

# Right Here

A Monthly Newsletter for the Staff of MMC



*Jason Douglas*

## President's Message

Dear MMC Team:

February is American Heart Month. February 1st we Go Red to support women's heart health. Heart Disease is the leading cause of death in men and women in the United States. The good news? Heart Disease can often be prevented when people make healthy choices and manage their health conditions. Being heart healthy takes ongoing effort. MMC has a lot of employee resources, from the use of the Cardiac Rehab facility to work out, to health education from our registered dietitian. I want to challenge you to get moving this month, and make some heart-healthy choices.

Look for this month's "Keep 'em Satisfied" events listed on page three. Feel Better. Care Better. It's important to be proactive in taking care of ourselves, so we can take good care of our patients. This upcoming month, there are lots of ways to get active and get involved! The EMRC is hosting a Super Bowl Party on February 1st and a Valentines Party on February 14th. Book Across the Bay is back on February 16th. MMC is hosting the 2nd Annual Moonlight Ski and Snowshoe event on February 26th. Look for more details on these events and more in this month's newsletter.

In January, MMC hosted the annual 25 Year Club dinner. This year, we welcomed five new members to the club: Kay Cooley – IS, Daniel Gardner – BHU, Rob Jones – Cardiopulmonary, Marjorie Ronchi – BHU, and Patsy Tetzner – PAS. Their hard work and dedication to MMC is very much appreciated and recognized. As we

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February, 2019  
VOLUME 5 • ISSUE 2

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- Local Girl Donates to NWCC Compassionate Care Fund
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- Passport to True North Prize Drawing Party
- Partners of MMC Winter Meeting

## President's Message, continued from page 1

move forward, I want to also recognize all those who have retired or getting ready to retire. Your groundbreaking work had a huge effect on the success of the team. We will keep you in our thoughts and hope that your retirement is all that you deserve.

We wrapped up Employee / CEO Forums, and it was very insightful. We had over 322 employees attend and received some really great feedback. We are continuing our efforts to improve organizational communication, with a timely more focused approach. We are also implementing new ways to provide a better understanding of True North. Everyone's feedback is valuable, and it provides valuable insights on how we can make changes to ensure successful improvements. If you have any suggestions or feedback, please don't hesitate to contact myself or Kevin Strandberg in the Marketing department.

In other news, we have been working on a No Weapons Policy and steps for approval are underway. The policy will be going for board approval in March with an implementation for April. Meanwhile, in the Professional Arts building, the throughway to the elevator on the ground floor will be open by the end of the month.

Lastly, I want to close by saying thank you for all of the work you do each and every day!

"When we strive to become better than we are, everything around us becomes better too."

– Paulo Coelho



Jason Douglas



## Upcoming Events

### **SUPER BOWL PARTY**

**Friday, Feb. 1 • 2 - 3 PM**

**Stockton/Gull Meeting Room**

Wear your team colors!

All MMC, REI & NWCC staff are invited to stop down and have some pizza & chicken wings to get ready for the Super Bowl on Sunday.

This staff party is part of the True North "Keep 'em Satisfied" campaign: Feel Better. Care Better. Brought to you by the Employee Management Relations Committee.

### **Wear Red Day Group Photo**

**Friday, Feb. 1 • 11 AM**

**MMC Front Entrance**

**Everyone who is wearing red meet by the Urgent Care waiting area for a group photo**

Go Red for Women's Heart Health! We invite you to wear red (clothes, accessories, shoes, etc.) on this day, take a photo of yourself, and then post it to our Facebook page with hashtag #GoRedDay or email it to us at [marketing@ashlandmmc.com](mailto:marketing@ashlandmmc.com), and we will post it for you! Thank you for your support!

### **Decorating contest**

**Friday, Feb 1 - Monday, Feb. 11**

Decorate your unit, department or clinic in red. Register to enter the contest from 2/1 - 2/5 by emailing [April Thomas, Marketing at arthomas@ashlandmmc.com](mailto:arthomas@ashlandmmc.com). Judging will take place on 2/12. First place winner will receive a prize and, of course, bragging rights.



(more events on page 3)

# More Upcoming Events

## KEEP 'EM SATISFIED WEEKLY ACTIVITIES

- **Trivia: Feb. 6 - 12**
- **Kindness Week: Feb. 13 - 19**
- **Find the Sun: Feb. 20 - 27**

Details for all of these events can be found on the intranet, or go to your supervisor with any questions.

## LOTS TO LOVE

### VALENTINE'S DAY PARTY

**Thursday, Feb. 14 • 2 - 3 PM**

### Old MMC Cafeteria Space

Valentine's cake, punch & coffee will be served. Stop down and celebrate love day 2019! Brought to you by the EMRC committee.

