

Right Here

A Monthly Newsletter for the Staff of MMC



Jason Dylae

President's Message

Dear staff:

We've officially entered the year-end craziness that comes with the holidays. I know this is a busy time for everyone but I hope you can find time to join me on December 3 at the Steak Pit for our annual Holiday Party. I love this annual tradition because it is a great opportunity to say thank you for all of your hard work, along with a chance to get to know you better. In addition, be sure to watch your mailbox for our annual holiday letter.

Looking ahead, I want to give a quick update on what we're calling True North, our framework for organizational success. Hopefully, most of you got an opportunity to hear about this effort in the Employee Forums that took place last month. For the past 6-months, MMC, HAMH and Water's Edge have been working on a strategic plan. This plan centers around breakthrough initiatives that will allow us to differentiate from our competitors. Our consultant Jeff Hunter has been facilitating the process that is founded on Lean principles to look at key initiatives and ongoing projects (Big Rocks) to move both organizations forward together.

In December, the Boards of Directors for both organizations will meet to review and potentially approve the proposed plan. From there, senior leaders will meet to establish goals in key focus areas.

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**Memorial
Medical Center**

Right here in the place we love.



December, 2016

VOLUME 2 • ISSUE 12

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We anticipate sharing more information about this, along with providing an update on our Capstone Initiative in January. We will also be drilling down into how each department and you as an employee can assist in helping us reach those most important goals. It is an exciting time and I couldn't be more pleased with how this process is going.

Finally, I want to congratulate everyone at MMC for receiving the Press Ganey Guardian Award of Excellence. While it is the ER being recognized, it is a true testament to the compassion and dedication every person here at MMC has when it comes to the patient experience. Let's see if we can now make it three in a row!

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

Jason Douglas



Upcoming Events

DON'T FORGET

MMC HOLIDAY PARTY

December 3 • 5 pm
Steak Pit

Buffet style dinner
from 5:30 - 8:00 pm

Employees scheduled
to work will receive
pizza & soda at MMC.

Sponsored By: MMC Employee/
Management Relations Commit-
tee, AFSCME Local 1155,
Lake Superior Professional Nurs-
es' Association and MMC
Administration.

MMC TOY DRIVE

Now until December 12

Cardiac Rehab

Donate an unwrapped toy
for children ages 0 - 18 or a
monetary gift.

Bring donations to Cardiac Rehab
or to the MMC Holiday Party.
Ashland Fire Department will
distribute all donations to the
needy children of Ashland and
Bayfield Counties in time for
Christmas.

ASHLAND CARES

DEPARTMENT DONATION CONTEST

Now until December 22

Any departments who are
able to, please gather items
for Ashland Cares Inc. based
on the donations list found at:
ashlandcares.weebly.com, or ask
your department head for details.
The department with the most
donations will be rewarded!

DIABETES PREVENTION CLASS

December 1 • 3 - 5 pm

Twin Islands Room

This class is free, but please sign up:
Dial Extension 5460.

RINGING OF THE SALVATION ARMY BELL

December 10 • 10 am - 7 pm

Super One

Please sign up to volunteer for
one hour of bell ringing!
Contact Rebecca Crumb-Johnson
via email or at Ext. 5463 if you
or your family are interested in
signing up.

PARTNERS OF MMC

ANNUAL COOKIE SALE

December 15 • 7:30 am - Noon

Stockton-Gull Island Room

Come over and get your sweet
Christmas treats! A large
assortment of cookies to mix and
match.

Recipe Corner

Do you enjoy pancakes? Green pancakes are a healthier spin on the everyday pancakes recipe! Before wondering why anyone would eat green pancakes, consider the health benefits. Green pancakes contain not only chopped up spinach (which contains vitamin A, C & K), but unsweetened applesauce and whole wheat flour for added fiber!

This recipe has been revamped to provide whole wheat flour instead of white flour, which offers more vitamins, minerals, and fiber; applesauce instead of oil, which cuts out 50 calories per pancake; and egg whites in for whole eggs to decrease the fat, calories, and cholesterol.

These pancakes are flavorful topped with applesauce, yogurt, or powdered sugar. *Give it a whirl today!*

Recipe Corner is courtesy of

Meredith Johnson, Nutrition Services.



