

Right Here

A Monthly Newsletter for the Staff of MMC



Jason Douglas

President's Message

Dear MMC Team:

Happy New Year to you all! I hope you celebrated the start of 2019 in good spirits with family and friends. I want to start the year by acknowledging a truly talented team who dedicates themselves every single day to help improve the quality of life for every person who comes through our doors. There is no greater gift than that of good health, and your continued dedication is very much recognized and appreciated.

The beginning of the New Year is always an exciting time. In 2019, we will continue to live our mission by providing high-quality healthcare services with a proactive approach. Our biggest strength remains to be the trust of patients, families and the communities we serve. This trust will reinforce our commitment to provide the best care possible. We will not only treat the illness, but also encourage overall wellness.

We have seen, and I am confident that we will continue to provide an outstanding experience for our patients. With that being said, the reality is: we as caregivers are less likely to give good care if we ourselves are feeling frumpy. Winter is a tough time for many folks, but we can be proactive in taking care of ourselves so we can take good care of our patients. During the next few months, the Patient Experience team will focus on making an effort to "brighten our days" here at MMC. More information on mission "Keep 'Em Satisfied" will be unveiled at the CEO Employee Forums.



January, 2019
VOLUME 5 • ISSUE 1

Inside:

NEWS

- Feel Better Campaign
- New Periop Nurse Manager
- Partners of MMC Member Passes Away
- Mary Cook Retires

HOLIDAY EVENTS

- Safe & Sober New Years Eve Party
- Tree of Life Ceremony
- MMC Holiday Party
- NWCC Tea and Choir

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**Memorial
Medical Center**

Right here in the place we love.

President's Message, continued from page 1

January is full of exciting events. On January 7th we will have our first CEO Employee Forum of the year. It will be a great time to get everyone fired up for the New Year. Then, on January 10th we will have our True North Passport Prize Drawing Party. A couple days after that event, on January 17th we will be hosting the 25 Year Club Dinner. It is a great honor to be able to help recognize staff that has served 25 years at MMC, and interact with former staff that has dedicated much of their professional career to MMC. Then on January 18th MMC is helping sponsor Voices For Recovery's - Showcase for Recovery event at the Sandbar in Ashland. This is a great benefit and fundraiser to support recovery and a healthy community. Then, to wrap up the month, Dr. Africano from Gynecology & Obstetrics Specialty Services of MMC will host a free community educational event on January 31st.

To add to all of the excitement happening this month, we are pleased to announce that Dr. Cummins, MMC's board certified and fellowship trained orthopedic surgeon, will start to see patients at our sister hospital, Hayward Area Memorial Hospital & Waters Edge, once a month, starting January 28th.

As a reminder, departmental goal setting should be completed and turned in. "If you don't know where you are going, you might end up somewhere else." - Yogi Berra.

Finally, I want to close by saying thank you for all of the hard work you do each and every day. Let's keep that momentum up going into 2019!



Jason Douglas



Upcoming Events

MOMMA/BABY YOGA

Saturday, January 5 • 10 - 11:30 AM
MMC Campus

This community class is free for everyone! Call the Family Birthplace to register at Ext. 5332 or email jgalley@ashlandmmc.com.

Momma/baby yoga and prenatal yoga will be offered for free once a month in 2019. Classes are hosted by Meghan Salmon Tumas. Call **Jenny Galley, Family Birthplace** at Ext. 5332 for more information.

EMPLOYEE/CEO FORUMS

All staff please plan on attending one of the forums.

Monday, January 7

12 Noon • BHS Commons
2:30 PM • Stockton/Gull Island Meeting Room

Friday, January 18

11 AM and 2:30 PM • Stockton/Gull Island Meeting Room

Tuesday, January 22

7:30 AM, 11 AM and 1 PM
Stockton/Gull Island Meeting Room

ORTHOPEDIC SERVICES OF MMC NAVIO COMMUNITY EDUCATION EVENT

Wednesday, Jan. 9 • 6 - 7:30 PM
Flat Creek Eatery, Hayward

We are offering more opportunities for people in our entire service area to meet our new orthopedic surgeons and learn more about the NAVIO robot-assisted surgeries. If you or someone you know would like to attend this event in Hayward, please call **Kate Deering, Marketing** at Ext. 5186.