## 23<sup>rd</sup> ANNUAL BOOK ACROSS THE BAY

**Saturday, Feb. 16**

Go to [batb.org](http://batb.org) for complete details. If you are interested in volunteering at the MMC water tent during the race, please email **Todd Reynolds, IS** at [treynolds@ashlandmmc.com](mailto:treynolds@ashlandmmc.com).

## "BIG BOOK" ACROSS THE BAY

### SAFE AND SOBER PARTY

**Saturday, Feb. 16 • After the BATB**

**Partners in Recovery Drop In Center:**

**410 Lake Shore Dr. W, Ashland**

All are invited to stop in any time from 12 Noon - 11 PM for food, games, music & fun in a safe and sober environment. EVERYONE is welcome. Spread the word. Locals AND tourists are invited. Volunteers are needed for this event. Call **Kaye Lani Hebert, BHS** if you are interested in helping out.

## COMMUNITY MOONLIGHT SKI & SNOWSHOE

**Tuesday, Feb. 26 • 5 - 7 PM**

### MMC Ski Trail Head

This family friendly event is fun for all skill levels! If you don't have skis or snowshoes, stop by Solstice Outdoors on Lake Shore Drive for half price equipment rentals. There will be games, giveaways, and tons of fun! For more details on this event, visit our Memorial Medical Center Facebook page. This event is courtesy of the True North - People Wayfinders team.

## FREE YOGA CLASSES FOR STAFF

**Wed. Evenings • 5:15 - 6 PM**

### BHS Gymnasium

Bring your yoga mat or use one provided. Classes taught by certified yoga instructor from Ignite Fitness. Try Yoga this week! Register with **Kyle Narges, Wellness Coordinator** by emailing him at [kknarges@ashlandmmc.com](mailto:kknarges@ashlandmmc.com).

## MMC BEHAVIORAL HEALTH COMMUNITY EDUCATION EVENT

**Wednesday, Feb. 27 • 6 - 7:30 PM**

### Cobblestone Inn & Suites, Ashland

**Jeanna Morsehead-Metalic & Katie Bratley, BHS** will be leading a discussion on: Taking the First Step. How to help an adolescent who struggles with substance abuse. Food and non-alcoholic beverages will be served. Door prizes will be awarded!

## SAVE THE DATE

### EMPLOYEE MARDI GRAS PARTY

**Tuesday, March 5 • MMC Campus**

### ASHLAND HOME SHOW

**March 29 - 31**

**Bay Area Civic Center**

### JUST FOR WOMEN EXPO

**Wednesday, April 10**

**Northern Great Lakes Visitor Center**

## Compassionate HEARTS

Helping Empty Arms Recover Through Sharing

**Perinatal/infant/child loss support**

Offering monthly meetings providing coordinated and comprehensive support to families who experience loss.



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**Call Jenny:  
715-685-5335**



# All in the Family

**Alexa Honstad, Periop** attended the Maverick Regional Anesthesia - Essentials 1 workshop on Nov. 3 & 4. She received a certificate of proficiency. The course focused on developing more confidence in administering peripheral regional blocks. She also attended the Northwest Anesthesia Seminar on Dec. 4 - 7. She received a certificate of attendance. The seminar covered current topics in anesthesia such as: Anesthesia in Pediatric Trauma, and Can We Do an Anesthetic Without Narcotics?

**Deb Yachinich, PCU** attended the Crash Course in Cardiac Nursing workshop on Nov. 5 & 6. She received 12.6 CEUs. The course included education topics such as: EKG Changes - Clues from 12 Leads, and Acute Coronary Syndrome; Diagnosis and Management.

## New Infection Preventionist

I am very pleased to announce that Joy Hinrichsen MSN, RN has accepted the position of Infection Preventionist with the assistance of Brent Price, beginning February 18, 2019. We are very excited to have Joy as part of the team! Thank you for supporting her in this new role. - **Vicki Wetenkamp, Quality & Safety.**

## MMC Offers Free Lunch to Furloughed Employees

Do you know anyone who is a federal employee and is dealing with the upheaval of unexpected layoffs and recent financially trying times? Please spread the word that MMC is showing our support of those individuals and their families by giving out free lunches in our cafeteria. Federal employees should stop in at the main hospital registration desk and show their government ID to claim a ticket for their meal. Immediate family members are welcome to join them. We hope this will ease the burden just a bit for our community members who are affected by the partial government shutdown. Questions? Call **Kate Deering, Marketing** at Ext. 5186.