Grinchy Green Pancakes

INGREDIENTS:

2 cups whole wheat flour
1 tbsp sugar
3 tsp baking powder
2 eggs (or 3 egg whites)
1 ½ cup fat-free milk
¼ cup unsweetened applesauce
2 cups loosely packed fresh spinach
Non-stick cooking spray

DIRECTIONS:

Combine flour, sugar, baking powder in a medium sized bowl. Set aside.
In a blender add eggs, milk, oil, and fresh spinach. Blend on high until pureed.
Spray griddle or cooking pan.
Add the liquid ingredients to the dry ingredients and mix until lumpy.
Flip pancakes when bubbles appear.
Enjoy!

EMRC Oktoberfest



The Employee Management Relations Committee served up pretzels and (root) beer for all staff for an Oktoberfest celebration and social. The EMRC is led by **Chris Oreskovich, Health Information**. If you would like to join the committee, or if you have any questions about the EMRC, please contact Chris at Ext. 5527.

Recognizing Rad Tech Week



Rad Tech week; November 6 -12, was celebrated on November 8th with pumpkin bars and hot apple cider for MMC employees in the Radiology Department hallway.



All in the Family

Susan K. Pagels, Nursing attended a Substance Abuse workshop on November 1-2, and will be receiving a certification once her paper is complete. Some of the focuses of the workshop were about understanding the science of addiction, and about the effects of addiction on families.

Kristin Wazniak, BHU received a certificate of completion and 7.5 CE credits on October 21, for attending the 8th annual Rural Behavioral Health Practice Conference: Critical Issues in Rural Practice. She is hoping to bring what she learned about CRAFFT Screening into our BHU department.

Jeffery Lee, BHU attended a workshop titled: Borderline, Narcissistic, Histrionic, Antisocial - Dealing with Difficult Personalities on October 19. He gained great insight into cluster B personality disorders and learned techniques and tips on how to respond to these disorders.

Lettie Polkoski, Radiology Completed the Vascular Ultrasound Training Course on October 21-23 at MTMI Education Center in Milwaukee, WI, and received 18.0 continuing education credits. The course provided intensive training on essential aspects of vascular ultrasound. It also covered recent advances in technology, practice issues, and quality assurance measures.

Jill Curry, Nursing attended a Trauma Tactics Workshop on October 7. The conference included discussions focused on care provided for pre-hospital and ER patients.

Cyndi Belanger & Dannette Tutor, Cardiac Rehab attended the Cardiology Conference on October 21-22. Topics included: women and heart disease, heart failure with preserved heart function, and new blood pressure guidelines.

James Whyte, Education attended the It's Essential workshop on November 2 and received an attendance certificate. This workshop was the 2016 update for Continuing Medical Education put on by the Wisconsin Medical Society. MMC is an accredited provider of Continuous Medical Education.

Patrick Marshall, Pharmacy received 6 hours of education credits for attending the workshop, Current Topics in the Use/Misuse of Opioids on November 9. The discussion was about the problems and potential solutions associated with the use and misuse of opioids.



Cheri Tamke, & Peggy Hoffman, IS received their Epic Reporting Workbench Certificates. They attended a 3 day class at the Epic Intergalactic Headquarters in Verona, WI, submitted a report project and successfully completed a proctored exam to earn the certifications.



MMC Staff Teaches St. Scholastica Students

Carrie Alajoki, PRN Nursing is also an Assistant Professor in the School of Nursing at the College of St. Scholastica and teaches in the Post-Baccalaureate Nursing program on the St. Cloud campus.



Carrie poses here with her students and Erika on the monitor in the background.



At the end of October she was on campus in St. Cloud with her graduating students, to complete an all-day mass casualty simulation.

Before the simulation began, **Erika Kurtz, Nursing** was able to give a 30 minute presentation via interactive web technology about what to expect during a mass casualty.

There was also a chance for students to ask questions at the end of her talk. It was a great collaboration between the college students and MMC staff.

Congratulations Lab!

