieldcounty.org/293/Volunteers.

More opportunities to volunteer and help our community are listed on the Volunteer Opportunities Page on the intranet.

Beaser Avenue Road Work

Road work on Beaser Avenue by the high school is scheduled to begin Wed. July 18 and last until Wed. August 22. They will be removing one of the center medians and constructing a left turn lane into the bus drop off driveway of the school.

South bound traffic will remain open but north bound traffic from a point south of the high school will be closed at various times. To avoid delays please plan on using an alternative route. Maple Lane or Binsfield Road will be good options.

If you have any questions, please contact the City Public Works Department at 715-682-7061.

Don't Forget WOMP - Chance to earn Money!

Tell five people about our featured WOMP and be entered to win one of three chamber dollar prizes: \$100, \$50, or \$25. Details and registration sheets are available on the intranet. If you need to pick up a registration card, stop by the Marketing office. We have some printed out.



True North in Action

TRUE NORTH



True North centers on Plan, People and Process. Each of these components have a specific purpose in helping to build a framework for organizational excellence.

The MMC/HAMH/WE Strategic Plan is an ever-evolving process with the overall goal to create or enhance the processes where we directly interact with patients, so that we can build direct relationships and earn loyalty over time. Based on lean processes, our strategic initiatives are put in place to deliberately find ways that we can differentiate ourselves from others – rather than just copying them. Being nimble and responsive is the key to our long-term success.

The first two quarters of 2018 have been very busy prepping for the addition of services for MMC customers. Work is well underway in the Plan portion of the PDSA cycle (Plan, Do, Study, Adjust) in program development, physical space construction, regional marketing and staff onboarding.

As we move into Third Quarter, we will see two major service lines open up: Gynecology & Obstetric Specialty Services scheduled to open in August and Orthopedic Specialty Services in September.

Gynecology & Obstetric Specialty Services of MMC is centered in the services offered by Dr. Enrico Africano. Dr. Africano's practice will focus on family planning, medical gynecology, minimally invasive, robot-assisted and general gynecological surgery, urogynecology and consultative high risk obstetrics.

Orthopedic Services of MMC will center on sports medicine, arthroscopic procedures for shoulder, knee and hip, joint replacement for knees and hips and robot-assisted procedures. Dr. Justin Cummins and Dr. Joseph Signorelli are both board certified in orthopedic surgery.

Employee wellbeing is in a pivot mode with the resignation of the Wellness Coordinator. While a number of basic requirements for the wellness program were started by the Coordinator, those offerings have come to a standstill until a new person is onboard for both MMC and HAMH/WE. Interviews are presently being held to replace the position with hopes that a new person can pick up the wellness activities in the near future.

Urology is a specialty service that has been offered full-time in Ashland in the past. Since a retirement in 2016, part-time outreach services have been offered by both Essentia Health and St Luke's Chequamegon Clinic. Both systems have had specialists perform procedures at MMC. Over the next few quarters, MMC will be monitoring the volumes and market share data for Urology services to determine if the outreach model is meeting the needs of MMC and of our community.

The strategic efforts for Obstetrics at HAMH/WE are centering on a number of approaches that have been successful at MMC, including Journey through Parenthood relationships, social media advertising, certification of staff in Fetal Monitoring and partnering with key stakeholders including LCO and local clinics.

Pillars of Success for both MMC and HAMH/WE center on five organizational goals for 2018 in the following focus areas: Workforce, Quality, Service, Finance and Community. Work is underway on each of these goals at the organizational level and at the department level. Both the organizational goals and your department goals are highlighted on your pillar board. If you have any questions about them, ask your leader at your daily pillar board meeting.

Keep up the good work on moving MMC forward and spreading the word about all the great things happening here. After all, we are building a better future for our community through focused and planned efforts.





STAR

Service

Teamwork

Accountability

Respect

**Every encounter,
every person,
every time.**



**Memorial
Medical Center**

Right here in the place we love.



The new MRI machine was delivered on July 10 and is scheduled to be up and running by July 30. The temporary machine in the front of the hospital will be leaving soon!

Got Photos?
Submit them to *Right Here!*

We'd love to highlight your favorite photos. Send us your best photo of volunteering in our community or some of your favorite milestones of you and your family.

Email your pictures as JPG files to krdeering@ashlandmmc.com