

# Right Here

A Monthly Newsletter for the Staff of MMC



*Jason Dylae*

## President's Message

Dear Staff,

If the start to 2018 is any indicator of how this year will go, I'm pretty excited! This past month, I had the opportunity to attend two celebrations on one day. The first was our annual passport drawing and quarterly volunteer drawing. It was a great time to celebrate some of the work of the employee training and community Capstone teams and award some staff that have truly gone above and beyond both in volunteering and engaging in various trainings and other MMC sponsored activities. The winners are listed in this issue of Right Here.

Later on that day, I had the opportunity to attend one of my favorite annual employee events—the 25-Year Club Dinner. This year we welcomed three new members to the club: Tracy Morris, Karen Pauley and Sally Jolma. Looking around the room, I couldn't help but be amazed at the depth of knowledge and commitment our organization has amongst our staff. It is pretty amazing if you think about it. Congratulations to those three and everyone else who is a part of that club.

This past month also marked a return visit of the Joint Commission. The two-day visit went extremely well and I'm confident we will pass the Validation Survey around the findings that were outlined to us last November. Once again, I cannot thank all of the staff that worked so diligently on implementing the changes recommended by the Joint Commission. We are a stronger organization as a result.

(continued on page 2)



**Memorial  
Medical Center**

*Right here in the place we love.*



February, 2018  
VOLUME 4 • ISSUE 2

## Inside:

### NEWS

- Community Paramedicine
- Passport & VolunTEEr Program Winners

### LEADERSHIP

- True North in Action

### EVENTS

- Partners of MMC Winter Meeting

## President's Message, continued from page 1

My last piece of big news about last month is in regards to Behavioral Health. For those of you who work over there, you've probably had the opportunity to interact with Dr. Mandeep Singh. Dr. Singh has been helping us cover inpatient Behavioral Health on a limited basis. I'm very excited to announce he has now accepted a full-time psychiatrist position with us. Dr. Singh completed his residency at the Chicago Medical School -Rosalind Franklin University and attended the Government Medical College in Patiala, India. Up until now, Dr. Singh has been a practicing psychiatrist and medical director at St. Mary's Hospital in Rhinelander. Dr. Singh brings a strong commitment to helping Behavioral Health patients by utilizing a comprehensive approach to patient centered care. I couldn't be more thrilled to have him coming on-board.

Looking ahead, February looks to be another exciting month. I ask you to consider joining me at one of two exciting outdoor excursions! MMC will once again be hosting the final water station at Book Across the Bay. This is a great opportunity to be actively involved in a strong community event. Several weeks later, we are hosting our first Moonlight Ski and Snowshoe event at our trailhead. I plan to host a table of refreshments on the trail near my home, weather permitting. There are a number of volunteer opportunities for both of these events. If you are interested in getting involved, additional information is outlined later in this issue.

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



Jason Douglas



*Happy Valentine's Day!*

### NA/AA SAFE & SOBER SOCIAL NIGHT

**Friday, February 2 • 7 - 10 PM**

Speakers from 8 - 9 PM.

Tournament games to follow. Food and drinks will be served. Everyone is invited.

Do you want to volunteer to help with games and set up or tear down for any of the safe & sober nights? Call **Kaye Lani, BHU** at Ext. 5403.

### "WRITTEN OFF" MOVIE SHOWING

**Wednesday, February 7 • 5 PM**

**Northern Great Lakes Visitor Center**

A film about one man's struggle to escape addiction. Discussion led by a panel of area professionals will follow, including **Tom Jenson, BHS**. Free Admission. Light dinner and refreshments will be served.

## Upcoming Events

### LOTS TO LOVE VALENTINE'S DAY PARTY

**Wednesday, February 14 • 2 PM**

**MMC Cafeteria & BHS Commons**

Join the EMRC committee members for some delicious cake, punch & coffee to celebrate Valentine's Day.

### RELAY FOR LIFE VALENTINE'S DAY BAKE SALE FUNDRAISER

More information coming soon on the intranet!

### 2018 BOOK ACROSS THE BAY

**Saturday, February 17 • 6 PM**

**Maslowski Beach**

Get ready for the 22nd annual trek from Ashland to Washburn over the frozen lake. Go to **BATB.org** for information and to register.

All staff who sign up for the event, stop by the new HR office and get your free MMC fleece neck warmer.

Volunteers are needed for the MMC water station. Email **Todd Reynolds, IS** at [treyolds@ashlandmmc.com](mailto:treyolds@ashlandmmc.com) to help out and volunteer at this super fun event!

## Upcoming Events Continued



# Calling all Young Professionals

Young Professionals of Chequamegon Bay is looking for some leaders. If you are interested in being involved in this organization, please consider attending a planning meeting on February 8 at 5:30 pm at HPL Bar (formerly the Spot Bar). This is

a great opportunity to get to know other young professionals in the region while also helping out your local community! For those interested in attending upcoming events or being involved in other ways, be sure to watch their Facebook page as well.