MMC Laboratory underwent a three day Joint Commission review during the week of November 14 and passed with flying colors. During the exit interview, the surveyor offered that the lab was the “shining star” of those she reviews and that she would be “proud to work as part of this team”. Please feel free to reach out and congratulate that team for a job well done!

EMRC Movie Day and The Brick Food Shelf Drive

Tons of staff and their families attended the MMC Movie day last weekend. We beat our goal of 700 pounds of food donated! Thank you to everyone who donated food to have our total be 723 pounds of food given to The Brick this year.



Left to right: recently retired MMC employee, Nancy Amrein and members of her family stand in front of some of the boxes of donated food.

CMDA Global Outreach Medical Mission

Katie Cunningham, BHU is raising funds for her March, 2017 Christian mission trip to the Dominican Republic to provide medical care to those who do not have regular access or no access to proper health care. Along with healthcare, Katie and her team will share the gospel and provide resources for a relationship with Christ. The cost for the trip is \$2,635.00. She is asking for any amount of contribution to help provide medical care to those in rural Dominican communities. To help go to: <https://gho.servicereef.com/>, click on “make a donation” and on the next page type in Katie Cunningham, follow the steps from there.

More information can be found on our MMC intranet, or you may contact Katie directly at Ext. 5400 or email: kmcunningham@ashlandmmc.com



Bon Voyage Nancy!

After a 41-year career at MMC, **Nancy Amrein, Pharmacy** is retiring.

She has been a Pharmacy Tech for almost all of those years and has been a terrific asset to her department. Her kindness, wonderful communication skills and expertise have contributed to her being a model employee, and her high level of accuracy and intense attention to detail have been ideal particularly in the critical preparation of drugs for chemo patients. Nancy is respectful and patient, and she has been a wonderful teacher/go-to person for new employees as well as students.

For a number of years Nancy has held leadership positions in the Local AFSCME Union, and whether or not employees have had the opportunity to work closely with her, everyone has benefited from her lovely spirit. We wish Nancy the very best.



Regional Hospice Awareness

Rachel Juoni of Regional Hospice & **Andrew McGregor, MMC Chaplain** handed out root beer floats in the MMC front lobby to promote Regional Hospice.

Regional Hospice is a non-profit, community based organization committed to providing individualized, compassionate, physical, spiritual and psycho-social care and support to patients and families, enabling death with dignity as a completion of life.

Call for more information - 715-685-5151.



Halloween Fun

(Left to right): **Kelly Grubbs, Paige Mika, Justus Grunow, Aaron Sletten, Information Systems** (AKA The Breakfast Club).



Congratulations 25 Year Club Inductees!

The following four staff members were inducted into the MMC 25 Year Club on November 9, 2016. Thank you to all of them for many years of service.



Mary Hambuch, BHU



Carrie Kokko, Radiology



Pam Stanny, Social Services



Robin Sundberg, Administration



MMC wins Press Ganey award 2 years in a row!



The Emergency Department of Memorial Medical Center has been named a 2016 Guardian of Excellence Award® winner by Press Ganey Associates, Inc. The Guardian of Excellence Award recognizes top-performing health care organizations that have consistently achieved at least the 95th percentile in patient experience. This is the second year in a row MMC has achieved this award.

The Press Ganey Guardian of Excellence Award is a nationally recognized symbol

of achievement in health care. Presented annually, the award honors clients who consistently sustained performance in the top 5% of all Press Ganey clients for each reporting period during the course of one year.

Front of House Improvements

Upgrades are a continuous process on campus. Since MMC re-branded two years ago, there are still signs and other items that have our old logo on them. At the beginning of November, the registration desk got a brand new MMC logo sign, and the old directional signs around the outside of the building have been replaced with modern, more legible signage.

Also, the front waiting room has become more private, with frosted glass panels added to the hallway wall. All of these improvements are part of our MMC Mission, and will enhance every patient and visitor's experience.

Thank you to all Building Ops staff for your hard work with the remodeling and construction.



Congratulations on Our Award-Winning Intranet

MMC & HAMH/WE took home the grand prize for HospitalPortal.net's first ever Best Intranet Contest. Submissions were judged on the overall collaboration, innovation and design of their Intranet. Special recognition to **Chad Lipske, HR**, who has taken the lead with all things intranet. For details, visit our portal and read the full press release about the competition process and the criteria for entries.

