

Right Here

A Monthly Newsletter for the Staff of MMC



Jason Dylae

President's Message

Dear Staff:

I know this is a busy time for everyone but I hope you can find time to join me on December 9 for our annual Holiday Party. This year, I'm excited to say the Employee Management Relations Committee (EMRC) has worked hard to add some new twists and turns to the event including a comedian and food catered by Coco's, along with moving it to the Wild Rose Barn. This is a great opportunity for me to personally say thank you for your hard work, along with a chance to get to know you better. In addition, be sure to watch your mailbox for my annual holiday letter and gift.

As you know by now, the Joint Commission visited last month. I want to take a moment to thank everyone who worked overtime to meet the immediate and on-going needs of this visit. If I'm being completely candid, do I wish the visit had gone better? Absolutely. I think we all do. But, I remain incredibly proud of the care we provide here daily and know that we will be stronger as a result of this visit. If you have any questions about the visit, process, or what comes next, please do not hesitate to contact your supervisor or Karen, Kent, Diane or me. We're trying to be as transparent and forthcoming with information as possible.

Looking ahead, this will also be a busy month within our strategic plan. We're just wrapping up organizational goals and are asking departments to set their individual goals between now and December 15. As we close out the year, we'll



**Memorial
Medical Center**

Right here in the place we love.

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December, 2017
VOLUME 3 • ISSUE 12

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also be evaluating the success and areas for improvement from our goals last year. Early indicators show a lot of momentum around our organizational pillars and I look forward to sharing more about that in the coming months.

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



Jason Douglas



Happy Holidays!

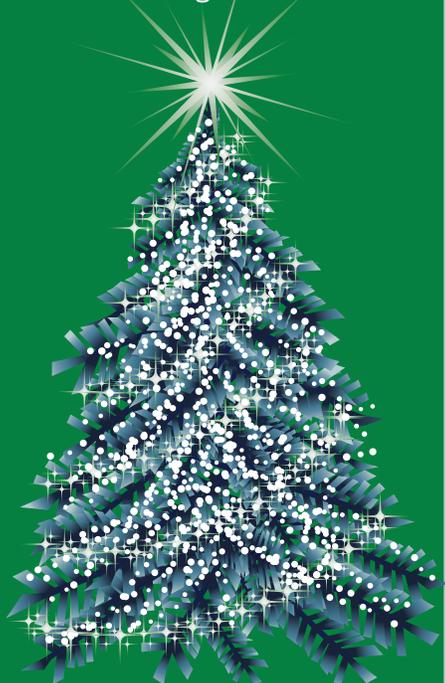


REGIONAL HOSPICE TREE OF LIFE CEREMONY

THURSDAY, DECEMBER 7
6 PM

Stockton/Gull Island Meeting Room

A time of reflection, including remembrance photos and a memorial reading of names.



Upcoming Events

SALVATION ARMY BELL RINGING THURSDAY, DECEMBER 21

10 AM - 7 PM

Super One Foods, Ashland

Please sign up for an hour of volunteer time as a bell ringer for a good cause. Call **Rebecca Crumb-Johnson, Nutrition Services** at Ext. 5463 or e-mail her at rcrumb@ashlandmmc.com if you are interested.

SAFE & SOBER NEW YEAR'S EVE PARTY

SUNDAY, DECEMBER 31

8:30 PM - 1 AM

Bretting Community Center

Music, party favors, food, door prizes & fun are provided. Anyone 18 years or older is welcome. **Volunteers are needed for this event!**

To sign up for volunteering or to RSVP, call **Gerry Seitz, BH** at Ext. 5400, or email gseitz@ashlandmmc.com or contact Voices for Recovery-Chequamegon Bay on Facebook.

HOLIDAY PARTY

SATURDAY, DECEMBER 9
5 - 9 PM

Wild Rose Barn, Ashland

All MMC, REI, & NWCC staff, partners & providers are invited! Catered by Coco's Café. Buffet style dinner served from 5:30 - 8:00 PM. Entertainment from 7 - 8 PM by Comedian Matt Fugate. Cash bar with free soda. Cash drawings will be held! Please RSVP to HR by Monday, December 4 by calling Ext. 5520, or stop by their office.

PARTNERS OF MMC

COOKIE SALE

FRIDAY, DECEMBER 15
7:30 AM - NOON

Stockton-Gull Island Room

Come over and get your sweet Christmas treats!

