

Right Here

A Monthly Newsletter for the Staff of MMC



Jason Dylas

President's Message

Dear Staff:

February was an exciting month here at MMC! I'm pleased to announce that Dr. Justin Cummins and Dr. Joseph Signorelli have officially signed on to practice orthopedics in Ashland. They are coming to us from Essentia Health in Duluth. We anticipate opening the Orthopedics Clinic of MMC this September. We will have much more coming out about these orthopedic surgeons along with additional information about the clinic soon but wanted you to be the first to know they have signed.

This past month we also learned that MMC has been named a Top 100 Critical Access Hospital. The award looks at all Critical Access Hospitals in the country and utilizes 50 rural-relevant indicators across eight pillars measured by the Hospital Strength INDEX from iVantage Health Analytics. I think this announcement speaks loudly to all of the hard work we've been doing the past few years around the entire patient experience. I couldn't be prouder of the team. We're currently planning some ways to celebrate this accomplishment but are open to hearing from you as well. If you have any suggestions, send them my way. There is additional information about the award in this newsletter as well.

In February, I also had the opportunity to spend time on the Big Lake with over a dozen MMC colleagues at our Book Across the Bay station. The weather this year

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**Memorial
Medical Center**

Right here in the place we love.



March, 2018

VOLUME 4 • ISSUE 3

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- New Details for Sherry Lispke Raffle
- Fitness Classes Available for Staff

LEADERSHIP

- MMC Supports New Day Renovation
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EVENTS

- Valentine's Day 2018
- Book Across the Bay
- Birkie Big Ski

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was impressive—equating in over 3,800 people cruising past our station. As always, the team had a great time cheering these folks on, including many MMC staff. To everyone who volunteered, raced or was at the finish line cheering folks on, thank you. It is your involvement in these types of events that really establish MMC as leaders in our community. If you missed out on the event or want to continue this celebration of winter, be sure to join me on March 1 during the hospital's first Moonlight Ski and Snowshoe event. It'll take place from 5-7 pm right here on campus.

Finally, be sure to attend our semi-annual employee training at WITC later on this month. These trainings are an opportunity for us to share critical information with each and every staff member, along with an opportunity for you to interact with folks you might not see on a daily basis. I also want to mention one other event – our Behavioral Health Services team is hosting a series of community conversations at Salmagundi in March and April. This is an opportunity for community members to connect with some of our providers and have a meaningful conversation around some tough yet critical mental health topics. The topics and dates are listed in the newsletter but I wanted to personally encourage you to consider attending one of these events if you are available.


Jason Douglas



Upcoming Events

MOONLIGHT SKI & SNOWSHOE COMMUNITY EVENT

Thursday, March 1 • 5 - 7 PM
MMC Ski Trail Head

Grab your skis or snowshoes and come out for an evening of fun to help promote our community involvement. Stop by Solstice Outdoors if you need equipment, and get half price rentals for the night. Visit our CEO, Jason Douglas at the junction off the trail leading to his house. Yes, he can ski to work!

Smores, hot chocolate, games, music, give-aways and prizes!

THE SHERRY LIPSKE RAFFLE - IMPORTANT DETAILS FOR THIS YEAR

Viewing of the raffle items is in North/South Twin Islands room this year. You can browse the prizes there from 11 AM - 1 PM on Monday, April 2 through Wednesday, April 4, and from 7:30 AM - Noon on the day of the drawing, April 5. Winners will be announced on Thursday, April 5 at 2 PM in the cafeteria. There will be refreshments served at the drawing.

To donate a raffle prize, please go on the intranet for a donation form, or pick one up in Human Resources. **Forms are due in HR by Friday, March 9.** Donations need to be brought to N/S Twin Islands anytime on March 30 from 7:30 AM - 4:30 PM. If you have a special request for submitting a donation, or need to set up a different time to drop yours off, or if you have any questions at all, please call **Kate Deering, Marketing** at Ext. 5186. Your supervisor also has an updated information sheet about the raffle this year.

