

Right Here

A Monthly Newsletter for the Staff of MMC



Jason Dylus

Happy Thanksgiving

President's Message

Dear staff:

Thanks to everyone who was able to attend last month's employee forums. It was great to see so many staff participate and ask great questions about what's going on at MMC. A quick reminder that one did get rescheduled over in BHS in November, if you still hoped to attend one.

For those who attended, you know that much of the forum talked about the future of MMC—more specifically how strategic planning, lean and Capstone will help guide us into being a more efficient organization while providing excellent care to our patients. A couple of key staff will be leading these efforts. This includes Kevin Stranberg on strategic planning. Luke Beirl has been named director of the REI Center for Rural Healthcare Value. In this role, Luke will lead efforts around lean at both MMC and HAMH. Finally, Kathy Tuttle has agreed to lead Capstone, which is focused around an alignment and ownership framework for achieving positive results around our strategic plan. To allow Kathy to provide leadership within Capstone, Karen Earley, Jeanne Grill and Annette Soborowicz will be moving into Clinical Director roles. Within their new roles, Karen will now oversee the float pool, Behavioral Health, OB and the Nursing Supervisors. Annette will oversee ER, Cardiac Rehab and Perioperative Services. And, Jeanne will oversee PCU, Utilization Review and Social Services. This transition is expected to take several months but I'm excited about the foundation we've laid and am confident these individuals will do great work within their new roles.

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**Memorial
Medical Center**

Right here in the place we love.



November, 2016

VOLUME 2 • ISSUE 11

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I also want to take a minute to provide an update on employee health insurance. As many of you know, we moved last year to a self-insured health insurance model administered for us by Medica in an attempt to keep our health insurance premiums as low as possible, while maintaining current benefits. Working through the renewal process with our insurance consultants, Medica and the underwriters it was determined that in order to keep the same level of benefits, premiums would be going up substantially. As an employer we agreed to take on a larger portion of the increase and cap the increase to the employees at just 5%.

Lastly, as temperatures start to dip in the Chequamegon Bay area, it signals the start of numerous holiday celebrations. This includes Family Movie Day the Saturday after Thanksgiving and our holiday party in early December. I hope you can find time to join us at one of these great annual traditions, along with spending time with family and friends.

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


Jason Douglas

Upcoming Events

You are invited to the annual...

**THE LAST EMPLOYEE
FORUM FOR 2016 IS ON
NOVEMBER 10
AT 12:30 PM
IN BHU COMMONS.**

**IF YOU HAVE NOT BEEN
TO A FORUM YET, PLEASE
PLAN ON ATTENDING.**

SAVE THE DATE

MMC CHRISTMAS PARTY

December 3 • 5 pm

Steak Pit

**Check the intranet for
details coming soon**



2016 MMC Movie Day
Saturday, November 26 • 1 pm
Free movies, pop & popcorn! Movies TBD
Admission is a nonperishable food item per person
for The Brick Food Shelf.

Special Thanks to the following for making this happen!

AFSCME Local 1155 • Lake Superior Professional Nurses Association
Employee Management Relations Committee & MMC Administration.

THIS EVENT IS FOR MMC STAFF AND FAMILY MEMBERS ONLY.

Limited tickets are now available for pick-up in HR.

You must have a ticket for each person attending.
If plans change and you are not going to use your tickets,
PLEASE return them to HR by Nov. 22 so others have the
opportunity to attend.

Upcoming Events (continued)

ALL SOULS DAY MASS

November 2 • 2:30 pm

MMC Chapel

During this service we will dedicate a special addition to our chapel from our dear friend Maria Bodin.

PARTNERS OF MMC

BOOK SALE

November 3 • 7:30 am - Noon

Gull-Stockton Island Room

Books and/or jigsaw puzzles may be brought to the gift shop or the information desk during the day any time prior to the sale.

Set up time will be after 2:30 pm on Wed., November 2.

DIABETES PREVENTION CLASS

November 3 • 3 - 5 pm

Twin Islands Room

This class is free, but please sign up: Dial Extension 5460.

CELEBRATING RADIOLOGY

TECHNOLOGY WEEK

November 8 • 2 - 3:30 pm

Radiology

All staff please help us recognize Rad/Tech week. Pumpkin bars and hot apple cider will be served!

25 YEAR CLUB BANQUET

November 9 • 6 pm

Steak Pit, Washburn

MMC Employees who have been with us for 25 years or more are invited to celebrate their dedication and hard work.