All in the Family

Allan Forness, PCU attended the AACN Fall Symposium on Nov. 9 & 10. Topics included: what's new in sepsis, frostbite injuries, military influences in healthcare practices & workplace violence.

Meredith Johnson, Nutrition Services attended the Advanced Strategies for Diabetes Educators convention on Nov. 2 & 3. She received 13 continuing education credits. The purpose of the event was to educate dietitians and other health care professionals in new technologies and therapies for the management of diabetes.

Courtney Roush, Rehab Services attended the WI Lymphedema Pathways Conference on October 27 & 28. She learned about updates on current treatment for lymphedema including surgical options. The emphasis was on techniques for drainage of muscles and joints.

Jill Curry, Nursing attended the ENPC workshop on October 19 & 20. The course prepared her for caring for sick pediatric patients and trauma pediatric patients in the ER.

Healing Touch at MMC



Jan Perkins, Healing Touch Certified Practitioner is offering her services to all staff through the Wellness Program! Healing Touch Therapy will be available in the same manner as our current Massage Therapy services.

Jan has been a Staff Nurse at the Family Birthplace of MMC since 1979. She became a Healing Touch Certified Practitioner in 2011. MMC paid for half of each of her 5 levels of training; and in 2006 she was the recipient of a Howard V. Sandin Scholarship.

To schedule an appointment or to learn more about Healing Touch please call Jan at 715-292-3542 or email her at janperkins.healingtouch@gmail.com. or go to www.HealingTouchProgram.com.



MMC Pie Social

The Employee Experience Team had a great turnout for their celebration of 80% completion of the Employee Engagement Survey.

Again, thank you to everyone who completed the survey. Participating in all of the staff engagement events is one of the things that makes us a great team!



MMC to Provide Podiatry Services



Outpatient Services of Memorial Medical Center (MMC) will provide bi-monthly podiatry services starting in December. Dr. David Wood of Aspirus Ironwood will be traveling to Ashland the second and fourth Wednesday of each month to provide these services.

Board certified podiatrist Dr. David Wood has been practicing in the Ironwood area since October of 2000. He joined the team at Aspirus Ironwood in 2002, where he currently sees a number of patients from the Ashland area. As a result, Memorial Medical Center has contracted with Dr. David Wood to bring the services closer to home.

“The addition of Dr. David Wood to our outpatient services clinic is just one more example of how we’re connecting with regional partners to bring more services closer to home for our patients,” says MMC CEO Jason Douglas. “We hope patients

who utilize podiatry services on an on-going basis will benefit from this addition to our facility.”

Dr. Wood received his degree from the Ohio College of Podiatry Medicine in Cleveland, Ohio and completed his residency at The Medical Center in Beaver Pennsylvania. He specializes in diabetic foot care, bunions, sports injuries, ingrown toenails, hammer toes, skin and nail problems and work related issues.

Dr. Wood says he’s excited to expand his services to the Ashland area, “Your feet are critical to enjoying all of the fun things you want to in life. I am proud to be able to work with the team at Memorial Medical Center and serve the people in Ashland to keep them active and comfortable on their feet wherever they want to go.”

A referral is not necessary to see Dr. David Wood. For more information or to schedule an appointment, please contact Outpatient Services of MMC at 715-685-6010.

Regional Hospice Shows Their Gratitude



In November, Regional Hospice showed their appreciation for the support of MMC with free root beer floats for all staff.

Please make note of the Hospice Tree of Life Ceremony happening on December 7. Details are in the Upcoming Events section of this newsletter. If you have any questions about Regional Hospice services, please contact **Andrew McGregor, Chaplain** at Ext. 5498, or visit their website: regionalhospice.org.



MMC Now Offering Dry Needling



Physical Therapy of Memorial Medical Center is expanding its treatment options by now offering dry needling. Dry needling is used to treat pain and dysfunction caused by muscle problems, headaches and some nerve problems.

Dry needling works by inserting the needles into areas of muscle known as muscle trigger points. Dry needling refers to using a “dry” needle, one without medication in it. The goal is to release or inactivate trigger points to relieve pain or improve range of motion. Research indicates that dry needling, when combined with a comprehensive rehab plan, can improve pain control, reduce muscle tension and alleviate pinched nerves. It can also help speed up the patient’s recovery goal.

