

Right Here

A Monthly Newsletter for the Staff of MMC



Jason Dylae

President's Message

Dear Staff:

I love all the pomp and circumstance that takes place this time of year! It is always fun to see photos marking this major milestone for children of friends, family and colleagues. Congratulations to all grads and their parents. You must be so proud.

This past month I had the opportunity to update many staff about the constant changes at MMC during Employee Forums. For those who couldn't make it, there are a few notes I want to point out. First, if you've picked up the newspaper lately or checked out the employment section on our website, you've probably noticed a lot of openings. This is in part due to our expansion of services, along with our restructuring of quality at both MMC and HAMHWE. Please take a minute to look at those openings and consider encouraging a friend or colleague to apply for these positions. We know how talented you are at your job so anytime we can leverage that to bring in similar folks, the better. Also, if you have any questions about the open positions or restructuring going on, please don't hesitate to talk to your supervisor or send me a note.

Also covered at the forums was a quick update on when our specialty services will roll out. Dr. Enrique Africano will be here starting in June with Gynecology and Obstetric Specialty Services of MMC opening July 9. Dr. Justin Cummins and Dr.



June, 2018

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**Memorial
Medical Center**

Right here in the place we love.

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President's Message, continued from page 1

Joseph Signorelli will be here later this summer with Orthopedic Services of MMC opening September 6. Over the course of the next few months, we'll continue to update you on the specific services we'll be providing along with opportunities you will have to meet these new providers. I encourage you all to give these folks a warm welcome as they arrive in Ashland!

Finally, it wouldn't be summer if there weren't major construction projects going on around town and on-campus. I recognize this can be disruptive to both the patient experience and your ability to work. Thank you for your patience during this time and know that all of these investments now are to create a stronger future for MMC and our community. Please continue to exercise caution throughout campus where construction is underway.

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


Jason Douglas



Upcoming Events

RELAY FOR LIFE PLANT SALE

Thursday, June 7 • 8 AM

Gift Shop Hallway

Sale will continue until sold out. Donations of plants will be accepted the day of the sale. Please list sun or shade, blossom color, etc. For more information call **Chris Oreskovich, HI** at Ext. 5527.

MMC EMPLOYEE

RECOGNITION DINNER

Thursday, June 14 • 6 PM

Bay Area Civic Center.

THIRD THURSDAYS SUMMER FUN SERIES - BIKING

Thursday, June 21 • 5 -6:30 PM

Meet at Solstice Outdoors

Join us for a family friendly ride on area bike paths. Bring your own bike, or rent from Solstice: 1/2 off (\$5 for bike and helmet). Register on the portal. Click Employee Wellness. Future events are also listed on the portal.

QUESTIONS? Call **Annie Knudson, Health & Wellness Coordinator** at Ext. 5508.

Brought to you by the MMC Health Promotion Team.

VOICES FOR RECOVERY COLOR RUN

Saturday, June 23 • 9 AM

Central Railyard Park/Behind Bretting Community Center

Volunteers are needed for this event. Anyone interested in helping out, call Kaye Lani Hebert, BHS at Ext. 5403.

NWCC STRENGTH IN CHEQUAMEGON BAY 5K

Saturday, June 30

Kreher Park

The STRENGTH 5k is the third race of a 3-part series this year! Proceeds directly benefit the NWCC. To register or donate, or for more information visit: www.HOPECourageStrength.kintera.org.

SAVE THE DATE

HEALTH PROMOTION POTLUCK • Thursday, July 26

Rain Date: August 16 • Picnic & Fun at Kreher Park

NUTRITION SERVICES EMPLOYEE PICNIC • Monday, August 13

55+ EXPO • Wednesday, August 22 • Bay Area Civic Center & Bretting Center

All in the Family

Beth Probst & Kate Deering, Marketing attended the Zenith Digital Marketing Conference in Duluth on April 26. Informational breakout sessions included topics such as: Social Media Community Management - Essential Survival Skills, and: Detox Your Visitor Journey - Optimizing Conversation Starting at the Homepage (+LIVE Audits).

Jenna Singler, PCU & Patti Pajtash, PeriOp attended the Capstone Nursing Bundle Boot Camp on April 23. The topics covered during the leadership learning included: Bedside Shift Report & Handoff Communication, Purposeful (hourly) Rounding, Whiteboards, Teach Back Method of Educating, and Post-Discharge Follow up Phone Calls.

Kelly Everson & Trish Hagman, Nursing attended the NCRTAC Trauma Conference in Wausau on April 27. Many different trauma topics were covered including: ABCs of Burn Care - Preparation for Transport to a Burn Center; Drug Overdose in Pregnancy - Saving Mom & Baby; Understanding & Preventing Addiction; Stabilization & Transport of Pediatric Head Injured Patients; Defining & Understanding Geriatric Trauma - Staying Ahead of the Crash & Pediatric Injuries; When to be Concerned About Child Abuse.

