

# Right Here

A Monthly Newsletter for the Staff of MMC



*Jason Douglas*

## President's Message

Dear MMC Team:

I want to open with a big 'Thank You' to everyone who helped organize the annual Employee Recognition Dinner. This event gives us an opportunity as an organization to recognize our staff and celebrate service anniversary milestones. This year we also recognized members on True North People teams. We had over 250 staff and guests in attendance, and it was an honor to recognize everyone for their hard work and dedication.

The 2018 Annual Report is complete, and will be in mailboxes next week. Also available is the Community Health Improvement Plan (CHIP). Everyone can find that publication on our website. If you haven't checked out the latest issue of the HealthWise on Summer Safety, you can view it online or pick up your copy from the display case by the gift shop. With summer underway, we want to make sure everyone is safe and healthy.

We have some new service lines that we are very excited to announce. Ryan Vanderscheuren joined MMC on June 10<sup>th</sup> and he will be heading up Weight Man-

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July, 2019

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- Welcome Ryan Vanderscheuren, PA-C
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### EVENTS IN REVIEW

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- Recognition Dinner
- Rescue Divas
- Bayfield County Health Fair

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agement Services of MMC. Also joining us on August 12<sup>th</sup> is Mary Vitek. She will be heading up Urology Services of MMC. She will be seeing patient's full time, Monday through Friday in the PAB building.

Have a fun and safe 4th of July! Thank you for all of your great work you do each and every day!

Jason Douglas



## Upcoming Events

### SAFE & SOBER FOURTH OF JULY CELEBRATION

**Thursday, July 4 • Partners in Recovery Drop In Center**

**410 Lakeshore Dr. W., Ashland**

Potluck picnic after the parade.

Bring a dish to share. Hotdogs, brats & beverages provided.

Fire run and fireworks social at 9:30 PM. Bring your chair or blanket.

Everyone is welcome to this family friendly celebration.

Food donations and volunteers are needed for this event. For more information, call **Kaye Lani, BHS** at Ext. 5400.

### YOGA IN THE PARK

**Thursday, July 11 • 6:30 - 7:30 PM**

**(Rain date: Thursday, July 18)**

**Bayview Park, Ashland**

Join the Alzheimer's Team MMC and local yoga instructor, **Jocelyn Langholz, BHS** for an hour of yoga.

Cost is \$10 per person. All proceeds go to the Alzheimer's Association.

**Call Rachel Verch, BHS** at Ext. 5402 to sign up.

### ALZHEIMER'S TEAM MMC

#### BAKE SALE

**Thursday, July 25 • 11 AM Until all baked goods are sold**

**Outside the MMC Cafeteria**

All proceeds go to the Alzheimer's Association to help support vital research and essential programs and services.

### ANNUAL EMPLOYEE POTLUCK

**Thursday, August 1 • 5 - 7:30 PM**

**Kreher Park, Ashland**

For all MMC, REI & NWCC employees and their families. Brats, burgers, potato salad and beans provided by Sixth Street Market. Please bring a side or dessert to pass and your own beverage.

Try out a paddleboard or kayak from Solstice Outdoors. Learn how to paddle a canoe from Northland College staff.

Win GREAT door prizes, plus 3 free kids bikes and 2 adult bikes will be given away. Employees who have to work at MMC during the potluck will automatically be entered to win prizes.

Special kids games and prizes brought to you by the True North People Employee Experience Team North Chequamegon Stars.

The employee potluck is sponsored by the Employee Wellness Committee of MMC and by MMC Administration.

# All in the Family



**Jill Curry, Nursing** attended the **Doug Miller Symposium (Organ Donor Conference) On May 9 - 10**. The conference discussed organ/tissue/eye donation topics and recognized leading hospital OPO (organ procurement organization) referrals. Many donor families and recipients shared their personal, heartwarming stories.

**Patty Pajtash, Orthopedic Services** and **Roberta Bonturi-Pufall, Peri-op** attended the National Association of Orthopaedic Nurses Annual Conference in Atlanta, GA on May 18 - 21. This four-day workshop centered around focus groups related to Orthopaedic Nursing and the latest research related to orthopaedic care.

## 100<sup>th</sup> NAVIO Robotic Assisted Surgery

June marked the milestone of the 100th NAVIO assisted joint replacement surgery at MMC. Congratulations to the entire team of staff who had a hand in this accomplishment!

Here is an impressive overview of the procedures that have taken place since Orthopedics Services opened last August:

- 550 Orthopedic surgeries in all
- 120 Robotic assisted knee replacements
- 85 Anterior approach hip replacements
- 25 Shoulder replacements
- 200 Arthroscopy procedures
- 60 Unplanned or trauma cases



Best wishes to **Nancy Caven, Laboratory** on the next step of her journey into retirement. Thank you for your forty years of dedicated service! (Correction to Nancy's department listed as Nursing in last months' newsletter.)

