

Right Here

A Monthly Newsletter for the Staff of MMC



Jason Douglas

President's Message

Dear MMC Team:

It's hard to believe we are in August already! Summer is in full swing, and it's so fun to see how active our community is. With color runs, yoga in the park, county fairs, bike rides, music in the park, it's easy to find something to do in our great community.

There is a lot to look forward to this month. August is National Breastfeeding Awareness month, and our new Lactation Consultant, Mary Jo Coleman will have some great information at her booth that will be set up in the front lobby August 1-7. She is also coordinating the MMC Big Latch event. Check out our Facebook page for more information. Then on August 21st the 55+ Health Expo will be going on. This health expo will have presentations, demonstrations, and free health screenings. Also in August is the Bayfield and Ashland County Fairs.

We have a new service line that will launch in August as well. Mary Vitek, AP, NP will lead Urology Services of MMC. Mary comes to us from Essentia. Mary and her team will provide non-surgical urology services, Monday through Friday. She will be located in the Specialty Services building. Please welcome Mary to the team.

Some 'Save the Dates' to mark on the calendar would be the CEO Employee Forums on September 5th, 11th, 12th. If there is a topic or something you want to be

(continued on page 2)



**Memorial
Medical Center**

Right here in the place we love.



August, 2019
VOLUME 5 • ISSUE 8

Inside:

NEWS

- Praise from Patient
- Breastfeeding Awareness
- MMC takes on Athletic Trainer Role for ASD
- Greenbranch Dental Opens on Campus
- True North Process Update

EVENTS IN REVIEW

- Chequamegon Bay 5K
- Co-Op Wellness Wednesday
- VFR 4th of July Parade
- Track & Field Day

President's Message, continued from page 1

discussed, please don't hesitate to email me at jdouglas@ashlandmmc.com. The Voices for Recovery Community Picnic will be held September 7th. You can find more information on this event on our Facebook page.

Speaking of Facebook, if you haven't had a chance to check out the Memorial Medical Center Facebook page, please do so. Since we consider all of our staff members our 'brand ambassadors' we encourage all of you to like and share our page with your friends and family. You can find pictures, events, and fun stories about MMC.

There is a lot to look forward to this month! Keep up the great work that you do each and every day, it is appreciated.



Jason Douglas



Upcoming Events

ANNUAL EMPLOYEE POTLUCK

**Thursday, August 1
5 - 7:30 PM**

Kreher Park, Ashland

For all MMC, REI & NWCC employees and their families. Brats, burgers, potato salad and beans provided by Sixth Street Market. Please bring a side or dessert to pass and your own beverage.

Try out a paddleboard or kayak from Solstice Outdoors. Learn how to paddle a canoe from Northland College staff.

Win GREAT door prizes, plus 3 free kids bikes and 2 adult bikes will be given away. Employees who have to work at MMC during the potluck will automatically be entered to win prizes.

Special kids games and prizes brought to you by the True North People Employee Experience Team North Chequamegon Stars.

The employee potluck is sponsored by the Employee Wellness Committee of MMC and by MMC Administration.

BIG LATCH ON GATHERING Friday, August 2 • 10 - 11 AM MMC Front Lobby

August is National Breastfeeding Month and World Breastfeeding Week is from August 1 - 7. We are calling all nursing moms and families to join together to breastfeed and offer peer support to each other. This is part of a world wide initiative. Visit: biglatchon.org for more details and find the event on our MMC Facebook page. You can also call Mary Jo Coleman, Education at Ext. 5561 with any questions.



PARTNERS OF MMC \$6 SALE Thursday, August 8 • 12 - 4:30 PM Friday, August 9 • 8 AM - 2 PM Stockton/Gull Meeting Room

The six dollar sale is back! Featuring jewelry and more, public is welcome. Cash, credit cards and deductIt payments are welcome. A portion of sales proceeds goes to the Partners of MMC volunteer organization.