### MOONLIGHT SKI & SNOWSHOE COMMUNITY EVENT

**Thursday, March 1 • 5 - 7 PM**  
**MMC Ski Trail Head**

Grab your skis or snowshoes and come out for an evening of fun to help promote our community involvement. Stop by Solstice Outdoors if you need equipment, and get half price rentals for the night. Visit our CEO, Jason Douglas at the junction off the trail leading to his house. Yes, he can ski to work!

Smores, hot chocolate, games, music, give-aways and prizes!

Volunteers are needed for this event. Call **Grace Emmert, HR** at Ext. 5520 if you want to help out.

### SPRING TRAINING EVENT

**March 14 & 15**

**WITC Conference Center**

Please save the date and make sure you attend one of the employee training sessions this spring. It is sure to be informative, and fun! Check in next month's newsletter for more information.

### THE SHERRY LIPSKE RAFFLE IS COMING SOON

Viewing of the raffle items goes from Monday, April 2 through Thursday, April 5 from 11 - 1 PM in North South Twin Island meeting room. Winners will be announced on Thursday, April 5 at 2 PM in the cafeteria.

To donate a raffle prize, please go on the intranet for a donation form, or pick one up in Human Resources. Forms are due in HR by Friday, March 9.

### THE ASHLAND BAYFIELD COUNTIES AMERICAN CANCER SOCIETY – RELAY FOR LIFE

**Friday April 13 • 5 - 10 PM**

**Bay Area Civic Center**

If you are interested in joining the team, please call or email **Kathy Tuttle, Nursing at ktuttle@ashlandmmc.com** You may Google the event and join Team MMC online as well.



# MMC and Ashland Paramedics Collaborate on Community Health Initiative

MMC is excited to announce an innovative partnership with the Ashland Fire Department (which also provides Emergency Medical Services) to expand services for some of our community's most vulnerable populations. The Community Paramedicine program, also referred to as Mobile Integrated Health, fills a patient gap between hospital discharge and being successful at home.

"The goal of this program is to improve outcomes for patients who might otherwise get readmitted to the hospital," says MMC CEO Jason Douglas. "We will start by focusing on patients we have identified as having a high risk of complications at home and limited support. Our goal is to not duplicate or compete with home health care but rather fill a gap we've identified through our research."

According to MMC social worker Krystle Karlinsky, a number of community members could benefit from having additional home health support following a stay within the patient care unit or the hospital's emergency room but are not found to be homebound. This means they generally do not qualify to have home health visits or additional supports without having to pay out of pocket. Often times, these patients are readmitted to the hospital due to complications around understanding or accessing medication or inability to complete at-home care plans.

Joe Belany and Stuart Mathias will work with MMC's transitions of care team to identify patients within the Ashland Paramedic service area that are at-risk and do not qualify for at-home services. They will then meet with the patient within 48-hours of discharge to provide a variety of services that could include: medication review, home assessment, care plan review and identifying any other services the patient may need. They will then report that information back to the hospital.

Right now, this program relies on paramedics completing the training. But, recent legislation passed in 2017 under Act 66 extends to community EMS who complete the appropriate training. MMC hopes to expand the program beyond Ashland as additional EMS receive the appropriate training and want to contract with MMC.



In the meantime, the program will be a contract between MMC and the City of Ashland. While there is currently no reimbursement for this type of treatment at home, MMC will be assisting with the costs associated with the program as part of their commitment to improving the overall health of this region.

*Members of the Community Paramedicine Team are from left to right: Chief Wayne Chenier, Ashland Fire Department; Jenna Singler, Care Transition Manager; Jeanne Grill, Nurse Manager; Krystle Karlinsky, Social Worker; Lieutenant Stuart Matthias, Ashland Fire Department; Erika Kurtz, EMS Coordinator; Lieutenant Joe Belany, Ashland Fire Department; and Kathy Tuttle, Director of Nursing.*





# Winners Announced



Congratulations to the \$500 cash prize winners of the Passport to True North drawing! **Chris Oreskovich, HI** and **Diane Lulich, HR** were the first names picked. As an added surprise, administration picked an extra third winner as well! That lucky lady was **Theresa Ochsenbauer, BHU**. Be sure to participate in the Passport to True North program in 2018. brought to you by the Capstone Pathfinders team.

Also congratulations to the Capstone Wayfinders VolunTEEr winners for this quarter: **Bill Mattila, Pharmacy** - \$100; **Alice Debriyn, Sterile Processing** - \$50; **Kaye Lani Hebert, BHS** - \$25.



## Volunteer Opportunities

Safe & Sober Social Nights, Bretting Center, Ashland  
First Friday of every month

Book Across the Bay, Ashland/Washburn • Feb. 17

Moonlight Ski & Snowshoe Extravaganza  
MMC Ski Trail • March 1

Email **Todd Reynolds, IS** at [treynolds@ashlandmmc.com](mailto:treynolds@ashlandmmc.com),  
to sign up!