RETIREMENT PARTY FOR

NANCY AMREIN

November 10 • 2 pm • Cafeteria



ER PRESS GANEY AWARD PARTY

November 17 • 3:30 pm

Cafeteria

The Emergency Services Department has won the Press Ganey Award for Excellence for the 2nd year in a row! This is an amazing accomplishment. Come and congratulate their team, and help them celebrate this award!

RETIREMENT SPECIALIST

November 17 • 10 am - 4 pm

Human Resources

Jeanette Hudepohl will be here to discuss your retirement account. Please call HR at Ext. 5520 to schedule an appointment.

AHS SENIOR CITIZEN DINNER & CONCERT

November 21 • 5 pm

Ashland High School

This sit down dinner and concert performance will feature AHS band members & performers from Okinawa Japan in a presentation of traditional Japanese Taiko dancing. Senior citizens RSVP by November 7 by calling 715-685-5183.

Recipe Corner



Hummus is packed with flavor, healthy fats, low in salt, and high in fiber! Pair hummus with a variety of dipping veggies such as sugar snap peas, green beans, carrots, celery, or any other favorites!

Recipe Corner is courtesy of

Meredith Johnson, Nutrition Services.

Black Bean Hummus

INGREDIENTS:

1 can chickpeas (garbanzo beans), low salt/no salt added, drained
1 can black beans, low salt/no salt added, drained
1 tbsp garlic, minced
2 tsp cumin

1 tbsp parsley, dried
1 tsp garlic powder
¼ cup + 1 tbsp water
1 tbsp Table Blends Roasted Garlic with Herbs (optional)
A dash of chili powder (optional)

INSTRUCTIONS:

Blend ingredients in a food processor or blender until smooth.
The trick to hummus is to have enough liquid in the blender to gain the right consistency.



All in the Family

Beth Probst, Marketing and Communications attended the Society for Healthcare Strategy and Market Development (SHSMD) conference in Chicago. The conference brought together over 1,700 healthcare communications, marketing and strategy employees from around the country to learn about innovative solutions to marketing, communications and strategic planning. Keynote speakers included former White House journalist Ann Compton and former head of Centers for Medicaid and Medicare Services (CMS) Don Berwick.

Kelly Everson, Nursing completed her Certified Emergency Nurse Exam and became an official CEN.

Trisha Dearhamer, Education attended the STEMI workshop on September 9. She also attended a Trauma Tactics Workshop on October 7 & 8. She received CME Credits and learned more about working together as a team with EMS and transportation teams to give the best patient care.

Patrick Marshall, Pharmacy attended a workshop entitled Sleep and the Brain on October 4. He received 6 hours worth of CME Credits. Presenters talked about how stress-related sleep disorders affect the body and brain. The workshop also addressed alternative treatments for sleep disorders.

Jill Gibbon & Michael Weispenning, Rehab Services attended a Skin & Wound Care workshop on September 7. The course focused on infection control methods in the antibiotic resistant climate, skin care for wound prevention & healing.

Jenna Singler, Nursing attended a Fundamental Critical Care Support Course on September 22 & 23. She received 15 CME Credits. The course offered useful information about the extended care of critically ill patients, especially care related to mechanical ventilation, monitoring, organ hypo perfusion, and neurological support.

Lee Ann Frey, Nursing attended a Secrets of Baby Behavior workshop on October 25. She received 5.75 CERPS. The seminar instructed on infant behaviors that can lead to misinterpretation, causing early breastfeeding cessation.

Krystle Karlinsky, Social Services attended the Social Work Ethics and Boundaries workshop on September 1 - 30. This ethics class is required every 2 years for Certified Social Workers. The goal of the class attendees is to get a clear understanding of the code of ethics from NASW.

Sarah Waby, Nursing & Vickie Shelvan, ES were presenters at the AHE Conference & Healthcare Marketplace on September 22 - 28 in Pittsburgh, PA. Their segment focused on transitioning from a traditional hospital housekeeping department to a best-practiced based Environmental Services Program in rural critical access hospitals. Emphasis was on the importance of teamwork, collaboration, listening and thinking outside the box.

Did you know...

November 17 is the annual Great American Smokeout. This day is sponsored by the American Cancer Society, and challenges people to stop using tobacco for one day. The event occurs every third Thursday of November.