Jill Gibbon and **Kathy Chenier, Rehab Services** recently completed a comprehensive training in dry needling and are now offering it as part of their treatment plan for patients.

If you are interested in learning more about this form of treatment, contact Rehabilitation Services of Memorial Medical Center at 715-685-5480. Most insurance companies require a referral from your doctor’s office. Rehab Services of Memorial Medical Center provides comprehensive physical, speech and occupational therapy. Our team of 12+ therapists brings over 175 years of combined experience, making us the region’s largest, most credentialed and comprehensive team of therapists.

Pretty Pink Pumpkins Contest Winner



There were 13 pretty pink pumpkin entries this year. The grand prize winner with a total of 42 votes was **Kelly Lautenschläger, NWCC** with her gum ball machine pumpkin! She won \$20 in chamber dollars. \$90 was raised for MMC’s Relay for Life team. Thank you to all who participated! Also a big Thank You to Basket Flats and Country Blossoms for donating the pumpkins.



Retirees



Dale Anderson

Before joining the MMC lab staff, Dale worked as a Medical Technologist, a Chief Med Tech/lab manager and a Microbiology instructor. Of his 36 years in the lab, over 15 years were spent at MMC. During those years Dale reliably traveled from Ironwood through all kinds of weather, even enduring long detours and impassable roads during past flooding.

We were very fortunate to have Dale as part of our Lab team. Not only did he consistently demonstrate advanced

technical, analytical and problem solving skills but he could always be depended upon to share that knowledge and experience by helping lab students, new employees and staff. As a matter of fact, one of our brightest lab students was Dale's daughter Jessica, who is now in her first year of medical school. We know Dale is very proud of his daughter's accomplishments and by association, our lab family gets to share that sense of pride.

Dale expects his retirement will begin with his simply becoming accustomed to not coming in to work. There's no telling what he will be up to in the future, but it will most certainly include spending more time with family and friends.

Dale, thank you for your years of dedication to MMC's lab and though you will be missed, we wish you a happy retirement, busy with the activities you most enjoy.



Deb Bachand

Deb worked at MMC for 17 years. She spent most of her career working in Nutrition Services as both a cook and food service worker and in 2011 became an Environmental Services technician. Over the years she was known as an employee who performed high quality work and one who knew the right questions to ask, often presenting good solutions to challenges. She demonstrated good teamwork skills and was a good role model with her strong work ethic.

We will miss Deb and her delightful, contagious laughter. We all wish her the very best. We hope she'll stop by to visit from time to time.



Retirees Continued



Jan Bergman

On November 12 Jan Bergman retired after a 29-year career at MMC. With her positive attitude, ready smile and willingness to be a wonderful team player, she was always a role model of the hospital's Behavioral Standards.

Throughout the years she remained consistently dedicated to nursing and to MMC. She worked on the First Floor (PCU) for eight years before transferring to MMC's Family Birthplace where she spent the last 21 years. This department has undergone many changes and Jan adapted well to every aspect. Jan's coworkers love her and truly enjoyed working with her. She gave strong support to

everyone and as a mentor to new staff, helped train them. Over the years patients have expressed great appreciation for Jan's calm and soothing manner and for her efficiency.

We will miss Jan and hope she'll visit and let us know about her adventures in retirement.

RECIPE CORNER

By: Meredith Johnson, NS

Veggie Lentil Soup

Feeling chilly this winter season and need a new, but easy soup recipe? Veggie lentil soup not only incorporates nutrition-packed veggies, but adds protein-rich, low-fat, low-salt lentils for even more vitamins and minerals. Try this recipe today!

INGREDIENTS:

2 small onions, finely chopped
2 carrots, finely chopped
6 small potatoes, finely chopped
1 16-oz bag brown lentils

1 15.5-ounce can fire roasted tomatoes, diced
8 cups vegetable broth or water
1-2 cups finely chopped spinach

DIRECTIONS: Combine all ingredients except spinach in a slow cooker on high for 2 hours. Add chopped spinach to soup about 5 minutes before serving. If you don't have any of these items, feel free to substitute other veggies!

Recipe from <https://www.forksoverknives.com/lentil-vegetable-soup/#gs.fRvEKXw>.



MMC Movie Day and Food Shelf Drive



The MMC free movie day was well attended again this year. Everyone was very generous with their non-perishable donations to the Brick. 759 pounds of food and 9 pounds of personal products were collected.