More Upcoming Events

**TRUE NORTH PASSPORT \$500
CASH PRIZE DRAWING PARTY**
Thursday, Jan. 10 • 2 - 3 PM

Stockton/Gull Island Meeting Room
Prize drawing is at 2:15 PM. Everyone is invited to come and have cake and beverages.

25 YEAR CLUB DINNER
Thursday, Jan. 17 • 6 PM
Wild Rose Barn, Ashland

This celebration honors employees that have 25 years or more of service to MMC/REI. Invitations have been sent out. RSVP by Friday, Jan. 4.

Call HR at Ext. 5520, or RSVP online:
www.justrsvp.me/mmcddinner

**PIZZA/PASTA BUFFET & BASKET
RAFFLE**
Monday, Jan. 28 • 4 - 7 PM

The Alley, Ashland
All proceeds from this event will be used to fund activities at the Ashland Senior Center.

**GYNECOLOGY & OBSTETRIC
SPECIALTY SERVICES OF MMC
COMMUNITY EDUCATIONAL EVENT**
Thursday, Jan. 31 • 5 - 7:30 PM

The Hotel Chequamegon
Join Dr. Enrique Africano, MD and get free expert advice on

- Abnormal Uterine Bleeding
- Incontinence
- Prolapsed (Prolapse)

Appetizers will be served. Please RSVP by emailing **Terri Leary, Marketing** at tleary@ashlandmmc.com.

SAVE THE DATE

**APOSTLE ISLANDS SLED DOG
RACE**
Saturday & Sunday, Feb. 2 & 3
Races begin at 10 AM on both days
Visit bayfield.org for more information.

**23rd ANNUAL BOOK ACROSS THE
BAY**

Saturday, February 16
Go to 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.

Support recovery. Support a healthy community.

Join Us

January 18
5:30-8pm
The Sandbar

**Showcase
for Recovery**

Benefit & Fundraiser for NorthLakes Community Clinic's Resource Coordinator Program.

- ☀️ **Food & Drinks Provided**
Goodwill donations of any amount will be happily accepted.
- ☀️ **Door Prizes**
- ☀️ **Live Music by Various Artists**
- ☀️ **Raffle & Silent Auction**
Featuring local artists & businesses.

Check NorthLakes Community Clinic's Facebook page in January for weekly highlights on raffle and auction items.


Memorial Medical Center
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NorthLakes COMMUNITY CLINIC


CHEQUAMEGON BAY VOICES FOR RECOVERY
Eliminate the stigma

Sponsored by The Tavern League of Wisconsin, The Tavern League of Ashland & Bayfield Counties, & MMC. In partnership with NorthLakes Community Clinic & Chequamegon Bay Voices for Recovery.



Keep 'em Satisfied

Employee Theme: Feel Better, Care Better • Patient Theme: Feel Better, Heal Better

Did you know MMC has lower patient satisfaction scores between the months of January through March?

Sure, we can blame it on the lack of sun, cold weather or less time outside. The reality is: WE as caregivers are less likely to give good care to our patients if we ourselves are feeling frumpy. Winter is a tough time for many folks but as one of our favorite quotes states: "Being negative only makes a difficult journey more difficult-You may have been given a cactus, but you don't have to sit on it!" We can be proactive in taking care of ourselves so we can take good care of our patients.

During the next few months the patient experience team will focus on making an effort to "brighten our days" here at MMC. Help us enjoy winter the best we can. Take time to care for yourself, get outside, extend a kind gesture, join in on a contest, have a celebration, and enjoy that sun wherever you can get it-imitation or real!

...Because at the end of the day, if we feel better - we care better.

During January, February and March, we will be promoting weekly events. If we keep people's mind and body active, we can keep our momentum until spring arrives. A tentative schedule is as follows. Check the intranet daily for updates and information.