IRON COUNTY FAIR August 1 - 4 • Saxon find it on Facebook

BAYFIELD COUNTY FAIR August 8 - 11 • Iron River bayfieldcounty.org/fair

GOGEBIC COUNTY FAIR August 8 - 11 • Ironwood, MI gogebiccountyfair.com

ASHLAND COUNTY FAIR August 15 - 18 • Marengo ashlandcountyfair.com

More events on page 3

More Upcoming Events

TEAM WAYFINDERS PRIZE DRAWING PARTY

Thursday, August 8 • 2 - 3 PM
MMC Cafeteria Patio

Winners of the past 3 quarters of the volunTEEr and WOMP initiatives will be announced. Stop by and meet members of the team and enjoy snacks and refreshments. Learn about what's coming up for MMC events in our community and volunteering opportunities.

55+ HEALTH EXPO

Wednesday, August 21
9 AM - 2 PM

Bretting Center and Bay Area Civic Center, Ashland

Free & open to anyone 55 years or older. Check out vendors and community booths from 9 AM - 2 PM with music by JD Bass. This year's lunch will be free and catered by Sixth Street Market. BINGO starts at 1:00 pm.

Health screenings will be available throughout the day.

Presentations are being offered at 9:30, 10:30, noon, and 1 PM. They will cover topics and trends around Medicare and Medicaid, Alzheimer's, Guardianships and trusts.

Find the event on our MMC Facebook page and share with anyone who you think might enjoy this Expo.

EMERGENCY PIG OUT IRON RIVER EMS/FIRE DEPT FUNDRAISER

Sunday, September 1
11 AM - 7 PM

Are you looking for something to do close to home on Labor Day Weekend? Check out this annual MMC sponsored event: All day music and pig roast to raise money for the Iron River Emergency Services. The "best pig roast in the state" begins serving at 11AM. Music begins at Noon.

CEO/EMPLOYEE FORUMS

Thursday, September 5
7:30 AM • 11 AM • 2:30 PM
Stockton/Gull Island Room

Wednesday, September 11
12 Noon • BHS Commons
2:30 PM • Stockton/Gull Island Room

Thursday, September 12
11AM • 1 PM
Stockton/Gull Island Room

Please plan on attending one of these crucial information sessions in September. Snacks will be served. Enter to win a door prize! Get your passport stamped.

VOICES FOR RECOVERY COMMUNITY PICNIC

Saturday, September 7 • 2 - 6 PM
Prentice Park, Ashland

Everyone is invited to this fun event to show support for the recovery community! Stop by the park and check out the music, raffle, taco buffet, and other fun activities. Bring a friend and help eliminate the stigma around recovery. There are also volunteer opportunities for MMC, REI & NWCC staff at this event. Contact **Kaye Lani Hebert, BHS** at Ext. 4500 to sign up.

WILDERNESS MEDICINE AWLS CERTIFICATION CAMP

September 19 - 21
Ironwood, MI

Hands-on practical wilderness medicine education experience. Earn 20.5 hours of CME credits and WMS FAWM credits. Take a day trip on Lake Superior with a campfire cookout Sunday afternoon until sunset. For more details visit awls.org or call **Cyndi Belanger, Education** at Ext. 5199.



Patient Praise

Thursday, July 18, 2019

Medical Director
Memorial Medical Center
1615 Maple Lane
Ashland, WI 54805

My name is Cyril A. Reinicke and I am writing this short note of thanks and appreciation for the care and treatment I received at Memorial Medical Center on Wednesday afternoon, July 17, 2019.

My wife and I were in Bayfield for a family reunion and I started to experience abdominal pain. I am a Kaiser Permanente patient from San Diego, California. I contacted my provider and they recommended that I go to Memorial Medical in Ashland. I called the ER and explained my symptoms. The nurse did a quick assessment over the phone and told me to come in. 45 minutes later I arrived and could not have had a better experience.

Casey was the RN who saw me initially and started the assessment. Christine drew the lab samples. Paul did an extensive ultrasound. All the results were interpreted by Laura, the Physician's Assistant. The diagnosis was an inflamed gall bladder. I received an injection for the pain, a presentation from Laura on the steps to take to reduce/avoid further inflammation, print outs on a low-fat diet, and a summary of my test results. I am delivering the discharge notes and test results to my Primary Care tomorrow, Friday. Two and 1/2 hours after I arrived I was sent on my way.

