

Right Here

A Monthly Newsletter for the Staff of MMC



Jason Dylas

President's Message

Dear Staff:

Right here in the place we love. In the upcoming months, this will be a phrase you'll be hearing a lot in our community. As I mentioned in the employee forums, this, in addition to our new logo and branding materials will more accurately market the wonderful work the staff does at MMC each and every single day. These materials will also begin to highlight some of the synergies between MMC and Hayward Area Memorial Hospital, as we'll be sharing the same branding materials. These changes will take some time but as we move forward rolling out new materials, such as our new newsletter Right Here, I encourage you to provide any suggestions or ideas for improvement to the marketing team or me.

For those who couldn't attend the employee forums, I want to take a moment to highlight a new program that allows staff to become a part of our marketing efforts. The Employee Ambassador program is a voluntary program in which you can earn points towards MMC clothing by sharing our story, participating in events or having hands on involvement in various marketing efforts. Each year, staff can earn up to 100 points or \$100 towards the clothing item of their choice. What excites me about this program is that so many staff are already doing amazing things in our community and sharing the great work of MMC. This program just helps us recognize you for these efforts. Additional information and score sheets are available in Marketing and Communications (formerly PR). (continued on page 2)



**Memorial
Medical Center**

Right here in the place we love.



February 2015

VOLUME 1 • ISSUE 2

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Congratulations to everyone who participated and contributed to Relay for Life last year. As a result, we played a major role in helping Relay raise over \$146,000 making us number 1 in the nation for areas our size. This is yet another amazing example of how staff here regularly go above and beyond.

I want to give a quick update about the Northwest Wisconsin Cancer Center. In late January we finalized some of the last details on design for the Cancer Center and the Essentia Health Ashland Clinic. We anticipate having a rendering we can share, along with information about how construction will impact staff soon. Right now, it looks like some of the site work, including new entry points and potential parking changes could start in late April. As soon as we have a concrete timeline and plan, we will get that information to you via department heads and in the newsletter. I thank you in advance for your patience as we undergo this major and exciting addition to our campus.

Thanks to everyone on staff for the work you do here everyday. As always, it is very much appreciated.



Jason Douglas



Estate Planning: Planning for the Century

February 4

**11 am, noon and 3:30 pm
Twin Islands**

Elder Law and Estate Planning Attorney Paul Sturgal will provide free presentations on things to consider prior to retirement. This financial planning overview is sponsored by Employee Health. Each session will last approximately 45 minutes with time for Q & A to follow.

Massage Therapist

February 11 and 26

10:30 am - 1:00 pm

Rehab Services

Call Ext. 5482 to make an appointment. \$15 for 15 minutes.

Massage Therapist

February 12

11:30 am - 1:30 pm

Behavioral Health

Call Ext. 5400 to make an appointment. \$15 for 15 minutes.

Retirement Specialist

February 18

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.

Sherry Lipske Raffle

March 26, 2 pm

Cafeteria

Raffle winners will be announced in the cafeteria. Employees can review items from March 19-26. Additional information about the items being raffled and tickets will be distributed to each employee in February. Items for display are due to Administration by March 19. Please turn in details descriptions of items/services to Martha in HR by Friday, February 27.

Upcoming Events

We're Number 1

Relay for Life of Ashland and Bayfield counties tops the nation



2014 Relay for Life Team Members, including several MMC team members, gather at the Essentia Health Cancer Clinic after learning they are number one in the nation per capita.

The American Cancer Society Relay For Life of Ashland and Bayfield Counties is the number one fundraiser in the nation for per capita fundraising in communities its size. After several years in the nationwide top ten, the Ashland event raised over \$146,000 in 2014 to reach number one. Along with Memorial Medical Center sponsoring the event, the three teams representing MMC together raised \$23,474 toward the overall goal. In addition to the three teams, a number of MMC staff contribute to the cause via donations and volunteering.

Who's New?



Tyler Sanchez
Information Systems

Did You Know?

There will be a small increase in the long-term disability premium effective February 1?

The premium is calculated based on total payroll dollars. Although the rate has not increased, total payroll dollars do increase and therefore, we periodically adjust the premium to account for those increases. Employees pay 25% of the premium. The new employee portion will be \$7.10 per month, an increase of 21 cents per month.



Happy Trails!

After 35-years of service, Sue Brown retired in January. Sue occasionally worked in other departments in the Float Pool, but for almost all of her nearly 35 years at MMC, she worked night shifts as an LPN in the Patient Care Unit.

Sue was known for the excellent care she gave her patients and for her wonderful sense of humor, including

her real-life stories that kept her coworkers and physicians (especially Dr. Van Pernis) entertained. In her retirement, she will have more daylight time to spend with her beloved daughter, Mitzi, and with her friends. Hopefully, she will stop by from time to time with updates on her activities and with new stories to tell. We wish Sue the very best during her retirement days!