Thank you to everyone who participates! Without you, this special fund that helps so many employees would not exist.

Upcoming Events Continued

MEMORIAL BLOOD DRIVE

Thursday, March 8 • 1 - 4 PM

Call Barb Yox, Lab at Ext. 5451 or go to mbc.org to schedule your donation time. Donating blood takes about one hour, including a mini-physical and health interview. Actual donation time is typically only 10 minutes. And within about 10 days, your blood will have helped save lives in your community.

SPRING TRAINING EVENT

Wed. & Thurs., March 14 & 15

WITC Conference Center

All staff please attend one of the 6 sessions. This is a paid training. Don't forget to bring your passport to be stamped! Go to the intranet for more information or talk to your supervisor.

VOICES FOR RECOVERY SAFE & SOBER ST. PATTY'S DAY PARTY

Saturday, March 17 • 7 - 11 PM

MMC BHU Gym

Enter through door #NB-240

Food, games, prizes, costume contest and more! Everyone is welcome. \$1 donation at the door.

Sponsored by MMC, in partnership with NorthLakes Community Clinic & Ashland and Bayfield Counties.

Volunteers are always needed to help with games and set up or tear down for any of the safe & sober nights. If you want to help out please call **Kaye Lani, BHU** at Ext. 5403.

MOTHER/BABY YOGA CLASSES

Saturdays, March 17 & April 7

10 - 11:30 AM • MMC campus

Classes are offered to mothers and babies (6 weeks - 9 months) free of charge by the Family Birthplace of MMC. Instructed by Meghan Salmon Tumas. Please register by calling **Adele Thomason, Family Birthplace** at Ext. 5332, or email her: athomason@ashlandmmc.com.

GASTRO, COLON, & ESOPHAGUS CANCER AWARENESS CELEBRATION

Tuesday, March 27 • 2 PM

Gastroenterology Clinic of MMC

Cheesecake, coffee and juice will be served. Stop in and enter to win a door prize!

COMMUNITY CONVERSATIONS

Join Memorial Medical Center Behavioral Health Providers to have candid conversations around mental health.

This informal discussion will provide a basic framework and allow time to get your questions answered. Help us peel back some of the stigma attached to these critical conversations that need to be taking place in our community to help end the silence around mental health.

LET'S TALK TO END THE SILENCE

2 - 4 PM • Salmagundi Art Gallery - 705 Main Street West, Ashland
Free & open to the public. Light refreshments will be served.

 Jocelyn Langholz, MSW	 Jessica Joanis, MSW	 David Lewis, MSW	 Kevin Smith, RN
<p>TOO MUCH TO HANDLE?</p> <p>How to practice self-care during tough times.</p> <p>MARCH 11</p>	<p>KNOW SOMEONE IN A CRISIS?</p> <p>How crisis intervention occurs and what happens next.</p> <p>MARCH 18</p>	<p>PAST TO PRESENT.</p> <p>How the history of mental health is influencing treatment, access and attitudes around mental illness.</p> <p>APRIL 8</p>	<p>MEDICATION VERSUS LIFESTYLE:</p> <p>Drug free interventions for treating depression and anxiety.</p> <p>APRIL 29</p>

BEHAVIORAL HEALTH SERVICES



Memorial Medical Center
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LetsTalkAboutItNow.org



Upcoming Events Continued

THE ASHLAND BAYFIELD COUNTIES AMERICAN CANCER SOCIETY – RELAY FOR LIFE

Friday April 13 • 5 - 10 PM

Bay Area Civic Center

If you are interested in joining the team, please call or email

Kathy Tuttle, Nursing at ktuttle@

ashlandmmc.com. You may

Google the event and join Team

MMC online as well.