Go to: www.cancer.org to find the tools you need to help you quit for good.



MMC Employee receives 2016 Passageways to Peace Award

We proudly announce that **Andi Manzer, Nursing**, is the recipient of New Day Shelter's 2016 Passageways to Peace Award. The award was presented to her on Wednesday, October 19 at the Ashland Chamber of Commerce Business After Hours, hosted by New Day Shelter at New China Restaurant.

New Day Shelter annually seeks nominations from the community for the Passageways to Peace Award. This award gives special recognition in October during Domestic Violence Awareness Month to an individual (or group) who has made a significant contribution to positively impacting domestic violence and/or sexual assault/abuse victims and/or the movement, and has some affiliation with New Day Shelter in connection with his/her contribution.



Amy O'Donahue speaking with Andi.



Andi is pictured here with her husband Jeremiah, of whom Andi recognized during her acceptance speech as her biggest supporter. She has been in this field of work for over 14 years.

"Andi has worked as the SANE (Sexual Assault Nurse Examiner) for over 7 years. She is called on 24/7 to respond to the ER to conduct all of the sexual assault exams that come in. She treats all sexual assault victims with the utmost respect and dignity throughout the examination process. Her personal compassion is poured into her work. Andi leads the fight against sexual assault through the Forensic Medical Exams which are turned over to law enforcement, and then to the District Attorney to aid in the prosecution of sex crimes. Andi's dedication has been crucial and immeasurable to all victims and survivors of sexual assault. Ashland, Bayfield and many surrounding counties are very fortunate to have a SANE available, especially one as valued and respected as Andi Manzer." -Amy O'Donahue, Ashland & Bayfield County Sheriff Dept. Domestic Violence/Sexual Assault Liason Officer.



*We're here
to help*

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TOLL FREE1-800-924-4132
Business Line.....715-682-9566
Fax715-682-6865



EMRC Storm Stories Event



At the end of September, Employees came together to share photos, stories, and poems about the impact of the 2 major storms that hit our area this summer. The story boards were on display in the cafeteria for 2 weeks.

People's experiences during the Summer of 2016 storms will continue to be told for a long time. It is hard to forget being in the face of that powerful and destructive side of mother nature, but we are rebuilding and we will continue to clean up and move forward with our lives.

Mammography Open House

Radiology hosted a cupcake and cocoa social for Breast Cancer Awareness Month in October. Many employees came over to visit the radiology team. Thank you to everyone who showed their support for early breast cancer detection in the form of regular mammograms. There are extended hours now available, so schedule your mammogram today! Call: 715-685-5415.



Pam Dewy, Radiology

Physical Therapy Day

To celebrate Physical Therapy Month, Rehab services invited all staff to a brownie hot fudge sundae party. Our Rehab Services department will be growing in 2017. Check the intranet to see the plans for their larger, new and improved facility.



Kathy Smart Retirement Party



Staff gathered together on October 6 to wish the best of luck to **Kathy Smart, Nursing**, who has given MMC 40 years of dedicated service. Thank You Kathy!

MMC Scarecrow Takes 3rd Place



The 2016 MMC scarecrow, made by **Julie Brilla, Physical Therapy** and **Joanne Cahill, Speech Therapy**, came in 3rd place in the Ashland Chamber Scarecrow contest. Thank you to all who voted!

Partners of MMC receives Honor Point Award Achievement

More than 300 hospital volunteers met on October 4 - 6 for the Annual Meeting and Convention of the Partners of WI Hospital Association at the Radisson Paper Valley Hotel in Appleton. At the convention, Partners of MMC received a 2015 Honor Point Award Achievement. Honor Awards are presented to each local Partners organization meeting certain criteria, including: participation in district and state activities and scholarships.

Partners President Linda Fish and Lifeline volunteer Russ Fish represented Partners of MMC. Partners of MMC, the Partners of WHA Board and all attending the convention wish to convey their appreciation to MMC for their financial support of this event.



From left to right: Mary Licht, Partners of WHA President-Elect; Bonnie Olson, Partners of WHA President; **Linda Fish, Ashland**; Arlene Morrison, Park Falls; Jude Bolterman, Shell Lake; Ginny Bosse, Northwestern District Chair; Beth Burnham, Spooner; Rose Reijo, Superior; Paula Carow, Ladysmith.



