

Right Here

A Monthly Newsletter for the Staff of MMC



Jason Dylus

President's Message

Dear Staff:

This past month was a testament to the dedication and hard work of our team. I cannot say thank you enough to everyone who went above and beyond to assist in all of the additional work associated with our Joint Commission survey. This past month, the Joint Commission completed their follow-up survey and had no findings or citations, along with clearing all of our former citations. In addition, the surveyor was extremely complimentary of all of the staff she encountered and your commitment to providing great health care. I'm glad we have this behind us and I know we are stronger as a result of this.

In June, Patti Skoraczewski retired after nearly 45 years of service. Shortly after, I found myself thanking staff for their milestone years of service at our annual Recognition Dinner. The staff being recognized at that dinner alone totaled 5,661 years of service. In a time where we are hearing about workers being mobile and changing jobs more than ever, I can't help but to be impressed by the longevity and loyalty of our staff. I think it says a lot about your commitment to our community and in caring for our friends and neighbors. For that I thank you. I also want to take a moment to say a special thank you to all of the staff that received Awards of Excellence at the dinner. It was an honor to recognize you for the work you do that goes above and beyond your day-to-day responsibilities. The winners are listed inside this newsletter. I encourage everyone to take a moment to congratulate these team members.

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July, 2018

VOLUME 4 • ISSUE 7

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- What's a WOMP?

LEADERSHIP

- True North Update

EVENTS

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- Rescue Divas
- Bike Rodeo
- VFR Color Run
- Recognition Dinner

President's Message, continued from page 1

I want to give a quick update on our new service lines. Our Gynecology and Obstetrics Specialty service opening date will be delayed until approximately August. Dr. Enrique Africano has graciously agreed to delay his official opening date to allow our construction company time to complete his space. We had evaluated setting up a temporary space in the interim but instead determined we wanted to make a strong first impression around this new service line from Day One. I appreciate everyone's patience as we get this service up and running, along with being flexible as we continue on with our other construction projects. If you have any questions regarding this or other construction projects, please let me know.

Finally, as I write this, our region is once again rebounding from another storm and subsequent flood damage. A special thanks to Jill Curry and Kathy Tuttle who managed our incident command during the storm and to all of the staff dealing with storm damage, detours and other delays but are still coming into work to serve our community. Thank you for your dedication.

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



Jason Douglas



VOICES FOR RECOVERY SOBER 4TH OF JULY PARADE FLOAT & PICNIC

Wednesday, July 4

Float line up • 10 AM

Beaser & Main St.

Recovery gathering • 2 PM

Kreher Park Pavilion.

Potluck Picnic • 5:30 PM

Kreher Park Pavilion. Brats, hot dogs, lemonade provided. Please bring a dish to pass. GAMES • MUSIC • CAMPFIRE!

Do you want to be on the Voices for Recovery float or need more info? Call Jerry Seitz at Ext. 5403.

PARTNERS OF MMC \$6 SALE

Thursday, July 12 • 9 AM - 5 PM

Friday, July 13 • 8 AM - 2 PM

Stockton/Gull Island Meeting Room

Products for women, men & children. Great values on fashion, seasonal accessories, jewelry, gadgets, gifts & much more. Open to the public.

Cover
Photo by

Kate Deering,
Marketing, of old

barn located on Lippo Rd. in Marengo is the last photo of the barn standing upright. The Father's Day 2018 storms blew it over just days after the photo was taken, and now it is a pile of rubble.

Upcoming Events

HEALTH PROMOTION POTLUCK

Thursday, July 26 • 5 - 7:30 PM

(Rain Date: August 16)

Kreher Park

Prize Drawings at 6:30 PM

Paddleboarding • Kayaking

Tug O' War • Limbo Contest •

Badminton Contest.

For all REI, NWCC & MMC Employees. Enter to win new bikes and lots of other great prizes. You must enter in person at the potluck. Employees who have to work at MMC during the potluck will be automatically entered to win prizes!