January 9 -15 • Trivia contest - Round 1

January 16 - 22 • "Be Kind" to Yourself and Others - Round 1

January 23 - 29 • Find the Sun Logo around campus - Round 1

February 1 • Superbowl Celebration

February 6 -12 • Trivia contest - Round 2

February 13 - 19 • "Be Kind" to Yourself and Others - Round 2

February 20 - 26 • Find the Sun Logo around campus - Round 2

March 5 • Mardi Gras Celebration

March 6 - 12 • Trivia contest - Round 3

March 13 -19 • "Be Kind" to Yourself and Others - Round 3

March 20 - 26 • Find the Sun - Round 3

March 31 • Tropical Celebration



To keep the promotion front and center, we are using the sun logo in a number of ways:

- Posting them on pillar boards highlighting "Feel Better – Care Better".
- Displaying suns in patient rooms highlighting "Feel Better – Heal Better.
- Placing reminders on ideas to Feel Better on their nutrition services trays.
- Distributing cool sun pins to staff and patients.

Let's all come together and participate in this effort to raise our patient satisfaction scores this winter! All contests and information will be available on the intranet after January 7th.



All in the Family

JoAnne Wendt & Tim Son, Radiology attended the Annual National Radiology Conference on November 25 - 29. This conference featured national and international vendors displaying products and allowing hands on interactions with equipment.

Patty Pajtash, Othopedic Specialty Services of MMC attended the Advanced Certification for Total Hip & Total Knee Replacement - The Joint Commission workshop on November 13. The program included standards for patient preparation, optimization, surgery care and after care. They discussed the process of obtaining certification through the Joint Commission, which included a 2-day review of the total joint program.

Kelly Lautenschlager, NWCC attended the BMSI/AMAC Radiation Oncology Coding & Billing workshop on December 4 - 8. She received 12 ASRT CE credits. She learned about 2019 updates for radiation oncology billing & coding denial documentation. They also learned more about the required elements of an electronic chart.

Cherie Allen, RN BSN CNOR CSSM has joined MMC as Perioperative Services Nurse Manager. She has extensive experience in Surgical Services and compliance with AORN and Joint Commission standards. She describes herself as a person who leads by example and is a positive team player. She believes the essentials to being an effective leader is to have expert knowledge and to mindfully listen and communicate well. Welcome to the team, Cherie!

I am pleased to announce that **Gene Hoffman, ES** has accepted the position of Lean/PI Coordinator. Gene has experience with the Lean model from a previous employer and has completed basic Lean training with a group of other MMC employees. Gene will be orienting to this new role in the near future. Please join me in welcoming and supporting Gene in his new role. - **Vicki Wetenkamp, Quality & Safety**

Long Time Partners of MMC Member Passes Away



Please take a moment to mourn the loss of a former MMC Employee (Retired from Nursing in 1985) and a member of the Partners of MMC community who recently left this earth. Elizabeth "Betty" Ann Riederer passed away Monday, November 26, 2018 at Mayo Clinic Health System in Menomonie. She will be sorely missed and her kind and generous soul will be remembered far into the future for her tremendous efforts and many donations of knitted baby hats for the Family Birthplace through Partners of MMC.



Mary Cook Retires



In 1988 Mary began working at MMC as an LPN in the Inpatient Unit (PCU). She left in 1991 to attend school. In November, 2000, after having attained her RN degree, she returned to the MMC PCU where she has worked for over 20 years. She also served on the MMC Ethics Committee.

Mary is well known for her wonderful connections with patients, their families and the PCU staff. Her bedside manner demonstrates the depth of her empathy, and she is a stellar patient advocate.

As a model team player, she offers assistance to her coworkers, and doesn't hesitate to ask them for the same. When concerns pop up, she goes to lengths to find resolution.

Her warmth and beautiful smile will be sorely missed. What a privilege it's been to work with Mary over the years. Best wishes to our friend. Hope she will stop by from time to time and let us know about her retirement adventures!

Regional Hospice Thank You



Regional Hospice would like to thank all who came out to enjoy our annual Tree of Life Ceremony.

For some, the holidays are a time of joy and excitement, while for others the holidays can be a difficult time - especially if grieving the loss of a loved one.

Regional Hospice hosted their annual Regional Hospice Services Tree of Life Ceremony Thursday night, December 6th at MMC. It was a special evening to commemorate and honor loved ones.

Many people came out to be part of this special event. Pastor Jim Deters shared an inspiring reflection on how to cope with losing a loved one during the holiday seasons. The ensemble Simple Gift, brought a special touch with beautiful music – guitar, flute, and mandolin. **Andrew MacGregor, MMC and Regional Hospice Chaplain** shared a reading.