JUST FOR WOMEN

Tuesday, April 17 • 4:30 - 7:30 PM

Northern Great Lakes Visitor Center

4:30 PM: Hands only CPR Training

5:30 PM: Doors Open

6:30 PM: Keynote Speaker Patty Wetterling

If you are interested in volunteering

this year, please call **Beth Probst,**

Marketing at Ext. 5182 or email her

at bprobst@ashlandmmc.com

PARTNERS OF MMC LINEN SALE

Tuesday, April 24

More details will be coming soon!



MMC Teams with Chequamegon Food Co-Op

FOOD ALLERGIES SUPPORT GROUP

Have you or a loved one been diagnosed with food allergies or intolerances? MMC has teamed up with the Chequamegon Food Co-Op to offer a free support group to help community members navigate the confusing world of food allergies and intolerances. The support group is open to the public and will be held at the Chequamegon Food Co-Op meeting room from 6 - 7PM on the last Wednesday, every other month, beginning on March 28, 2018. Call **Meredith Johnson, Nutrition Services** at Ext. 5462 if you are interested.

HEALTHY FAMILY EATING CLASSES

Kids in the Kitchen: Fun (& Healthy) Family Cooking with an MMC registered dietician

Tuesday, March 27 • 5:30 - 7:30 PM • Chequamegon Food-Co-Op meeting room.

HANDS-ON • Healthy eating can be fun! We've teamed up to give you and your kids hands-on experience in the kitchen, with ideas for fun and healthy meals the whole family will love.



Get the Junk Out: Snacking Healthy with an MMC registered dietician

Thursday, April 5 • 6 - 7 PM • Chequamegon Food Co-Op meeting room.

HANDS-ON • If your go-to snack is a bag of chips, a stack of crackers, or a pile of fries, this class is for you. We've teamed up to help you learn more about healthy snacking. We'll even make a few to munch on!

Classes are free but registration is required. Space is limited. Register at the Co-Op Customer Service Desk or call (715) 682-8251.



RECIPE CORNER

By: Meredith Johnson,
Nutrition Services

Roasted Root Vegetables

Wisconsin winters offers produce such as carrots, parsnips, potatoes, spinach, beans, brussels sprouts, cabbage, onions and rutabagas. Seasonal produce is often available at a reduced expense, which creates an opportune time to stock up on freezer-friendly vegetables like carrots, onions, spinach, or even root vegetables. Chopping and blanching vegetables prior to freezing can increase freezer shelf life. Root vegetables are grown underground and are nutrient-rich, colorful additions to any meal, side dish, salad, or even hummus! Try the Roasted Root Vegetables recipe today!

INGREDIENTS:

4 root vegetables (choose a variety from potatoes, rutabagas, turnips, parsnips, beets, sweet potatoes, etc.) (medium)
2 carrots (chopped)
1 onion (medium, chopped)
1/4 cup vegetable oil
3 tablespoons parmesan cheese

DIRECTIONS:

1. Preheat oven to 350 degrees.
2. Cut vegetables into large chunks.
3. Place in a medium bowl and pour oil over top. Add seasonings or parmesan and mix well.
4. Spread an even layer on a baking sheet.
5. Bake for 1 hour or until tender. Check a few vegetables to see if they are tender.

Source: <https://whatscooking.fns.usda.gov/recipes/supplemental-nutrition-assistance-program-snap/roasted-root-vegetables>



Great work to everyone who participated in the 5-2-1-0 Health Challenge! Don't forget to have your passport stamped for completing the 6 week event.

All in the Family

Jill Curry, Nursing attended the CCRN Review workshop on January 29 & 30. The course is to prepare nurses to take the CCRN Exam. It reviewed the essentials of nursing care & interventions for patients in ICU settings.

MaryJo Tomlinson, PFS attended the 2018 Mega Healthcare Conference titled, "Excellence Through Collaboration" from January 15 - 17. She received a completion certificate. The conference was a great place to network with colleagues, learn from industry speakers and meet business associates from many different organizations.