MMC Invests in Robotic X-ray to Improve Patient Experience



Memorial Medical Center is the fourth hospital in the country to invest in a multi-function, robotic x-ray machine that enhances the patient experience by providing more comprehensive imaging within a single exam room.

The Siemens Healthineers Multitom Rax Twin Robotic X-ray system is a universal diagnostic imaging system that allows a wide range of exams that would generally take place in different rooms via a single machine and space. This means staff can perform exams pertaining to everything from emergency medicine and intervention to pain management and orthopedics, and from conventional 2D radiography to fluoroscopy exams and angiography applications.

“This new system puts the patient first by allowing us to perform multiple tests in a single room preventing painful transfers between tests,” explains Director of Radiology Joanne Wendt. “The fully robotic

system is also versatile and moves around patients. This can eliminate the need for repositioning during imaging, which can also be painful.”

The Multitom Rax Twin Robotic X-ray system is the first in the world that can capture 3D images under the patient’s natural weight-bearing condition – whether the patient is seated, lying down, or standing. This is important because the knees, pelvis and spinal column appear differently when a patient is lying down versus when the patient’s body weight is applied. The 3D technology will be available to MMC mid to late summer of 2017.

This machine is MMC’s latest investment in technology to ensure we’re providing the best care possible in an efficient way. “As a small facility, we’re committed to finding innovative solutions to bring more comprehensive care in a cost effective and efficient way to northwest Wisconsin,” says Memorial Medical Center CEO Jason Douglas. “The multi-modality of this machine allows us to provide better care while improving the overall patient experience. The increased versatility of this type of machine is the future of medicine and we’re proud that we can provide this to our friends and neighbors.”

The machine was installed in late October and is being used on Radiology patients at MMC.

Did you know...

Wilhelm Roentgen of Germany Invented the X-ray? As with many scientific breakthroughs, this was done by accident. A German scientist, he was studying the path of electricity when he noticed that the image was sticking to a paper and contained details not contained in an ordinary photograph. After making a few adjustments, he took the very first x-ray of a human hand. He would go on to win the Nobel Prize in Physics for 1901.



MMC Participates in Rural Telehealth Network

Memorial Medical Center is one of fourteen hospitals working with the Rural Wisconsin Health Cooperative (RWHC) to bring additional mental health services to our rural communities.

The RWHC is the recipient of a grant from the Health Resources and Services Administration (HRSA)* to operationalize a telehealth network where behavioral health practitioners in parts of the state without shortages can provide mental health services to rural areas where they are needed.

This is in response to Wisconsin having one of the lowest rates in the country in terms of meeting the state's mental healthcare needs. The Kaiser Family Foundation found that the state meets only 23% of its population's mental healthcare needs, with 44 of Wisconsin's 72 counties designated as mental health professional shortage areas.

This fall, the RWHC Behavioral Telehealth Network launched two pilot telehealth go-lives between St. Croix Regional Medical Center and Tomah Memorial Hospital, along with Memorial Medical Center and Upland Hills Health Spring Green clinic. Next on the network's list, a psychiatric Advanced Practice Nurse Practitioner (APNP) from Western Wisconsin Health in Baldwin is scheduled to start providing medication management services to patients in Montfort, Barneveld, Spring Green, and at St. Clare Hospital in Baraboo.

Upon completion of these go-lives, RWHC will work with its members and other organizations to expand services to additional rural Wisconsin communities. Memorial Medical Center is excited to be a part of this collaborative effort to bring additional behavioral health services to northwest Wisconsin.



Connie Guiderian, BHU & Dr. Dan Gardner, PhD, were key in implementing this grant and will be working together in the future to maintain and expand the participation of MMC with the Rural Wisconsin Health Cooperative Telehealth program.

"Telehealth is just one innovative way to address the severe shortage of mental health providers in rural Wisconsin," says Karen Hansen, COO at Memorial

Medical Center. "By working with the Rural Wisconsin Health Cooperative, we can begin to address this statewide issue with other rural partners to better serve our patients, despite a workforce shortage."

**This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number D06RH27788 through the Rural Health Network Development Program for \$897,291 over three years. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.*





MMC Donates \$10,000 and Provides First Aid Kits to Ashland Cares

Memorial Medical Center donated 200 first aid kits along with \$10,000 to Ashland Cares to assist in homelessness in the Chequamgon Bay area.

Ashland Cares is a community based non-profit organization committed to serving and working with the underserved and homeless in the region.