All enjoyed a time of reflection followed by a remembrance video montage of photos submitted by local residents. A memorial reading of names was a somber and sweet moment read by Clinical Coordinator, Alicyn Blakeman, and Regional Hospice Volunteer, Marty Cole.



Spreading Some Holiday Cheer



Bell Ringing for Salvation Army



Partners of MMC Community Holiday Bazaar



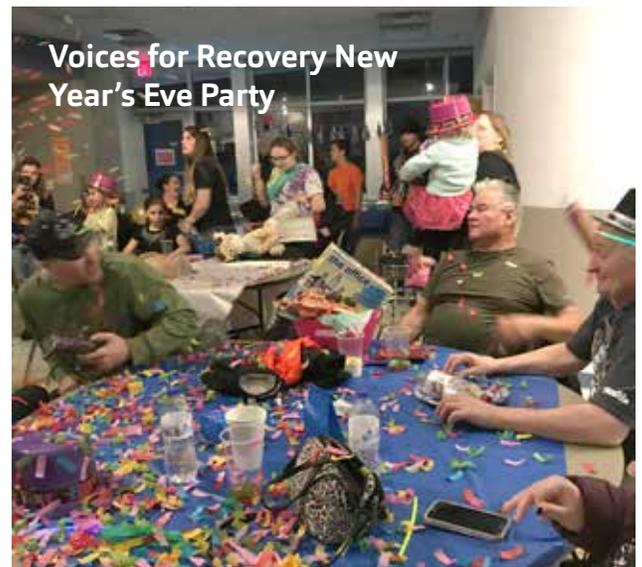
Employee Holiday Party



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NWCC Holiday Tea



Voices for Recovery New Year's Eve Party

True North People 3rd Quarter Report 2018

The North Star Navigators Steering Team is charged with the coordination of four leadership training events each year. On November 13th, leaders from Ashland joined together to learn about: the Goal Cycle process and development of SMART (Specific, Measurable, Achievable, Results-Focused, and Time Bound) goals, strategies for effective succession planning, leadership tactics to include process improvement, interdepartmental rounding, gratitude, onboarding, and keeping our STAR Standards alive.

On November 12th the Capstone consultants were on site. They started the day reinforcing with providers how they fit in the True North People journey. The consultants then went on to facilitate an all-teams exercise. This involved each team looking back at successes in 2018, and looking forward to plan for 2019. It was an enlightening day where the mingling of all of the teams led to spirited discussion about ways we can work together to keep the True North journey alive.

The teams were asked to name the accomplishment they were most proud of in 2018. Here is what they said:



North Star Nightingales Nursing Team
 • First DAISY (Diseases Attacking the Immune System) award and recognition of 11 other nurses who were nominated.

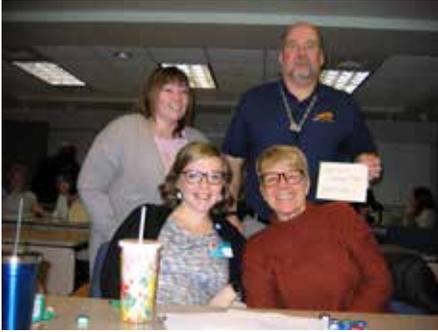


Trailblazers Patient Experience Team
 • Mystery Shopper Program.

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True North People (Continued)



Wayfinders Community Relations Team

- Increase in volunteer hours from MMC Employees.



Pathfinders Employee Training Team

- Hosting two successful employee training events and the introduction of Cosmo.



North Chequamegon Stars Employee Experience Team

- STAR of the Quarter program to boost use of the Intranet STAR program



Transformers HRO Team

- Implement online incident reporting and Just Culture Training for leaders and staff.



The progress of True North People was shared at the Joint Meeting with the Ashland and Hayward Boards of Directors on December 5th.

If you are interested learning more about being on a team, please call or email **Kathy Tuttle, Nursing** at ext. 5393 or ktuttle@ashlandmmc.com.





STAR

Service

Teamwork

Accountability

Respect



Left Photo: 12 year old Connor Kaseno, son of **Christy Kaseno, HI** with his first ever buck that he shot with a crossbow.

Right Photo: Great work to all departments who adopted a family this season!

Every encounter,
every person,
every time.



**Memorial
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Right here in the place we love.

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