Susan McCormick, Radiology attended the Effective Preceptoring: Tools for Practice workshop on February 21 & 22. She received CE credits. The workshop was about learning how to build a better preceptor-preceptee work flow as well as understanding ways of handling conflict.



Memorial Medical Center Named a 2018 Top 100 Critical Access Hospital



MMC was recently named one of the Top 100 Critical Access Hospitals in the United States by the Chartis Center for Rural Health for its commitment to providing the best healthcare possible to our community while maintaining an efficient and effective facility.

“This is more about the service we provide than a plaque on the wall,” says MMC president Jason

Douglas. “Every day, our 450+ person team comes to work with a commitment to excellence. This award just reaffirms our commitment to great patient care, every day.”

MMC scored in the top 100 of Critical Access Hospitals on iVantage Health Analytics’ Hospital Strength INDEX®. The INDEX is the industry’s most comprehensive and objective assessment of rural provider performance and its results are the basis for many of rural healthcare’s most prominent awards, advocacy efforts and legislative initiatives. The list of the Top 100 Critical Access Hospitals can be found at www.ivantageindex.com/top-performing-hospitals.

The Top 100 Critical Access Hospitals play a key role in providing a safety net to communities across America – and the INDEX measures these facilities across eight pillars of hospital strength: Inpatient Market Share, Outpatient Market Share, Cost, Charge, Quality, Outcomes, Patient Perspective, and Financial Stability.

“The Hospital Strength INDEX provides a true benchmark for helping rural providers to better understand performance levels and identify areas of improvement. When we look across the spectrum of rural-relevant INDEX indicators, the Top 100 Critical Access Hospitals are establishing a new standard for how to deliver higher quality care to their communities despite an unpredictable healthcare environment.”

About The Chartis Group

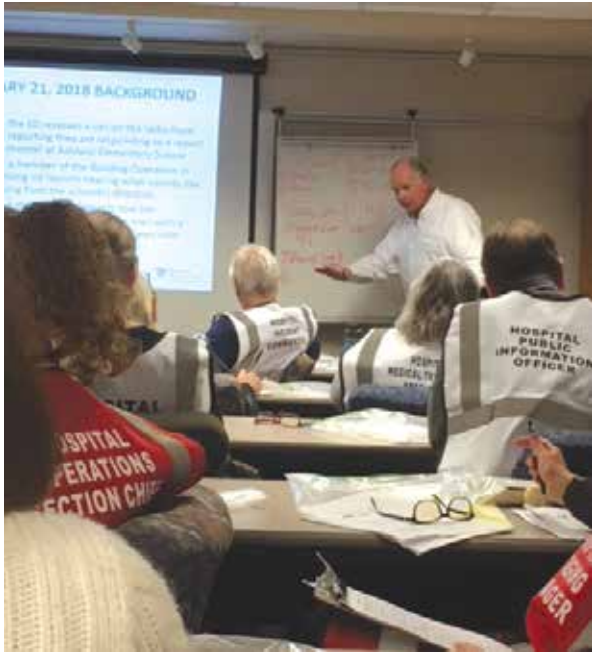
The Chartis Group® (Chartis) provides comprehensive advisory services and analytics to the healthcare industry. With an unparalleled depth of expertise in strategic planning, performance excellence, informatics and technology, and health analytics, Chartis helps leading academic medical centers, integrated delivery networks, children’s hospitals and healthcare service organizations achieve transformative results. The Chartis Center for Rural Health (CCRH) was formed in 2016 to offer tailored services, performance management solutions, research and education to rural hospitals and facilities. Learn more at Chartisrural.com.

A Gift for Everyone!!!

In recognition of the hard work everyone is doing to help us get this award, staff will be able to choose from one of three great gifts at the upcoming employee training event. An order form and samples will be available there. Don’t worry, if you can’t make it, your supervisor will have all of the details.