There were 2 food shelf donation winners. **Julie Brilla, Rehab Services** came in first place. She brought 58 items and won a \$30 gift certificate to the Bay Theater! The certificate was donated by **Cyndi Belanger, Cardiac Rehab**.

Deb Swader, Education came in second for the contest. She brought 50 items and won a \$25 gift certificate to Target, donated by Nancy Amrein.

In the photo to the left, **Chris Oreskovich, HIS** stands by the vehicle loaded with boxes of items to be taken to the Brick Food Shelf.

New Ambulance Garage

Our new 3-bay ER Ambulance Garage will open in early December. There was an open house for EMS team members on Monday, November 27. This provided the opportunity for responders to get a preview of the facility. Everyone was impressed with the new space and resources.

Some folks have asked why do we need such a big garage? Our old garage couldn't accommodate the size of modern day ambulances. In fact, ambulances have gotten so big that when they pulled into the old garage, the garage doors would have to be left open to get patients out. Our new ambulance garage is large enough so that patients can be off loaded in a more secure, indoor environment. And, we've made it a drive thru which means no more dangerous backing up or trying to turn around when another ambulance rig might be waiting to get in during a busy time. It is also large enough to accommodate any future expansions.

Some other features of the new garage include a general-use office space and a decontamination area with a shower.

This new addition is a great example of the MMC Mission: Improve the health and wellness for people of our south shore region of Lake Superior.



Your Voice Matters



We want to hear from you. Earlier this year, a suggestion box was added on the intranet to allow folks to make a suggestion on ways we can improve the patient or employee experience here at MMC. While we can't always do everything that's requested, we take each suggestion very seriously. Here, **Deb Kurta, Rehab Services** shares the story behind her suggestion and what it meant to see it put into action.

When my husband was nearing his end of life stage, I saw this post card picture with beautiful pinks, yellows and purples placed on the door of his hospital room. I noticed that nobody else had this magnet on their door frame so I approached a nurse to see if it meant something. He told me it alerted all who come in contact with the family and the patient, that someone is nearing end of life and to be respectful and quiet. It was such a beautiful message that I thought, "my hospital should have something like this."

I wrote the suggestion on the intranet and waited. Courtney Roush soon told me that her Capstone Committee, The Patient Experience Team/Trailblazers, would be taking the suggestion on. This has been an emotional journey for me to write this piece. But, it gives me comfort knowing that something sad has a good ending. When I saw the magnet, it made me tear up because it far exceeded my expectations. This magnet project makes me feel honored that you thought the idea was a good one.

We so appreciate Deb sharing her story. If you have a comment or suggestion, please be sure to let us know by leaving a suggestion within the suggestion box or sharing your ideas during your next compass check.

MMC Contributes to EverGrow Learning Center



Memorial Medical Center (MMC) was proud to present the Ashland Area Development Corporation \$10,000 this week to support a capital campaign that will be matched with grant funds to make EverGrow Learning Center a reality. EverGrow Learning Center will provide childcare services to 100 children with an emphasis on making services affordable to all families. Planned services include a large number of enrollment spots for infants, extended care hours, scheduled "drop-in" care, and before-and-after school programming. Of the donation, Jason Douglas, Memorial Medical Center CEO says, "We know a lack of regional childcare services impacts our workforce, along with the families we serve on a daily basis. We hope this contribution will

spark additional contributions to meet a growing need in our community that's vital to families." If you are interested in learning more or supporting this effort visit: <http://www.nwwib.com/evergrow-learning-center>.

In the photo above, holding the presentation check, from Left to Right: **Karen Hansen, MMC Administration**, Melissa Rabska, Operations & Communications Manager, Northwest Wisconsin Workforce Investment Board (NWWIB); Mari Kay-Nabozny, CEO, NWWIB; Betsey Harries, Executive Director, Ashland Area Development Corporation and **Jason Douglas, CEO MMC**.





STAR

Service

Teamwork

Accountability

Respect



Left: Daniel Heizen III, Son of **Dan Heizen Jr., Building Ops**, received the all conference defense first team and all conference offense titles at the Lakeland eight man football conference! Daniel is a senior at Mellen High.

Above: **Courtney Roush & Bernadette Matilla, Rehab Services**, participated in the Turkey Trot race this year. Congratulations Ladies!

Got Photos?
Submit them to *Right Here!*

We'd love to highlight the photos you're proud of. 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



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