## A Fresh Recipe From Ashley

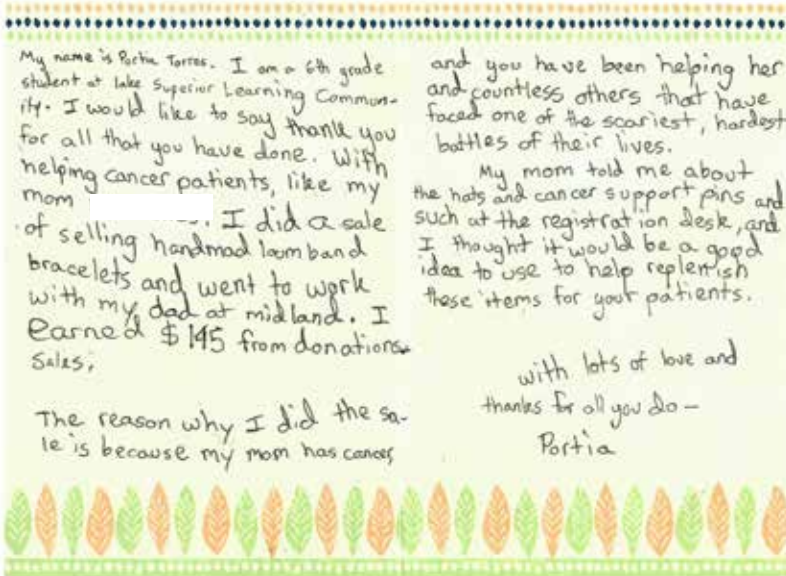
**Ashley Runge, Nutrition Services** would like to direct you to a healthy, uplifting salad on one of her favorite sites: [stripedspatula.com](http://stripedspatula.com). The recipe she has in mind, sure to get you out of the winter blahs, is a couscous salad with chickpeas, tomatoes and feta cheese. Get it here: [stripedspatula.com/mediterranean-pearled-couscous-salad/](http://stripedspatula.com/mediterranean-pearled-couscous-salad/) and share your reviews (and/or photos of the dish you create) with Ashley at Ext. 5462.





# Unexpected Donation to NWCC

A local young girl raised \$145 for the NWCC Compassionate Care Fund by selling bracelets she made by hand. Her mom is currently receiving treatment at the cancer center, so Portia wanted to show her appreciation and help others being treated here. Below is a copy of the card she sent with the money, and a photo of her and her dad presenting the money to **Terri Kramolis, NWCC Clinic Director**.



# Supporting A Co-Worker and Friend

BHS staff held a potluck lunch and good will gathering for **Jennifer Kretschmar, BHS** to show their support for her during her medical journey. What a great bunch of co-workers and friends!



# Recent Retirees

## **Pat Marshall, Pharmacy**

After having worked at MMC for over 30 years, Pharmacist Pat Marshall has retired! He went through a number of computer systems, from medication carts to Pyxis and then to Omnicell. Knowledgeable and patient-oriented, Pat has been a wonderful co-worker. He shared great stories about his fishing and hunting experiences, and we hope he will continue to let us know about future adventures. Pat will also enjoy more time to travel. We'll miss him very much.

## **Barb Yox, Lab**

Lab Director, Barb Yox has retired! Barb joined the MMC family over ten years ago. With her background of expertise, she has kept the busy lab running smoothly, routinely and during times when she was busy adapting to and implementing the many changes at MMC. She is kind, patient, caring and respectful and is greatly appreciated by employees throughout the hospital. We are very thankful for her many contributions to MMC and will greatly miss her.

# 25 Year Club Dinner

Congratulations to the five new inductees who reached their 25 years of service to MMC mark before December 31, 2018....

**Marjorie Ronchi, BHS**



**Kay Cooley, IS**



**Daniel Gardner, BHS**



**Patsy Tetzner, Patient Access**



**Rob Jones, Cardiopulmonary**



A slideshow of photos from the memorable gathering for this year's dinner is up on the home page of the intranet. Please take a few minutes to see all of the wonderful faces that were in attendance for the 25 Year Club Dinner.





# Partners of MMC Winter Meeting



Partners of MMC held their winter meeting, luncheon and installment of officers on January 19. **Karen Hansen, Administration** gave an update on current MMC events and introduced keynote speaker, Patti Skoraczewski, who talked about the MMC art collection; from inception to current status.

A display of thank you notes from the departments who received items on their Partners wish lists was presented. All wish list items from 2018 were granted: NWCC for Compassionate Care Fund,

BHS for updated recovery aid materials, PCU for funds for Liko Patient Lift Sheets, The Family Birthplace for car seats for families in need, and ES for helping to purchase a new fridge/freezer for their break room.