Training Events in February



Staff attended a two-day Hospital Incident Command training on February 20 and 21. HIC systems assists hospitals to improve their emergency management planning, response, and recovery capabilities for planned and unplanned events. This training is another extra effort we give to pursuing our Mission.



A Decon HazMat training drill was held on February 22 & 23 in the new ambulance bay. By completing this training, MMC has met the OSHA requirement that hospitals provide First Responder Operations Level Decontamination Training to personnel who are expected to decontaminate victims or handle them before they are thoroughly decontaminated. This includes staff designated to provide treatment, triage, decontamination, and other related services as well as personnel who may reasonably be expected to come in contact with those individuals arriving at the hospital.

Thanks to all who volunteered for this training.



Memorial Medical Center Supports New Day Advocacy Renovation Campaign

MMC is pleased to support the New Day Advocacy Renovation Campaign efforts with a check for \$10,000. New Day is currently raising funds to renovate a new space they were able to purchase to provide additional services for our community. New Day Advocacy (formerly New Day Shelter) is a safe haven for victims of Domestic Abuse and Sexual Assault, which provides emergency housing and food for victims and their children. About one-quarter of their clients need shelter. In addition, New Day provides support services to affect social change and ultimately to help reduce the cycle of family violence and assault in our communities.

Of the donation, MMC CEO Jason Douglas says, "New Day provides crucial services to our friends and neighbors during a difficult time. On behalf of our Board of Directors, we hope this contribution can assist in providing additional space to continue serving and improving the lives of families in Ashland and Bayfield counties."

The organization hopes to raise approximately \$1,000,000 over the next two to three years. If you are interested in learning more or making a contribution please contact New Day at 715-682-9566 or by mail at PO Box 88, Ashland, WI, 54806, visit their web site at www.ndshelter.org, or on Facebook.



Pictured here from left to right: Kerry Hill, New Day Board Secretary; Jean Wahlquist, New Day Board Treasurer; Jason Douglas, MMC President; Kathy Roper, New Day Executive Director; Tom Potterton, New Day Board President; Karen Hansen, MMC Chief Operating Officer; and Dr. Dennis Zahm, New Day Board Vice President.

New Fitness Class Schedule for MMC, REI, & NWCC Staff

In addition to Kettlebell classes, the MMC Health Promotion Team is now offering Body Pump classes at a special rate for our staff. We want to see you happy and healthy in the hallways and in life!

Body Pump classes will be on Tuesday evenings starting on March 13 from 5:15 - 6 PM in the BHU gym. The class uses weighted bars, which are supplied. **Terri Kramolis, NWCC** will be the instructor. All MMC fitness classes are \$5 due at the time of class. Registration is required. Sign up for Kettlebell or Body Pump classes on the intranet under the Employee Wellness tab.

If you have any questions please call **Meredith Johnson, Nutrition Services** at Ext. 5462.



Partners of MMC 2017 Wishlist Update

In 2017, the Partners of MMC made these generous contributions to our facility. Thank you to all partners!

Laboratory: freezer with temperature chart monitoring device • **Building Operations:** snow plow attachment for clearing sidewalks • **Radiology:** 25 mammography gowns & 2 lead aprons • **Patient Care Unit:** Sara Stedy, a device which aids patients in moving about. Patients can walk, but there is a seat for a short respite if needed and it is easier to use than a wheel chair in some instances • **Perioperative Services:** monitor tracking board for following patients during surgery. Also funds for children's coloring books, crayons, stuffed animals, etc. • **Recovery Services:** funds for recovery booklets. These are workbooks to aid in the recovery process. • **The Family Birthplace:** 2 birthing stools • **ER:** personnel may go to the Thrift Shop for clothing as needed for ER patients. Here are some year end figures:

The total value of the 2017 Wish List was \$20,275 plus \$ 3,060 in vouchered goods from Thrift Shop.