“We’ve been a strong supporter of Ashland Cares since its start,” says Jason Douglas, CEO Of Memorial Medical Center. “The commitment and passion they demonstrate to help those in need is admirable and we’re proud to provide them the support needed to continue serving our community.”

Funding will be used for basic operations explains organizer Bill Vienneau. “This funding is vital to Ashland Cares. It is used to cover our insurance and utilities for the year, assuring that our doors will be open to provide as much assistance as we can throughout the area. We are so grateful that MMC provided us with this amazing donation. The board and staff at MMC has been extremely appreciative of our work and we are proud to have their continued support.”

In addition, the first aid kits will be made available to clients who use Ashland Cares. Ashland Cares continues to seek financial contributions and other donations. To learn more about how you can help, visit: ashlandcares.weebly.com.

Important News about the REI 403(b) / Money Purchase Plan

After careful review by the Fiduciary Committee it has been decided to transition our retirement plan to Vanguard from Nationwide effective January 2017. This change will result in an immediate savings of approximately \$250,000 in plan expenses per year. We expect to have the same level of personal service as we’ve had in the past along with improved online tools for investment and retirement planning. We are working with Nationwide and Vanguard to ensure a smooth and accurate transition. The following information will be sent to you throughout the next couple of months:

Legal Notices, Conversion Newsletter, Disclosure and Transition Dates, Dates for Participation meetings and webinars.

You are not required to take any action at this time and will receive more information soon. In the meantime, for more information about Vanguard, please visit vanguard.com/retirementplans.

Important 2017 Health Insurance Information

Medica will continue to be our health insurance carrier during the year 2017 with a rate increase of 5%. More information on new premium amounts will be coming soon. There will also be changes made to the Pharmacy Program.

Please go to the MMC portal to read about important prescription coverage information for the coming year.

MMC Employees with prescriptions affected by these changes will be notified by mail.



Lean: Pursuing Value through Process Excellence

Submitted by: Luke Beirl, Director of the REI Center for Rural Healthcare Value



At MMC and HAMH/WE our commitment to targeting value has created the need for a defined set of principles for our process improvement efforts. Since lean methods are centered upon creating value, it provides a great structure to drive improvement efforts within our facilities.

By incorporating
Lean and Capstone
into the culture of both organizations,

we will continue to
reduce waste,
increase efficiencies,
strengthen accountability
and ultimately

Provide improved
VALUE
to our customers.



For those of you who may not know me, my name is Luke Beirl. I am a pharmacist by trade, completing a graduate business degree, and have a passion for continuous improvement efforts. I will be leading our lean efforts in Ashland and Hayward and could not be more excited about it! To support our internal lean efforts we have created the REI Center for Rural Healthcare Value. "The Center" is located on the second floor of the Professional Arts Building and can be reached at extension 5188. However, I will be actively supporting both facilities. Tentatively, I will be spending Tuesdays and Wednesdays in Hayward and Mondays, Thursdays, and Fridays in Ashland.

As we begin to develop lean as a daily part of our culture, having good communication about the efforts that are occurring to drive organizational excellence will be vital. I will be developing a presence on the intranet and will also be regularly contributing to the monthly newsletter to keep everyone up to speed about all things lean.

Until now, most of the lean activities that have occurred within our facilities have involved experimenting with lean tools. Projects such as 5S events, A3 problem solving, and standard work to name a few. We will introduce lean tools in later columns but for now I would like to let everyone know what will be occurring over the next month or so. In November I will be traveling to the University Of Michigan Hospital to partake in a week long lean healthcare training curriculum. The focus of the week will be on coaching and management systems, value stream mapping, practical problem solving and A3 thinking, and lean leadership. For over a decade the University of Michigan has utilized lean principles to improve the quality of care, service, and decrease costs for their patients.

As a Badger alum it will be odd training in Ann Arbor, I will be sure to not hold it against the instructors... GO BUCKY! I cannot wait to share what I learn with our organization! If there are ever questions feel free to stop by "The Center", call, or email me at lbeirl@ashlandmmc.com.





Three-year old Jake Probst (aka Batman and son of **Beth Probst, Marketing & Communications**) rocks his first 1k trail run at this year's Birnie.



Ethan Jolma age 2, grandson of **Sally Jolma, Accounting** dressing up for Halloween as a Minion.

PACT

- Professionalism
- Accountability
- Communication
- Teamwork

**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 the photos you're proud of. 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