Brats, burgers, potato salad and beans provided by Sixth Street Market. Please bring a side dish or dessert to pass and your own beverage.

NUTRITION SERVICES EMPLOYEE PICNIC

Monday, August 13 • Location TBD

11 AM - 1 PM & 4:30 - 6 PM

Free BBQ buffet-style lunch and dinner brought to you compliments of our Nutrition Services team.

55+ EXPO

Wednesday, August 22

9 AM - 2 PM

Bay Area Civic Center &
Bretting Center

Anybody 55 or older, come join us for this annual event featuring a health expo, screenings, food, grand prizes, and more! Bingo from 1 - 2 PM.

All in the Family

Lance Ritola, ED Completed his CEN Exam review on Jan. 16, and passed his exam on May 18. He is now a Certified Emergency Nurse.

Jill Curry, Nursing attended the OPO Training workshop on May 23. She learned about triggers on when to call OPO for organ donations on patients who meet criteria.

Pam Stanny, Social Services went to the HIPAA Compliance for Healthcare Professionals workshop on May 1. She received 6 CEUs. The conference covered 3 main pieces of HIPAA: Privacy Rule, Security Rule, and Enforcement Rule.

Krystle Karlinsky, & Jenna Singler, Social Services attended the Post Acute Care: Working Together Across the Care Continuum for Positive Patient Outcomes workshop on May 5. She learned about best practices for transitioning patients from acute care settings to post-acute care settings with a focus on reduction of readmissions and how we can work together to reach that goal.

Trisha Hagmann, ED attended the CBRNE workshop on May 6 - 13. She received CEUs. This conference was about treatment of patients involved in a Chemical, Biological, Radiological, Nuclear, or Explosive event. Several resources were given out, which have been placed in our ER for staff use.

Evan Nelson, NWCC attended the Image Guided Radiation Therapy Series on May 12. He received 17 category A+ ASRT CEUs. The class taught about current and future imaging technologies and techniques and how they can be incorporated into radiation therapy treatments.

Emily Wohling, Family Birthplace attended the OB Bootcamp workshop from May 7 - May 11. The workshop covered all topics related to OB. It also focused on communication and conflict transformation.

Congratulations!!

Andi Manzer, Nursing has been appointed to the WI Attorney General's Sexual Assault Response Team (SART). This is well deserved recognition of the very important work Andi does as a Sexual Assault Nurse Examiner. She has helped countless people process the trauma of sexual assault and been a part of regional and state planning. With this high level position, she will extend her expertise and resolute commitment to helping even more people in a very influential way. Andi, you are an inspiration! Congratulations on this appointment!

Lynn Hall, BHS has successfully completed her education and testing requirements toward a Family Mental Health Nurse Practitioner. Fortunately she is not leaving us; she will begin her new role right here in our BHS Outpatient Department continuing to serve our patients in her competent and compassionate way. Congratulations Lynn, on this tremendous accomplishment!



2018 Recognition Dinner

5,661. That's how many years of service we recognized for our staff that recently achieved milestone years of service. That's a lot of experience that we're proud to bring to our community. We also recognized 6 staff members with Awards of Excellence at the recognition dinner held on Thursday, June 14, 2018. Check out the poster by the cafeteria and our MMC facebook page for more photos.



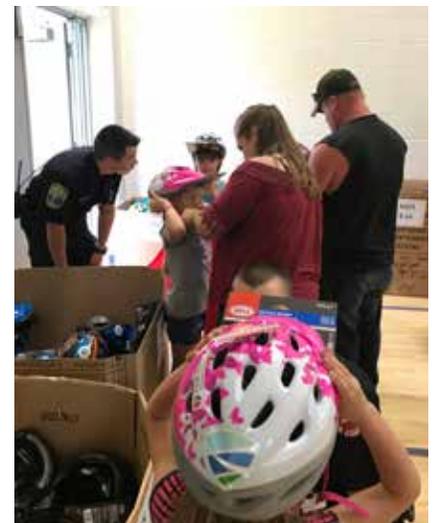
Bayfield County Health Fair



Thank you to all staff and departments who had booths and information set up at the Bayfield County Health Fair on June 15. Your dedication and love for our community is evident.