MMC Celebrates Valentine's Day/ Supports Relay for Life



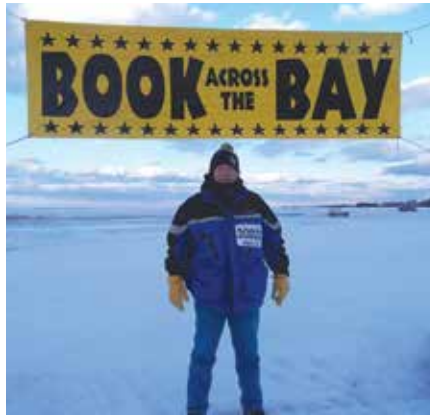
On the morning of February 14, there was a Relay for Life bake sale in the cafeteria from 7 - 9 AM. The MMC Radiology department volunteered their time and baked a whole bunch of delicious treats that were all donated to the sale. Other departments gave up some of their morning and volunteered to help out with the sale. Their efforts paid off. The sale was a big success, and \$868.07 was raised for the American Cancer Society.

Later that afternoon, the EMRC committee held a Valentine's Day party in the cafeteria with cake and punch for all employees. Everyone was feeling the love on Valentine's Day, 2018!



Book Across the Bay 2018

It was reported that the weather conditions were ideal for the Book this year. Over 3,800 people made the trek across the ice. Thank you to everyone from MMC who volunteered at the Med Tent and at the water station. And congratulations to all of our staff who participated in the race. See you again next year!



Big Ski 2018 at the Hayward Birkebeiner

Team MMC gave it their best shot at the Big Ski this year! Unfortunately they did not beat the HAMH Rehab Services Team, and were eliminated in the first round. Congratulations on a great effort!



True North in Action



Late in 2017, after the Capstone visit for Leadership Training and consultation with teams, we received our Second Year action plans for 2018. Here is a summary of what we are working on in the first 6 months of the year:

Steering Team (North Star Navigators) Along with support and oversight of the entire program, the Steering team will focus on Leadership development in goal setting/planning, interviewing applicants based on our behavioral standards, understanding communication styles, delegation, interdepartmental rounding.

Patient Experience Team (Trailblazers) Keeping positive communication standards “top of mind” and understanding and responding to patient survey trends will continue from last year. The first six months of this year will focus on service recovery, aligning departmental pillar goals with service standards, working with the Nursing Team to study information gathered from patient call backs and recognize employees identified by patients.

Employee Experience Team (North Chequamegon Stars) Focus on keeping the STAR Standards alive/active and scheduling of CEO forums continue from last year. Working with Senior Leaders to develop plans to improve several key opportunities identified in the employee engagement survey and making Day One special for new employees is on their plan.

HRO Team (Transformers) The team is focusing on careful study of the employee survey questions related to safety opportunities identified, continuous evaluation of the Safety Huddle process, work on “Just Culture” and creating a safer environment.

Nursing Team (North Star Nightingales) Team members are auditing the rollout of the Nursing Bundle (e.g., bedside shift report, use of whiteboards, purposeful rounding, discharge phone calls). Nurse’s Week activities are being planned, to inclusion of an award from the Daisy Foundation to recognize exceptional work by a nurse. This team has been instrumental in developing improvements to our Code Blue process, will assist in training staff to implement the new format in 2018.

Training Team (Pathfinders) A great line up of training is in store for us on March 14 and 15, with a little Luck of the Irish added for good measure.

Community Relations Team (Wayfinders) This team will continue to encourage volunteerism among the MMC staff and post/showcase those efforts in the display case near the Stockton Island Meeting room. Check out the intranet regularly for opportunities to volunteer; come join in the fun!





STAR

Service

Teamwork

Accountability

Respect



Chad Lipske, HR, Jaimee Lipske, Accounting, and their son Parker went to Disney World last month!

**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 krdeering@ashlandmmc.com