I am following the low fat diet. I have experienced no further symptoms. I am so appreciative of your staff at Memorial Medical. Please express my thanks and appreciation to them.

Like the enclosed card says...>

"Sometimes the people we count on the most are
the ones who hear "thank you" the least"

My wife, Monica, and I are most appreciative.

Cyril A. Reinicke



All in the Family

Ashley Verkinderen, Rehab Services attended the Treatment of Bowel, Bladder, and Pelvic Floor Disorders Workshop on June 19 - 22 at Marquette University. She received a certificate of completion. She learned about anatomical, physiological and psychological mechanisms that attribute to the various disorders. She also learned how to properly describe the types and etiology of various disorders.

August is National Breastfeeding Month



MMC Lactation Consultant, Mary Jo Coleman interviewed one of her patients in honor of National Breastfeeding Month. Please take a moment to read about Rachel's experience with breastfeeding. Feel free to share this positive story with any moms or families who might need a little encouragement.

Why did you decide to breastfeed?

I decided to breastfeed mainly because it is the healthiest option.

How long have you been breastfeeding your baby, and what's your breastfeeding goal?

My daughter who is 3 now, I was able to breastfeed her for six months. My son is now 6 weeks old and I hope to continue to breastfeed him for at least six months. As a goal I would like to try to be able to go to 9 months this time.

What were those first few weeks of breastfeeding like for you?

The first week or two were stressful because I was still working on figuring out what positions worked best for feeding and getting him to latch. After learning what he likes, things got much easier.

What did you do to work on your baby's latch?

What really worked for me was getting him to suck on my finger first for a little bit and then transferring him to the breast, that worked very quickly. Also keeping him awake, he is definitely a sleeper, right when he would get a good latch he would fall right asleep and then we would have to start all over.

Once your baby's latch improved, what has breastfeeding been like for you?

It has been great. The bond you get to have with your little one is amazing and it's so rewarding! Being a parent to two children now gets chaotic and can be stressful. I love getting to sit down with him and have that time alone and take it all in because they grow up way too fast.

Do you take any steps to prepare before you breastfeed?

Only for the first couple weeks. I would always get him to suck on my finger first and then get him to latch. Then finally one day he latched immediately! If he ever seems to be struggling I try to switch sides and he usually figures it out pretty quickly. She did not figure it out as quickly but I stuck with it and it ended up working out great.

Continued on page 6



Breastfeeding Month (continued)

Have your family members or friends played a role in your breastfeeding journey?

All of my family is very supportive and always reassured me in those first couple weeks.

Has anything else surprised you about breastfeeding?

What surprised me is the comfort that it provides for the baby! Jaxon can be so upset and the second he is put back in my arms he just relaxes!

What's been the key to success during your breastfeeding journey?

Not giving up! It can be so frustrating but in the end it is worth it!!

Do you have advice for pregnant women who are thinking about breastfeeding?

Just try it! With my first I was nervous about it because I am a very private and reserved person. Thinking about all the people who judge women for breastfeeding in public and just nursing in-front of people was very nerve racking for me, but I stuck with it and it turned out amazing. It doesn't hurt to try and if you find out it's not for you and your baby that's okay.

Has the Lactation Consultant been helpful for you, and if so, in what way?

Having Mary Jo, the LC, to help was great! With my daughter right away I was told to use a guard to help her latch and not given any other tips which looking back was frustrating because with Mary Jo's tips and tricks my son latched within 10 minutes of her coming in to help! Even just having that option to call and talk or go in was so helpful. I felt pretty confident in how he was nursing but being able to go in to talk with her and do a feeding it was nice to hear that reassurance that I am doing a great job.

Landscaping Efforts Noticeable

Nature's Design Landscaping Company from Hayward has been hard at work lately brightening things up around campus. This company also does the landscaping for HAMH/WE. The new flowerbeds and designs going on outside our doors are looking promising. Thank you Building Ops of MMC and Nature's Design Landscaping! This is no small task, but the beautification of our campus is so necessary after all of the new construction mess.