2018 Bike Rodeo

MMC sponsored the Ashland Parks & Recreation Bike Rodeo again this year. We are proud to encourage healthy activities for kids in our area. On June 16, any children up to the age of 18 could enter a lottery to win one of 13 bikes for free. All of the children who were there received a free bike helmet. This is an annual event, so if you are interested in getting a bike for your child next year, keep track of all Ashland Parks & Recreation events on their facebook page. We team up with APR for many different activities in the community.



More Secure

Securitas Security Services is now providing security on our campus. Scott Greschner and Ken Morris are the security guards during the hours of 1800 to 0600 during the week, and 1600 to 0800 on weekends. When you see either Scott or Ken (in Securitas uniform), please take the opportunity to introduce yourself and welcome them.

Rescue Divas

Rescue Divas is a five day residential camp experience, focusing on educating and exciting middle school age girls about careers (or volunteer positions) in Emergency Medicine. Throughout the week, middle school girls currently in 6th - 8th grades from Ashland, Bayfield, Burnett, Douglas, Iron, Rusk, Sawyer & Washburn counties participate in exploratory, hands-on activities that focus on a variety of skills and knowledge needed in Emergency Medical careers. During the week, they receive training in First Aid, CPR and AED use.

On "Field Trip Day" all of the 20 girls along with counselors and chaperones visited the Bayfield Co. Coast Guard, Bayfield Co. Dispatch, Ashland Fire Department, and also spent about 2 hours here at MMC. **Erika Kurtz, ED** is an advisor for the event. She says she loves doing it and looks forward to helping with the program each year. A video of the girls doing some hands on learning at MMC is up on the intranet under the Emergency Department page. Perhaps you will see some of those same faces in 10 years or so when they enter the medical field and come back to work here!



Team Wayfinders wants you!



Word of Mouth Promotion

We know that our greatest asset is our employees! And now, we're hoping staff can help us get the word out about some great new services coming to MMC. Team Wayfinders has launched a new program called WOMP – (Word of Mouth Promotion). In July, we'll be pushing out some cards with talking points about our new OB-GYN and our Gynecology and Obstetric Specialty Services line. The cards will be placed in department mailboxes. Additional cards

can be picked up in Marketing or Human Resources, or printed off the intranet.

We're asking you to take the information and share it with friends, family and other community members. Each time you do, jot down their reaction and how you know the person (names aren't necessary). After talking to five people, turn your card in for a chance to win \$100, \$5, or \$25 in chamber dollars. And, similar to our VolunTEER program, the more folks you talk to, the more chances you have to win. Each completed card is worth one entry.

Each quarter, we'll draw our WOMP winners at the same time we draw our VolunTEER winners. And, as we roll out more services and providers, we'll be issuing additional cards as well.

If you have any questions, feel free to contact anyone on Team Wayfinders! The first drawing will be in October. In the meantime, thanks in advance for considering being involved in our WOMP!

Team Wayfinders



Have you seen the MMC Twins?

You know what they say...

If you work together long enough, you start looking (dressing?) alike.



Patti Skoraczewski Retires

We will all miss Patti after nearly 45 years of service at MMC!



Voices for Recovery Color Run

June 23 was a beautiful, colorful day for a race. Over 100 runners and 30 volunteers were on hand to enjoy it. Thank you to the Voices for Recovery Chequamegon Bay Chapter and Ashland Parks and Recreation for organizing the event. The Color Run would not be possible without the volunteers who showed up at 7:45 AM to get to their "Color Spots" along the route. What a great showing of support for the recovery cause. Like Voices for Recovery Chequamegon Bay on Facebook, and check out more photos and upcoming safe and sober events happening throughout the summer.



More Women's Health Right Here.