## Day in a Life Call for participants

Would you like to observe a department for a couple of hours and report back to the Pathfinders team with information that they will use at the upcoming spring training event in March?

Please call **Anne Leafblad, HR** at Ext. 6526 if you are interested in learning more about this cool opportunity to check out the day to day goings on of a different department.



# Partners of MMC Winter Meeting



In January, the Partners of MMC announced their installation of 2018 officers at their winter open luncheon meeting. **Karen Hansen, Administration** gave an update on building projects & **Tom Jenson, BHS** was the featured speaker. He gave a presentation and update on the Children's Day Treatment Program of MMC.

In 2017, Partners of MMC gave 10,893 hours of volunteer service and \$30,275. to MMC.

*Partners of MMC 2018 officers are from left to right, Bev Schutte, Secretary; Kathy Schutte, President Elect; Jean Lund, Treasurer; Linda Fish, President.*

## 2017/2018 25 Year Club Dinner

This year's 25 year club dinner was held at the Wild Rose Barn on January 18. It featured a wonderful buffet style dinner catered by Coco's of Washburn. The three inductees who started working at MMC in 1992 were **Sally Jolma, Accounting;** **Tracy Morris, IS** and **Karen Pauley, PCU**. A poster with more photos of the event is on display by the cafeteria entrance.



# True North in Action – Forward! On to 2018

Here we are with our first year of True North under our belt. The year has been filled with such amazing work completed by so many people. It has been especially rewarding to hear all of the great comments from people in our community about MMC's commitment to our mission of making our area and the people who live here healthier- and happier.

Two parts of the True North Plan that will continue in 2018 are the Pillars of Success and Breakthrough Initiatives.

As we look to setting new goals under each Pillar of Success for 2018, it is important to take a moment to evaluate each goal area for 2017. Under the Service Pillar, we set some very lofty goals for each of the areas reporting feedback from our patients: HCAHPS rate the hospital, HCAHPS recommend the hospital, Inpatient, Outpatient, Ambulatory Surgery, Emergency and Inpatient Behavioral Health. All areas have shown consistent improvement in 2017. We have exceeded our organizational Goal in Service by having 6 of the 7 areas reaching their overall goal in satisfaction.

Remember, patient satisfaction reports are the direct voice of our patients giving us feedback on their overall experience. In this case, they are saying “thank you to each of you for all that you do for us as patients and our loved ones.”

In 2018, we will be establishing goals to reach the 90th percentile in all service areas. That is industry best practice – to be in the top 10% of all hospitals in all areas of feedback from your customers. It is a difficult goal to reach but we have a great start to solidifying a consistently positive patient experience.

Breakthrough Initiatives are those things that differentiate us from other healthcare providers – that make us unique and build loyalty from our customers. In 2017, we had five Breakthrough Initiatives: Deep Customer Insights, Orthopedics, Obstetrics, Retail Clinic and Wellbeing. Two of those initiatives (Deep Customer Insights and Obstetrics) will be removed as Breakthrough Initiatives and become regular work. We will be adding OB/GYN and Urology to the list of Initiatives.

OB/GYN will include a search to hire a full-time OB/GYN for our community. Using the knowledge gained from the Initiatives in ENT and Orthopedics, MMC can create a systematic way of providing comprehensive OB/GYN surgical services to our community. The approach must include recruitment of an OB/GYN who is domiciled in our community and a surgical service line that compliments the work presently being performed by a strong group of family practitioners who provide OB/delivery services.

MMC Administration and Board of Directors believe that if MMC creates a viable service line model focusing on OB/GYN surgical services, we will increase market share and expand our customer loyalty. This service is designed to compliment current family practice providers' services in delivery and obstetrics.

Urology is another focus for us in 2018. Since the retirement of the long-term domiciled Urologist in 2016, the Ashland service area has been without full-time urology services. With the loss of a major service in an area with a high percentage of elderly people, the need for a strong urology service line is important to the overall reputation of loyalty to MMC.

If we expand offerings in urology in Ashland (and possibly Hayward) through collaborations and possibly recruitment, we will: meet a large need for local services in our community, rebuild our market share in basic urology services that have been eliminated in our market and increase loyalty with customers with a major key group being local residents in an aging area of the state.

We will continue to work on the other Initiatives of Wellbeing, Orthopedics and Retail Clinic. More specifics on those plans as they develop.

Thank you to each and every one of you for your diligent efforts to provide great service to our customers. The purpose statement of the Patient Experience Team has never been more accurate or more important:

**“Great Care In Every Encounter, With Every Person, Every Time”**







# STAR

Service

Teamwork

Accountability

Respect



Levi & Hap Leafblad, husband and son of **Anne Leafblad, HR**, hit the slopes at Mt. Ashwabay.

---

**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](mailto:krdeering@ashlandmmc.com)