MMC Signs Athletic Trainer Contract with Ashland School District

Ashland School District is beginning a new partnership with MMC by giving us the privilege to provide athletic training services to school athletes. In the past, Essentia Health held that contract with the school district. The same staff person who has been the athletic trainer, Sheila Follis, formerly employed by Essentia, will continue to work with the faculty and staff of ASD as an MMC employee.

In schools, athletic trainers are responsible as a health care professional for the well-being of student athletes. They attend games and practices. They evaluate injuries, monitor injury rehabilitation, consult with physicians and coaches to ensure that students are following safety protocols. They work with the school athletic department to educate students and teachers on health issues, like safe weight loss and weight gain, programs related to health conditions, such as sudden cardiac death, concussions, or heat exposure, and emergency care procedures.

As part of our new collaboration, we will have an opportunity to share events and campaigns with the schools and further establish our commitment to our Mission. This is also a big step in introducing our upcoming Sports Medicine service line to our community.

Greenbranch Dental Opens on Campus



The old Dialysis building on the Northeast side of campus has been transformed. Greenbranch Dental had a ribbon cutting with tours available to the public at the end of July. They are now open for business and accepting new patients. The facility is very impressive and we are proud to welcome dentists Conor Casey, DDS and Erin Cutler, DMD to the MMC Campus of providers. To find out more about Greenbranch Dental and to fill out a new patient form or schedule an appointment, visit greenbranchdental.com.



Events in Review



Voices for Recovery 4th of July Float



Strength in Chequamegon Bay 5K



Wellness Wednesday, Chequamegon Food Co-op



Track & Field Day, June, 2019



True North - Process

Hello! It's been five months since I have assumed this position, and I would like to thank all of you that have been so helpful and accommodating while I have been training.

The recently formed Lean Steering Committee is gaining momentum, helping to prioritize projects, direct resources and ensure that Lean efforts help attain organizational goals and align with True North.

We all have thought at times about how to make the processes we use in our work simpler, more efficient, or error proof. What can Lean do to turn these ideas into better processes or a better patient experience? Allow me to share one example:

About two weeks ago, Jeanne Grill shared a concern from one of her staff that they were frustrated by having to make extra trips to retrieve supplies for their patients due to a number of causes. They were concerned about their own efficiency and the waste that they were experiencing.

I shared that concern with the department most likely to be able to help resolve this. We then met with that nurse to get a clearer understanding of the defect. We decided to ask Jeanne's staff to record similar defects for a week. This data is crucial to understanding the current state and in helping set a SMART goal. At the end of that week, we reviewed the data and determined which defect was occurring with the most frequency. We met again with the staff member who brought up the issue and we formulated a plan to resolve the situation. We filled out an A3 form, listing the problem background, the current state, the proposed countermeasures and our plan. This form was reviewed with Jeanne's staff to let everyone know what we found, and what we intend to do to fix the issue. Changes were made, and we're going to re-examine the same process in mid-August to see the effect that these changes have had. This is all part of the Plan, Do, Study, Adjust methodology that Lean employs. If the changes that have been made are an improvement, they may become Standard Work. If we find that the changes have made the situation worse, we'll try something else.

TRUE NORTH



Process: Lead by Gene Hoffman Lean approach

- Enhance our organizational efforts to create more value for those we serve.
- Centered around scientifically solving problems at a root cause level.

People: Lead by Kathy Tuttle Capstone Structure & Solutions

- Inspire effective leadership strategies to enhance the patient and employee experience.
- Achieve excellence through the implementation of evidence-based, high performance work practices through leader-led, employee driven teams.

Plan: Lead by Kevin Stranberg Strategic Plan

- Implement the board-approved plan to guide MMC and HAMH/WE toward a successful future.
- Centered around differentiators including: obstetrics, orthopedics, urgent care/express care, employee well being and deep customer relationships.

Some departments currently have their own idea boards. Share your ideas with your peers, turn your great ideas into positive changes! If you want more information on idea boards, I would be happy to discuss with you.

If you have an idea to improve a process, please share your thoughts with your supervisor or you can call me at Ext. 5296 to discuss.

-Gene Hoffman





STAR

Service

Teamwork

Accountability

Respect

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



**Memorial
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Congratulations to **Nikki Bissell, Periop!** She and Chris Granley were married on July 6th in Ashland.

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