**Gynecology & Obstetric
Specialty Services**

**OPENING
SOON**



**Memorial
Medical Center**

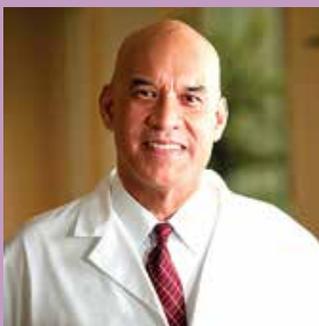
GYNECOLOGY & OBSTETRIC
SPECIALTY SERVICES

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**We recognize
that women's
health needs
evolve over time.**

That's why we're excited to announce that we've expanded women's health services in our area.

Leading the effort is Dr. Africano, a Board & Subspecialty Board Certified OB-GYN & Pelvic Reconstructive Surgeon, committed to the comprehensive and compassionate care of women throughout the spectrum of reproductive life.



**Enrique A. Africano, MD
FACOG, FRANZCOG, FPMRS**

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Gynecology & Obstetric Specialty Services of MMC

Enrique A. Africano, MD, FACOG, FRANZCOG, FPMRS, is now on campus full time. If you see him around, please introduce yourself and welcome him to MMC!

Gynecology & Obstetric Specialty Services of MMC will open in August on the 2nd floor of the PAB.

Enrique A. Africano, MD is a board certified OB-GYN and Subspecialty Certified Female Pelvic Reconstructive Surgeon (Urogynecologist) committed to the comprehensive and compassionate care of women throughout the spectrum of reproductive life with a balanced emphasis on sensitivity, respect, knowledge, education, prevention and technology.

Dr. Africano received his doctorate at the Howard University College of Medicine and OB-GYN specialty training at the Walter Reed Army Medical Center. His Sub-specialty training was at Brigham and Women's Hospital in Boston, a teaching hospital of Harvard University School of Medicine. In addition to a broad scope of medical and surgical gynecologic services, Dr. Africano has additional training and expertise in the consultative support of high-risk pregnancy.



True North in Action

COMPASS CHECKS (EMPLOYEE ROUNDING) RE-VISITED

Rounding between employee and supervisors is important because it:

- builds relationships
- is an opportunity to express gratitude and appreciation
- is a way to learn about safety in the work environment
- is a time to learn about equipment, training and education needs
- is a time to discuss Pillar Board goals and improvement initiatives
- is a time for leaders to ask “How am I doing?”
- is a good way to gather recognition opportunities

PDSA – Plan Do Study Adjust

In April and May, department and nursing unit leadership discussed the value and challenges of completing Compass Checks. We discussed changing the frequency based on comments from staff and leaders.

As a result, we are adjusting the MMC model for Compass Checks as follows:

With the idea that Compass Checks are about what the EMPLOYEE needs from their leader and it starts with a relationship:

- Employees and leaders who have worked together for 2 years or more: Compass Checks will occur quarterly
 - Employees and leaders who have worked together for 1-2 years: Compass Checks will occur every other month
 - Employees and leaders who have worked together for less than 1 year Compass Checks will occur monthly
- Annual Performance Review will take the place of one Compass Check

Leader Expectations:

Determine frequency required. You can always round more often; many leaders are in a rhythm of once every two months and prefer to stick with that.

Figure out the best system to complete Compass Checks; scheduled vs. impromptu. Identify the meeting as a Compass Check. Plan for 10-15 minutes.

Employee Expectations:

Be prepared. What is good about today? What concerns do you have, e.g., safety, quality satisfaction? How can we improve? Feedback for the leader – how is your leader doing? Do you have education/training needs? Who has done excellent work and needs recognition? Ask for a Compass Check if you want to discuss issues like these. Plan for 10-15 minutes.

TRUE NORTH





STAR

Service

Teamwork

Accountability

Respect

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



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This full nest of baby birds was discovered by **Theresa Ochsenbauer, BHS**. The nest is next to the security camera by the BH Inpatient entrance. Momma birds pick the weirdest places! Maybe by now the little chicks have learned to fly.

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