Also, congratulations to **Lynne Frantz, Laboratory** who retired in May 2019. Thank you Lynne for 43 years of service to MMC.



# Weight Management Services of MMC in the Works

*Submitted by Ryan Vanderscheuren PA-C, Orthopedic Services*



My name is Ryan Vanderscheuren. I am a Physician Assistant working with Dr. Cummins and Dr. Signorelli at Orthopedic Services of MMC. Together with Amy Berger PA-C and Amanda Mann CNP, we look forward to providing great patient care.

I am also helping to start a new service line at MMC, Weight Management Services. This is being developed to both serve surgical patients that need to meet goals for surgery, and to serve the greater community. It is intended to work with and augment existing services here at MMC. We focus on lifestyle changes mainly in the areas of diet, exercise, sleep, and stress along with obtaining labs and addressing medical concerns and current medications patients might be on. Also, when appropriate, we utilize medications that aid in appetite regulation.

I received my degree through Des Moines University and have been working as a Physician Assistant since 2010. I have been working in both orthopedics and medical weight management and have obtained certification in obesity medicine through the Obesity Medicine Association.

My wife and I lived in Ashland for close to 4 years previously and we are happy to be moving back to the area with our young family. As our family grows, we look forward to getting back into all of the wonderful outdoor activities available in the area and to becoming involved in this great community again.

## July Positive Communication Principle



### Telephone Etiquette

- Answer as quickly as possible and identify yourself and your department.
- Speak clearly. Remain cheerful, patient and helpful.
- Be honest if you don't know the answer. Find someone who does know the answer.
- Actively listen. Being a great listener builds empathy and trust.
- Address caller respectfully - "Good morning Mr. Smith, how may I help you?"
- Ask before putting someone on hold or transferring them. Say, "I will connect you..." instead of "transfer you". It sounds friendlier.



# Recent MMC Events



Color Run  
6/8/19



Rescue Divas 6/13/19



More MMC Events on pg. 6



# Recent MMC Events (continued)



Bayfield County Health Fair 6/5/19



Employee Recognition Dinner 6/17/19 (more photos are on the intranet, or stop down and check out the poster display by the cafeteria).



# True North Plan Update - July 2019

As we move into the second half of 2019, it is a great time to look at accomplishments in the first half of the year concerning breakthrough initiatives and Pillars of Success.

As we continue to focus on the PSDA cycle in our work (Plan Do Study Adjust), we continue to evaluate and adjust the new services that have come on line in the past 9 months, namely Orthopedic Services of MMC and Gynecology and Obstetric Specialty Services of MMC.

Orthopedic Services of MMC continues to expand its offerings and its impact in our community. From September 2018 through April 2019, there have been a total of 568 surgeries and 1889 clinic visits. Additional differentiators that are offshoots of this service line include: sports medicine, weight management, guarantee of service and certification of the program through The Joint Commission.

Gynecology and Obstetric Specialty Services of MMC has seen an increasing workload since opening in September of 2018. From September through April, the program completed 371 office visits and 46 surgeries.

Additional breakthrough initiatives presently being explored include urology, employee wellbeing and interventional radiology services. As these initiatives develop and as new opportunities come about, MMC and HAMH/WE leadership will evaluate them to determine their potential to build our reputation in our communities.

Pillars of Success are in place to establish goals (both organizational and departmental) to evaluate organizational excellence using five focus areas: Workforce, Quality, Service, Finance and Community. For Quarter 1 of 2019, three of the goal areas are on track to meet their 2019 goal (Service, Finance and Community), one is not on track but putting interventions in place for improvement (Quality) and one with no formal feedback in First Quarter (Workforce). Specifics about each goal area and the way we are measuring success can be seen in the True North Meeting Room on the second floor of the PAB.

Updates on each Pillar of Success goal are distributed quarterly and should appear on each department pillar goal. If you have questions about the status of our Pillar of Success goals, check in with your manager. Your departmental goals should have a connection to the organizational goals even though they may not have an identical focus.

MMC's strategy is to be more nimble in the way we move the organization forward with the ultimate goal of building loyalty. That requires that as staff, we also are nimble in how we do our work and how we can become more efficient in order to make room for the changes that continue to come for MMC and for our industry as a whole.

If you want more information about any aspect of True North, (Plan, Process or People) feel free to ask your manager or stop by the True North Meeting Room (second floor of PAB) to gain insight into how MMC and HAMH/WE is striving to move our organizations forward in fulfilling our mission of improving the health and wellness of the people of our region.





# STAR

Service

Teamwork

Accountability

Respect

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



**Memorial  
Medical Center**

*Right here in the place we love.*



A group of happy (but wet) MMC staff at the Madeline Island Marathon. Way to brave the elements girls!

## 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)