Pretty Pink Pumpkins Contest Winners

MMC Radiology Department and NWCC held a Pretty Pink Pumpkins Contest in October as both a Relay for Life fund raiser and to raise breast cancer awareness. Staff voted for their favorite pumpkins; and, the winners are...from left to right: 1st Place, **Susie Hedican, Radiology** won grilling tools from Pampered Chef. 2nd place, **MMC Pharmacy Team** won \$25 in Chamber Bucks. 3rd place, **Susan McCormick, Radiology** won pink caramel corn.



NWCC contest winners are, from left to right: 1st place, **Vicki Galik, CMA** and 2nd place, **Robin Vantil, CMA**.

Thank you to all who participated!



Walktober Results

This year for Walktober there were 84 participants. 59 participants handed in their sheets; our highest number ever!

90 points plus: won \$25 chamber dollars: 13 people with seven having a perfect score of 93

75-89 points: \$20 chamber dollars: 20 people

50-74 points: \$15 chamber dollars: 15 people

25-49 points: \$10 chamber dollars: 8 people

Less than 25 points: \$5 chamber dollars: 2 people

Thanks! Employee Wellness Committee.



S.T.A.B.L.E. Program Comes to MMC



Deb Peters, APRN, CNP & Neonatal Nurse Practitioner with St. Mary's Children's Hospital (fourth from left) was one of the instructors for the S.T.A.B.L.E. program.

S.T.A.B.L.E. is the most widely distributed and implemented neonatal education program to focus exclusively on the post-resuscitation/pre-transport stabilization care of sick infants. Based on a mnemonic to optimize learning, retention and recall of information.

S.T.A.B.L.E. stands for the six assessment and care modules in the program: Sugar, Temperature, Airway, Blood pressure, Lab work, and Emotional support. A seventh module, Quality Improvement, stresses the professional responsibility of improving and evaluating care provided to sick infants.

Hundreds of times each day, in hospitals and communities around the world, newly born infants become ill and require specialized care. Each member of the health care team—nurses, physicians, therapists and assistants—must know what to do for the sick infant. Their care must be provided in a timely, efficient, anticipatory, and effective manner.

This early transitional care affects not only the immediate health of the infant, but also the infant's long-term outcome. The S.T.A.B.L.E. Program was developed to meet the educational needs of health care providers who must deliver this important stabilization care. S.T.A.B.L.E. education is critical to the mission to reduce infant mortality and morbidity and to improve the future health of children and their families.

The Neonatology Department at St. Mary's Children's Hospital partnered with Memorial Medical Center OB in September and October to offer S.T.A.B.L.E. education to physicians and nurses. The course expanded on the skills and information developed in the Neonatal Resuscitation Program and helped guide the care of a sick baby following an initial resuscitation.

St. Mary's Children's Hospital and MMC OB's goal is to work collaboratively on increasing the knowledge level and expertise of the OB unit in order to care for these newborns.



MMC physicians **Thomas Cunningham, MD** and **Kathleen Gang, MD** were two of the physicians who attended the class.



Lean: Pursuing Value through Process Excellence

Submitted by: Luke Beirl, Director of the REI Center for Rural Healthcare Value



Last month I shared with you that I was going to be traveling to the University of Michigan to spend a week immersing myself in a lean healthcare training curriculum. The challenge now for me will be to effectively translate what I have learned to both of our organizations.

By incorporating
Lean and Capstone
into the culture of both organizations,
we will continue to
reduce waste,
increase efficiencies,
strengthen accountability
and ultimately
Provide improved
VALUE
to our customers.

 Regional Enterprises Inc.  Memorial Medical Center
 Hayward Area Memorial Hospital & Water's Edge

There is good evidence that suggests facility wide training is rarely effective when an organization is trying to implement lean into their daily work. Instead, the effective model for implementing lean is one where we are trained right before we actually need the information. This type of model is based upon the lean principle of PULL. That is, we PULL resources we need rather than push them out before they are needed. However, I would still like to share some general information with everyone about what I have learned. I will cover one day at a time over the coming months.