Kathy Barnes & Brittany Tody, Family Birthplace attended the WAPC Perinatal statewide conference on April 22 - 24 in Elkhart Lake. There were breakout sessions involving multiple improvement projects and plenty of networking opportunities. They also learned about resources available from the state.

Meredith Johnson, Nutrition Services attended the 30th Annual WISCPHR Conference on April 20 - 21 in Minneapolis. She received 11.85 of her 15 required education credits for the diabetes program. The purpose of the conference was to enable the learner to incorporate new knowledge and techniques into a cardiac rehabilitation program.

Grace Emmert & Anne Leafblad, HR received their Human Resources Management Certification from UW Superior. The course was 8 full days of training on campus in Superior. The series of classes covered all of the topics that are important in creating a strong HR department including Employee Relations and Risk Management.

Andrew MacGregor, MMC Chaplain & Spiritual Care Coordinator for Regional Hospice Services, recently completed his training in Clinical Pastoral Education (CPE). Since September 2016, Andrew has been pursuing further training in chaplaincy at Essentia Health-St. Mary's Medical Center. Over the course of four, 15 week units, Andrew was educated in providing pastoral care, spiritual assessment, working with diverse patient populations, crisis management, healthcare ethics, and personal and professional spiritual formation.

Andrew attended weekly classes and served multiple nights and weekends as the on-call chaplain at Essentia Health-St. Mary's Medical Center. This valuable experience provided him with additional skills in serving patients and families in crisis. Andrew says, "I am grateful to MMC in supporting my participation in this program. I have grown personally and professionally through CPE and I look forward to continuing to serve our community."



2018 Graduates



Daniel Neizen III, son of **Dan Heinzen, Building Ops**, graduated from Mellen High School on May 26. He will be attending Chippewa Valley Tech in the fall for the Xray Technician Program.



Kali Hall, daughter of Ralph and **Lynn Hall, Nursing**, graduated from Ashland High School. She will be attending UW Superior in the fall.



Emma Johnson, daughter of Lee and **Cindy Johnson, Accounting**, is graduating from Ashland High School. She will attend North Central Technical College in Wausau this fall where she has earned placement in the Dental Hygiene program.



Jake Probst, son of Steve & **Beth Probst, Marketing**, graduated from Pre-K in Iron River. He will be moving on to Kindergarten.

(more grads on page 5)

Congratulations!



2018 Graduates



Gabriel M. Jacobs, son of **Mollie Jacobs, PeriOp**, will be graduating from Washburn High School. Next year he plans to work an apprenticeship position with a construction company down state, hoping to pursue a career in construction management.



Emily Belanger, daughter of Doug & **Cyndi Belanger, Cardiac Rehab** is graduating from Washburn. She will be moving to Marquette, MI at the end of June & attending Northern Michigan University the fall of 2019.

Newly Remodeled Urgent Care Unit Opens



On Thursday, May 24, staff had a chance to tour the new Urgent Care Unit attached to the ER. This new addition used to be the old cancer center.

The space has 5 spacious patient rooms, including the children's room, that sports the mural on the wall, hand painted by **Grace Emmert, HR**. There will also be a separate nurse's station on that end of the facility.



The Urgent Care Unit is now open to the public. The waiting room for those patients and their friends and families is all the way to the west end of the main entrance. This was a much needed addition to the ED, and everyone is so grateful to have it up and running.



Partners of MMC Spring Open Meeting & Awards Presentation

Approximately 30 members of the Partners Volunteer group gathered on May 5 at Noon at the Best Western Hotel Chequamegon for their annual spring meeting. **Jason Douglas, MMC CEO** was the guest speaker. He gave a presentation focused on current construction projects and the upcoming arrival of new MMC physicians. There was a spring fashion show with models Linda Fish, Merry Nuutinen, Carole Huhn & Kay Despard highlighting clothing and accessories from the MMC Thrift store. Volunteer hours were rewarded and a special certification of appreciation was given to Partners board retiree, Joan Haukaas.



Kay Despard modeled three different ways to dress up or dress down an outfit. All for less than \$20.



2017 volunteer hours awards: Front Row Left to Right: Ruby Larsen 1,000 hours, Information Desk; Karla Raade, 100 hours, Information Desk. Back Row Left to Right: Russ Fish, 100 Hours, Lifeline; Mavis Ewer 1,000 hours, Information Desk; Sue Newago, 100 hours, Information Desk. Not Pictured: Irene Piff, 100 hours, Information Desk & Gift Shop; Terrie Pingel, 100 hours, Information Desk; Kathy Schutte, 100 hours, Information Desk; Cecelia Niemann, 1,000 hours, Information Desk & Thrift Shop; Deb Ellefson, 500 hours, Gift Shop; Mary Grube, 500 hours, Gift Shop; Carol Andraska, 1,000 hours, Gift Shop; Nancy Amrein, 100 hours, Thrift Shop; Cheryl Treschmann, 100 hours, Thrift Shop; Mary Morris, 500 hours, Thrift Shop; Bonnie Sutliff, 500 hours, Thrift Shop; Evie Luttinen, 4,000 hours, Thrift Shop.