The installation of officers ceremony defined: Linda Fish, President; Jean Lund, Secretary, and Beverly Shutte, Treasurer for the Partners of MMC for the year of 2019.



# Showcase for Recovery



Thanks to everyone who helped out with the NorthLakes Showcase for Recovery event that took place on January 18. Special appreciation to **Tom Jensen, BHS** who was a guest speaker that evening.

Over \$7,000 was raised to help fund the Community Resource

Coordinator program at NorthLakes. We do refer some of our patients at MMC to use this helpful NorthLakes program. For more information about what the Resource Coordinators are all about, go to [northlakesclinic.org](http://northlakesclinic.org).



# Passport Program Party 2018 Winners

The three lucky winners for this year's True North - People, Team Pathfinders Passport Program are...

**Kate Deering, Marketing**



**Ann Sherlock, Pharmacy**



**Torie Hagstrom, Periop**



The Passport Program is still in effect in 2019!

## True North Passport Program

A JOURNEY OF MMC EMPLOYEE PARTICIPATION



**PASSPORT TO TRUE NORTH**

**Get your passport stamped four times in 2019 for a chance to win one of three \$500 cash prizes!**


**How to get a stamp:**

- One stamp for participating in a True North training event or for reviewing the material on RELIAS. Two training events will be offered in 2019.
- One stamp for each Employee Forum attended. Two or more forums will be held in 2019.
- One stamp for each completed Health Promotion event challenge completed.

TO GET YOUR STAMP, BRING YOUR PASSPORT TO ANY OF THE FOLLOWING PATHFINDERS TEAM MEMBERS:

<ul style="list-style-type: none"> <li>Anne Leafblad, Human Resources</li> <li>Kim Brown, Patient Business Services</li> <li>Gwen Watson, Periop</li> <li>Evan Nelson, NWCC</li> </ul>	<ul style="list-style-type: none"> <li>Kate Deering, Marketing</li> <li>Laurie Henri, Behavioral Health</li> <li>Colleen Douglass, Behavioral Health</li> <li>Tiffany Hudack, Performance Improvement</li> </ul>
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Your supervisor can also answer any questions you have about this great opportunity to WIN CASH, simply by participating in employee events.



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Passport Program information is posted on the intranet under the Pathfinders page in the True North section.





# True North- Process (aka Lean)



It's been a couple of months since my last article where I introduced myself and lean. I am now in month four of my role as a lean process improvement coordinator.

I would like to talk about lean and how it supports the work we do to provide excellent care to our patients. Lean is ALL ABOUT the PATIENT. A fundamental component of lean is defining value added process steps. Value is always defined by the PATIENT and the question we typically ask is "Is the patient willing to pay for that?" If the answer is "yes" then the activity/step is considered a value-added step and if the answer is "no" then the activity/step is considered waste (or non-value added). For example, a patient is willing to pay for a test result, but the patient is not willing to pay for waiting for the test result, an inaccurate test result or the work we do to get the test result.

Then the idea is to eliminate as many wasteful steps as possible and focus on optimizing the value-added steps. Typically, when we sit down and map out a process with more than 30 steps, we find fewer than five steps of this process the patient is willing to pay for (i.e. <20%). We then look at ways those 25 wasteful steps can be eliminated or done more efficiently. Once we can eliminate some of the waste from a process, the process will naturally flow more smoothly and the staff and patient will be happier with the process!



As you go about your work, can you identify steps of your work which are value added? Can you identify steps which are waste? If so, do you have ideas on how to reduce the waste? Next time, we'll talk about what to do with your ideas. Happy February! **Lisa Janty, HAMH/WE LEAN.**

## Marketing Intern Wanted

We are looking for someone to help out with the planning and execution of our annual 55+ Health Expo this year. The intern would start attending meetings in May, 2019 and work about 6 - 8 hours per week until June, then the advertising and planning starts to get more focused, and the hours may increase. The 55+ Health Expo will be held in mid-August. The internship is over after the event. A stipend will be paid, and any travel cost for work done for the event will be reimbursed and/or you will use the hospital car. This is a great opportunity for anyone in college who is thinking of entering the Marketing, Event Planning, Media, or PR field in one way or another. Please call **Kate Deering, Marketing** with any leads for this internship. Thank you.





# STAR

Service

Teamwork

Accountability

Respect



Our Ashland hockey PeeWee kiddos this weekend!! From Left to Right: Michael Haas, Ryan O'Bey, Berit Haas, Mikayla Bigo & Cole Brinker!

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



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