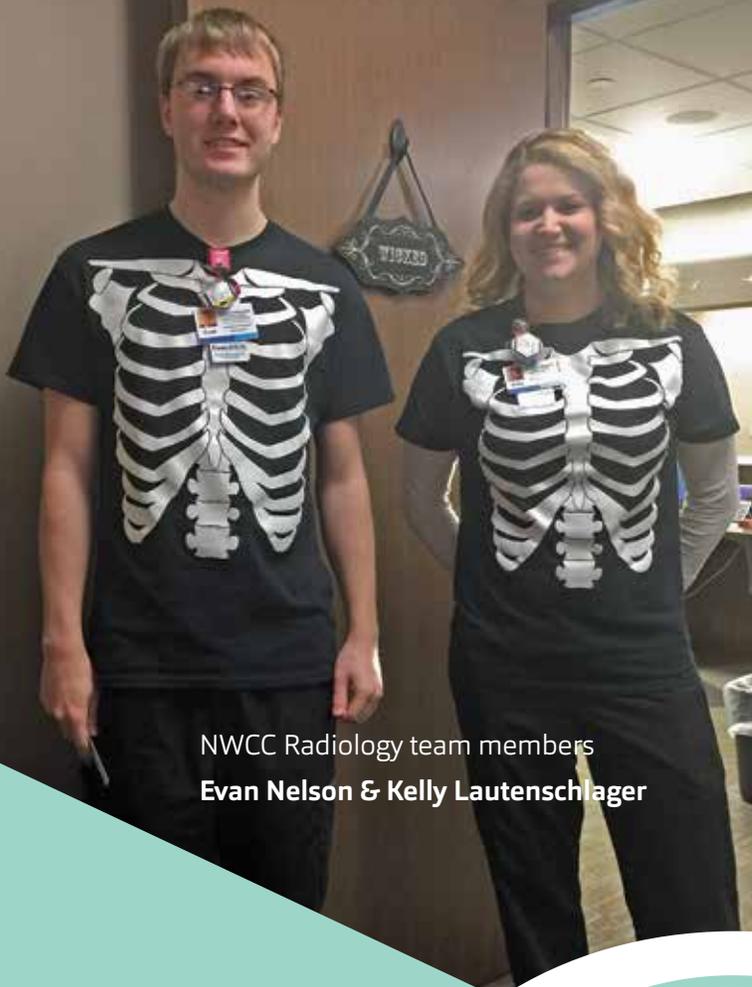
The first day of the course consisted of understanding the background of process improvement and lean in the healthcare setting. The foundation of lean, especially in the healthcare setting, is based upon problem solving. Specifically, lean is based upon something we learned in middle school; the scientific method. For those of us who don't have our 6th grade science book sitting on our laps, I will recap. The scientific method is simply the process of 1) Researching a problem→2) Creating a hypothesis→3) Conducting an experiment→4) Studying and adjusting to the results.

A structured approach to problem solving allows us to talk about problem solving using the same "language" and it helps us truly understand what problem we are trying to improve. The key to any great experiment is a narrow scope. We don't often hear people say, "I scoped this project too narrowly and I solved my problem too fast!" Instead, we usually hear, "The problem is too big and I feel totally overwhelmed!" Small incremental changes lead to BIG long term results, patience is the key.

If there is one thing to remember, it is to keep the scope narrow. Our ED team working on a standard room design came up with a phenomenal scope for their project. The scope of their project was "Create a standard room set up for level 4/5 urgent care patients that gets stocked once daily and has an average volume of 10 patients/day". That was a long way from where they started which was "create a standard urgent care room", great project, great work!

I have worked with Chad Lipske to get a very basic intranet site up that has a section for questions. If you have questions about what I mentioned here, lean, or other projects please submit it through the intranet site and we can get in touch!





NWCC Radiology team members
Evan Nelson & Kelly Lautenschlager



A seven month old viking,
Jaxon Kramolis. Great nephew
of **Kim Brown, PT** & Grandson
of **Terri Kramolis, NWCC**

PACT

- Professionalism
- Accountability
- Communication
- Teamwork

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



**Memorial
Medical Center**

Right here in the place we love.

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