Karen Hansen, Administration with Kent Seldal, Pastoral Care. Kent retired in December after 23 years of service. Kent provided pastoral care to patients and employees alike, offering private and hospital-wide prayers and services. While at MMC, Kent also became involved with Habitat for Humanity. He also made trips to Haiti where he helped lift people's spirits after the devastating hurricane which left multitudes without shelter, food, water, healthcare and hope.

The Morning After

Editor's Note: Kent submitted this the day after retirement as a final thank you.

I am filled with gratitude this morning. Gratitude and a bit of a sense of "What just happened?" It all went by so quickly. Thursday evening's dinner with the generous words from my sons and Lowell Miller and Jason and Karen and Diane and so many others. Then Friday's reception with so many people gathered. I recall what it felt like to stand and gaze around the room. That moment went by far too quickly. Each encounter that day deserved a conversation, not just a brief acknowledgment.

Last night Mary Beth called me downstairs at the end of the day and we read cards. The words in those cards – both the printed ones and the hand-written ones - had personal connections. I saw your faces, heard your voices.

This morning I'm happy. And I'm sad. It went by so quickly... not just the events of the last few days but the whole twenty three years. Thank you for sharing this journey with me. God's blessings on you all as you begin a new one with Chaplain Andrew.



Winter Installation Meeting

Partners of MMC presented a check for \$67,397 to MMC during its Winter installation meeting. The donation comes from the profits of the hospital gift shop and Partners Thrift Shop in Ashland, along with annual dues, Lifeline and additional fundraisers throughout the year. The meeting also included the 2015 Installation of Officers. From L-R: Jan Washneski, Secretary; Betty Harnish, President; Linda Fish, Past President and Mary Gruper, Treasurer.



Fourth Quarter Scores

The most recent HCAHPS and Patient Satisfaction Scores have shown some dips in improvement. We are working with Department Heads to understand why.

Please remember the key to success is consistency: E3 - every encounter, every person, every time.

If you have any questions regarding these most recent scores, please speak with your

Department	Overall Mean Score	Mean Score Up or down from last quarter	Percentile Ranking	Percentile Ranking Up or down from last quarter	Percentage of "Very Good" response on standard questions	"Very Good" Responses Up or down from last quarter	Priority Index Items that have appeared for at least 3 quarters (# of quarters in Top 10 Index)
Emergency 10/1/14 to 12/31/14	92.8	▲ 0.7	95th group: 20K or less	▲ 2	80.7%	▲ 2.6	Overall rating ER care (49) Likelihood of recommending (41) Staff sensitivity to pain (15) Staff cared about you as a person (13) Doctors concern for comfort (12) Doctor informative re treatment (7) How well pain was controlled (4) Informed about delays (3)
Inpatient 10/1/14 to 12/31/14	90.2	▼ 1.1	71st group: small hospitals	▼ 11	66.4%	▼ 7.8	Response to concerns/complaints (6) Staff addressed emotional needs (5) Wait time for test or treatments (5) Time physician spent with you(3) Explanations: happen during T&T (3)
Outpatient (Testing & Treatment) 10/1/14 to 12/31/14	94.5	▲ 0.1	77th group: all facilities	Unchanged	83.4%	▲ 1.8	Our sensitivity to your needs (50) Response to concerns/complaints (33) Ease of finding your way around (30) Comfort of waiting area (19) Our concern for privacy (12) Staff worked together provide care (8)
Ambulatory Surgery 10/1/14 to 12/31/14	93.6	▼ 0.4	63rd group: all facilities	▼ 13	78.6%	▼ 0.8	Staff sensitivity to any pain Exper (6) Anesthesiologist's explanation (5) Response to concerns/complaints (4) Information about delays (4) Degree pain was controlled (3)
Inpatient Behavioral Health (10/1/14 to 12/31/14)	85.9	▼ 0.9	71st group: all facilities	▼ 8	63.9%	▲ 1.9	Helpfulness group therapy (3) Psychiatrist's info re: medication (3)

HCAHPS Global Domain	Overall Top Box	Top Box Up or Down from last quarter	Percentile Ranking	Med/Surg Percentile (12 month average)	OB Percentile (12 month average)
Rate the hospital 0 - 10	77%	▼ 7%	57th group: small hospitals	67th group: small hospitals	3rd group: small hospitals
Recommend the hospital	68.7%	▼ 8.1%	32nd group: small hospitals	44th group: small hospitals	3rd group: small hospitals





PACT

Professionalism
Accountability
Communication
Teamwork

Every encounter,
every person,
every time.



**Memorial
Medical Center**

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
bprobst@ashlandmmc.com