Joan Haukaas retires from the Partners Board of Directors.

Partners of MMC \$6 sale is July 12 & 13, 2018. More information coming soon!



1st Quarter VolunTEEr Winners

Congratulations to the following winners of the VolunTEEr drawing!

\$100 - Todd Reynolds, IS • \$50 - Chad Lipske, HR • \$25 - Sue Robinson, Nursing.

Be sure to enter your hours for the 2nd quarter by June 30 to **Todd Reynolds, IS** at treyolds@ashlandmmc.com.

Thanks to everyone who entered this quarter. There were over 300 total hours of volunteering!

Long Time MMC Employee Passes Away

Carlette "Carlie" Van Vlack, 60, of Washburn, passed away on Tuesday, May 1, 2018, at her home. She was born on Dec. 1, 1957, in Ashland, the daughter of Harry and Bernadette (Anderson) Peterson.

Carlie worked as a registered nurse at Memorial Medical Center in Ashland for 26 years. She loved animals and spending time outdoors.

She is survived by her husband, Kevin Van Vlack of Washburn, and many sisters, nieces, nephews and in-laws.

Bretting Manufacturing Health Fair

MMC & NWCC had information tables at the 2018 Bretting Manufacturing Health Fair on May 2. Over 400 Brettings staff & family members came through the annual event. Thank you to our employees who participated this year.



Capstone Leadership Summit

There were 16 MMC leaders who attended the Capstone Leadership Summit this spring in Madison. The information sessions included many Employee Experience topics: Rounding, Celebration, Recognition & Appreciation, Performance Evaluations & Conversations, Behavioral Standards & Leadership and Employee Development.



Ashland Middle School Track & Field Day

MMC was a main sponsor of the middle school track and field day again this year. Every participant of the 5th grade class of 2024 received a T-shirt with the MMC logo on the back.



2018 Second Grade Visits

Thank you to everyone who volunteered to be a part of the Kids' MMC experience for the second grade visits this year! There were 4 stops for the groups: Nutrition, Physical Therapy, Radiology, and Ambulance. We were lucky to have everything wrapped up just in time before the back parking lot work began. The weather held out for the students walking from LSE, and the schools are always so grateful to us for hosting this annual event. Another second grade tour success in 2018!!!



Madeline Island Marathon

MMC was a sponsor of the Madeline Island Marathon on May 19. **Brenda Eder, Nursing** coordinated a water station and **Erika Kurtz, Nursing** organized and staffed the med tent. Children of **Kathy Chenier, Rehab Services** handed out finisher medals. Thank you to ALL volunteers!



Alzheimer's Team MMC



Recent fund raisers have been happening for the Alzheimer's Team MMC. The pizza buffet at the Alley raised \$459 and the Paint Night raised \$390. Great work ladies! All proceeds will go to the Alzheimer's Association.

Nurses Week & Hospital Week



National Hospital Week kicked off at MMC with a free employee breakfast served up by Administration on Monday May 7. It was delicious! Special thanks goes out to HAMHWE for bringing the assortment of fruit. The prize wheel was spinning in full force, and everyone was able to spin for a chance to win a prize and pick up their Top 100 Hospital thank you gift. If you did not receive your thank you gift yet, please call the Marketing department at Ext. 5183.



To honor all of our nurses during Nurses week this year, Nursing Administration made a timeline banner that covered the whole periop waiting room hallway window. Nurses names and patient comments from throughout the years were displayed on the banner. It was quite impressive, just like our nursing staff here at MMC! The Daisy Award program was also introduced at the beginning of Nurses Week this year.



True North in Action

TRUE NORTH



The True North framework is the sum of Plan, People, and Process and is greater than each individual part. The model that we have created to support a culture of continuous improvement is what we have come to know as the “lean” position. Using lean thinking to support problem solving and improvement efforts on both campuses is the foundation of the True North Process.

In the future, we will be looking for an individual to assume the role of process improvement. Our process improvement leader will be dedicated to problem solving, teaching, and advocating for continuous improvement. In order to help support the ongoing True North efforts it is essential to keep things moving forward through this transitional period. If you have any process improvement related questions or inquiries, please reach out to Luke Beirl at lbeirl@hamhwe.com or extension 4244 to be connected with individuals that can help support your lean efforts.



Capstone Site Visits in June

Our next Capstone Site visit for both campuses is scheduled for the end of June. Jane McLeod and Rita Jury will be visiting both campuses to offer guidance, education and support.

Monday, June 25 – MMC All Day Leadership Training

Tuesday, June 26 – MMC Team Meeting Day

Wednesday, June 27 – HAMHWE All Day Leadership Training

Thursday, June 28 – HAMHWE Team Meeting Day





STAR

Service

Teamwork

Accountability

Respect

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



**Memorial
Medical Center**

Right here in the place we love.

**Members of the DAISY
Award Committee, April,
2018.**

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